

Corelight Customer Contracting FAQs

Corelight created this FAQ to answer some of the most common questions customers ask about our Corelight Customer Agreement.

1. How does Corelight contract with customers?

Corelight has adopted a simplified, modular approach to customer contracting. The Corelight Customer Agreement is a contract that governs customers' use of Corelight's products and services. It applies to a customer's purchase of Corelight products and services *through channel partners or directly from Corelight*.

2. What documents should a customer review?

The Corelight Customer Agreement consists of the following modular sections:

- **Corelight Customer Agreement:** contains the core commercial and legal terms that apply to a customer's use of Corelight products and services.
- **Product-Specific Terms:** include any additional terms that apply to a customer's use of specific Corelight product offerings, features and other services.
- **Service Level Agreement (SLA):** describes the service level commitments applicable to Corelight's cloud products (i.e., only applies to Corelight Investigator)
- **Consulting Services Policy:** describes how Corelight provides packaged consulting services for its offerings. This policy applies to the extent Corelight provides consulting services.
- **Professional Services Supplement:** describes how Corelight provides professional services as documented in a mutually executed statement of work ("SOW"). This supplement applies to the extent Corelight and a customer enter into a SOW for professional services.
- **Support Policy:** describes Corelight's support offering for the products purchased under the Corelight Customer Agreement.
- **Data Processing Addendum (DPA):** explains how Corelight processes personal data and completes the overall agreement if and when needed according to applicable data protection laws.

3. Does the Corelight Customer Agreement apply to all of Corelight's products?

Yes, the Corelight Customer Agreement applies to all Corelight cloud, hardware, and software products. The Corelight Customer Agreement also applies to Corelight support, professional and consulting services, which are subject to additional policies, as detailed in the Corelight Customer Agreement.

4. Does the Corelight Customer Agreement apply if a customer purchases Corelight products through a channel partner?

Yes, the Corelight Customer Agreement will govern a customer's use of the Corelight products purchased through a channel partner. Corelight sells and licenses its products through its channel partners, please reach out to a channel representative at channel@corelight.com for a list of Corelight authorized channel partners.

5. How can customers sign a Data Processing Addendum with Corelight?

The Data Processing Addendum forms a part of the Corelight Customer Agreement and does not need to be signed separately.

6. What if a customer is U.S. government entity?

If a customer is a U.S. Public Sector End User (as defined below), then the Corelight U.S. Public Sector Addendum is incorporated into and applies to the Corelight Customer Agreement.

"U.S. Public Sector End User" means an agency, department, or other entity of the United States federal government ("Federal") or a state, local, or public education entity created by the law (including constitution or statute) of the applicable state ("SLED").

7. Where can customers find previous Corelight legal terms and policies which governed prior purchases of Corelight products and services?

For archived versions, please send a request to legal@corelight.com (with "Archived Terms" in the subject), and include the product(s), date of purchase, and channel partner (if applicable).