

Corelight Support and Maintenance Services

Customer is entitled to receive only the support and maintenance services specified for the applicable support level that Customer has ordered and actually paid for as set forth in the table below. Capitalized terms that are not defined in this Exhibit have the meaning given to them in Corelight Master Supply and Software License Agreement.

Support Level	Support Hours	Software Support	Box Onsite Target Replacement Time	Onsite Spare Box Availability	Fees
Standard	Business Hours: 9:00 AM – 6:00 PM PT Mon-Fri	Software updates to the then-current release	Next Business Day shipping	Available 1+1 or N+1	[Included in the subscription price]

1. **Support and Maintenance Services.** Support and Maintenance services consist of using commercially reasonable efforts to provide (a) telephone and e-mail support to correct Errors pursuant to Section 2 below, (b) online support portal access, (c) Software updates that Corelight Inc (“Company”) makes generally available to its customers without additional charge, and (d) support for Boxes as set forth in Section 3 below. Company will only provide Support for the previous sequential release to the Software for six (6) months following the then-current release of the applicable Software and Customer is solely responsible for installing applicable updates if Customer wishes to continue to receive Support following such six (6) months.

2. **Error Priority Levels.** Company shall exercise commercially reasonable efforts to correct any Error reported by Customer in accordance with the priority level assigned to such Error by Company (in Company’s sole discretion). Customer will cooperate with Company to the extent reasonably necessary to facilitate the provision of support and maintenance.

Error Priority Level	Definition and Scope	Measures
Priority 1 Errors	Error that causes Customer’s use of the Software to be stopped, or so severely impacted that Customer cannot continue use of the Software, <i>e.g.</i> , data unavailability, severe performance problems, or network down.	(i) assign engineers to correct the Error; (ii) escalate to management if protracted; (iii) provide Customer with periodic reports on the status of the corrections; and (iv) in the case of Software, initiate work to provide a Workaround or Fix or, in the case of Boxes, initiate Hardware Support pursuant to Section 3 below.
Priority 2 Errors	Error that causes important Software features to be unavailable, but Customer’s use is continuing, <i>e.g.</i> , moderate performance problems, intermittent software faults, or network degradation.	(i) assign engineers to correct the Error; (ii) provide Customer with periodic reports on the status of the corrections; and (iii) in the case of Software, include a Workaround or Fix for the Error in the next regular Software maintenance release or, in the case of Boxes, initiate Hardware Support pursuant to Section 3.
Priority 3 Errors	Error that causes less significant Software features to be unavailable or minimal business impact, but Customer’s production use is continuing.	(i) assign engineers to correct the Error; (ii) provide Customer with periodic reports on the status of the corrections; and (iii) include a Workaround or Fix in a later major release of the Software if needed.
Priority 4 Errors	Error that is not a Priority 1 Error, Priority 2 Error, or Priority 3 Error, <i>e.g.</i> , request for information or administrative requests.	(i) acknowledge Customer’s problem report; and (ii) commence reasonable efforts to correct the Error.

3. **Hardware Support.** Company will use commercially reasonable efforts to correct any Box Errors before authorizing a repair or replacement, and to commence the replacement within the Box Onsite Target Replacement Time if a replacement is required. Replacement parts may be new or refurbished at Company’s option. Defective parts must be returned following Company’s standard RMA policy communicated to Customer by Support. If Customer does not follow Company’s RMA policy, Company may invoice Customer the full cost of the replacement part.

4. **Exclusions.** Company shall have no obligation under this Agreement with respect to: (i) altered or damaged Software or any portion of the Software incorporated with or into other software and/or hardware, as applicable; (ii) any Software that is not the then-current release or the immediately previous sequential release; (iii) Software problems caused by Customer’s negligence, abuse or misapplication, use of Software other than as specified in Company’s user manual or other causes beyond the control of Company; (iv) Software installed on any hardware that is not supported by Company; (v) third party products not provided by Company; or (vi) interpreting the logs exported by the Software.

5. **Definitions.** “**Error**” means any reproducible defect in the Software that causes it not to perform substantially in accordance with the corresponding Software documentation. “**Box Onsite Target Replacement Time**” means the time Company targets to commence the Box replacement at Customer’s premises after Company has diagnosed and determined that Box parts replacement are required. “**Workaround**” means a change in the procedures followed by Customer to avoid an Error without substantially impairing Customer’s use of Software. “**Fix**” means the repair or replacement of object or executable code versions of a Software or documentation to remedy an Error.

6. **Miscellaneous.** If Customer purchased these Support Services directly from Company, or if Customer purchased Company Support Services through a Company-authorized reseller, distributor or service partner but renews those services directly with Company, the Agreement that governs the Support Services Customer purchased is Company’s then-current standard terms and conditions of sale and license located at www.corelight.com/support-policy, provided that if there is a separate mutually signed agreement between Customer and Company (not including any purchase order or similar document) expressly covering these Support Services in effect at the time the order for these Support Services is accepted by Company, the express terms of that agreement is the Agreement that will govern.