

Support Services

1. **Support Levels.** Corelight offers the following levels of support. Customer is entitled to receive only the Support Services specified for the applicable support level for which Customer has ordered and paid. Capitalized terms that are not defined herein shall have the meaning given to them in the applicable Reseller Customer Agreement or Master Customer Agreement.

Support Level	Standard	Enterprise
Support Hours	Business hours: 8AM – 6PM PST Mon-Fri excluding US and Corelight company holidays	
After Hours Availability	N/A	24x7x365
Replacement Hardware	Shipped same day if diagnosed* before 2PM EST Standard Shipping**	Shipped same day if diagnosed* before 7:30PM EST Shipped Next Business Day**
Designated Technical Account Manager (TAM)	N/A	Included
Corelight Virtual Sensor	N/A	One included for testing, pre-staging, script development, etc.
Software Support	Software updates made available to the then-current release	
Fees	Included in Software or Subscription purchase	
Initial Response and Follow-up Times		
Priority 1 (Critical)	Initial Response: 2 business hours Follow-Up: Daily, or as agreed in writing, until resolved or a workaround is in place	Initial Response: 1 hour Follow-Up: 4 hours, or as agreed in writing, until resolved or a workaround is in place Instant escalation to the VP Customer Success, upon written request ***

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Support Level <i>(continued)</i>	Standard <i>(continued)</i>	Enterprise <i>(continued)</i>
Priority 2 (Major)	Initial Response: 4 business hours Follow-Up: As mutually agreed in writing until resolved or a workaround is in place	Initial Response: 2 business hours Follow-Up: Every business day or as agreed in writing until resolved or a workaround is in place Instant escalation to the VP Customer Success, upon written request***
Priority 3 (Moderate)	Initial Response/Follow-Up: Commercially reasonable response	Initial Response: 4 business hours Follow-Up: Every 3 business days or as agreed in writing until resolved or a workaround is in place
Priority 4 (Low)	Initial Response/Follow-Up: Commercially reasonable response	Initial Response: 8 business hours Follow-Up: Once per week or as agreed in writing until resolved or a workaround is in place

* Hardware failure must be confirmed by a Corelight support engineer who will assist with the RMA process.

** Standard: delivery times may vary for some international locations due to customs. Enterprise: shipped next business day for non-US locations. Delivery will be affected by various factors such as location, parts availability, local customs, and import regulations.

*** Should a support case require escalation, contact your designated TAM or email tam-team@corelight.com

2. Error Priority Levels. Corelight shall correct any Error reported by Customer in accordance with the priority level assigned to such Error by Corelight, in Corelight's sole discretion. Customer will cooperate with Corelight to the extent reasonably necessary to facilitate the provision of support services.

Error Priority Level	Definition and Scope	Measures
Priority 1 (Critical)	Error that causes Customer's use of the Software or Subscription to be stopped, or so severely impacted that Customer cannot continue use of the Software or Subscription, e.g., data unavailability, severe performance problems, or network down	Corelight will: (i) assign engineers to review and 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 or Subscription, initiate work to provide a Workaround or Fix, or, in the case of Hardware, initiate Hardware Support pursuant to Section 3 (b).
Priority 2 (Major)	Error that causes important Software or Subscription features to be unavailable, but Customer can continue use of the Software or Subscription, e.g., moderate performance problems, intermittent software faults, or network degradation	Corelight will: (i) assign engineers to review and correct the Error; (ii) provide Customer with periodic reports on the status of the corrections; and (iii) in the case of Software or Subscription, include a Workaround or Fix for the Error in the next regular Software or Subscription maintenance release, or, in the case of Hardware, initiate Hardware Support pursuant to Section 3(b).

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Error Priority Level <i>(continued)</i>	Definition and Scope <i>(continued)</i>	Measures <i>(continued)</i>
Priority 3 (Moderate)	Error that causes less significant Software or Subscription features to be unavailable or minimal business impact, but Customer continues production use of the Software or Subscription	Corelight will: (i) assign engineers to review and 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 or Subscription, if needed.
Priority 4 (Low)	Error that is not a Priority 1, Priority 2, or Priority 3, e.g., request for information or administrative requests	Corelight will: (i) acknowledge Customer's problem report; and (ii) commence commercially reasonable efforts to correct the Error.

3. Support Services.

- a. **Support and Maintenance.** Support Services consist of using commercially reasonable efforts to provide (a) telephone and e-mail support to correct any Errors, (b) online support portal access, (c) Software updates that Corelight makes generally available to its customers without additional charge, and (d) support for Hardware. Corelight will provide support for Software releases for 6 months following the next applicable Software release. Customer is solely responsible for installing any applicable updates to continue receiving support.
- b. **Hardware Support.** Corelight will use commercially reasonable efforts to correct any Hardware errors for eligible Hardware before authorizing a repair or replacement. Replacement parts may be new or refurbished at Corelight's option. Defective parts must be returned in accordance with Corelight's RMA policy. If Customer does not adhere to Corelight's RMA policy or if any damage to the Hardware is attributable to Customer, Corelight may invoice Customer the full cost of the replacement part. Customer should remove any personal, proprietary, or confidential information prior to returning any Hardware. Only Corelight provided Hardware is covered under this Section.
- c. **RMA Policy.** RMA means the exchange of the defective, eligible Hardware, with replacement Hardware once Corelight has received the defective Hardware from Customer after Corelight's issuance of the RMA number. For Enterprise support, prior to Corelight's receipt of such defective Hardware from Customer, the replacement Hardware will ship from Corelight within one (1) business day of mutual determination by Corelight and Customer that an advanced exchange is appropriate. Customer must return the defective Hardware to Corelight within fourteen (14) calendar days after issuance of the RMA number using the provided return shipping label. Corelight is not obligated to accept Hardware not returned according to Corelight's RMA policy or for which the return was not authorized.
- d. **Exclusions.** Corelight 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, misapplication, or use other than as specified in Corelight's user manual, as well as other causes beyond Corelight's control; (iv) Software installed on any hardware that is not expressly supported by Corelight; (v) third party products not provided by Corelight; or (vi) interpreting the logs exported by the Software.
- e. **Error Correction.** Corelight shall use commercially reasonable efforts to correct or minimize the adverse effects of any Error that is reported by Customer, provided that the Error is attributable to Corelight. Customer will cooperate with Corelight to the extent reasonably necessary to facilitate the provision of Support Services. Customer acknowledges that Corelight makes no guarantee as to the ability to accommodate every possible network configuration or process all network traffic, and these limitations shall not be deemed Errors.

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- f. **Miscellaneous.** The Support Services herein are subject to change. Corelight may update the terms of the Support Services from time to time. Corelight will post the updated Support Services to a publicly available URL.

4. **Definitions.** “Error” means any reproducible defect in the Software or Subscription that causes it not to perform substantially in accordance with the corresponding Documentation. “Workaround” means a change in the procedures followed by Customer to avoid an Error without substantially impairing Customer’s use of Software or Subscription. “Fix” means the repair or replacement of object or executable code versions of a Software or documentation to remedy an Error.

5. Support Contact and Escalation Path

- a. Email details of the issue to support@corelight.com
- b. Open a support case by logging into <http://support.corelight.com> and providing details of the issue. If you do not have a support account, email support@corelight.com
- c. Call (888) 547-9497