

## 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
<b>Standard</b>	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](http://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.

## CORELIGHT END USER LICENSE AGREEMENT

- 1. Grant of Limited License.** This End User License Agreement (the "Agreement") applies to the purchasing of Sensor(s) (defined below) and the licensing of Software (defined below) provided by Corelight, Inc. (the "Company") by you (the "Customer") via an authorized Company reseller or distributor ("Vendor"). Subject to all the terms of this Agreement including the receipt by Company of all fees, with respect to the software provided hereunder ("Software"), Company grants Customer a nonsublicensable, nontransferable, nonexclusive, right to use the Software in the object code form only and only: (a) as installed by Company on the registered machines purchased by Customer and provided by Company (each a, "Sensor"), (b) located at the applicable site(s) designated by Customer when purchasing such Sensor (each a, "Site"), (c) for the license term purchased from Company, and (d) operated by Customer's personnel located at that Site. CUSTOMER ACKNOWLEDGES THAT THE SOFTWARE MAY INCLUDE FEATURES TO PREVENT USE OF THE SOFTWARE AFTER THE APPLICABLE LICENSE PERIOD AND/OR ANY USE INCONSISTENT HEREWITH. Customer shall not distribute any Software or Sensor to any customer or other third party. Customer may not make any copies of the Software for any purpose whatsoever. Customer will be responsible for ensuring that use inconsistent with the foregoing is technologically prevented. Subject to all terms and conditions in this Agreement, Company grants to Customer a nonexclusive, nonsublicensable, nontransferable right and license to use the Documentation, solely in connection with its authorized use of the Software. Customer may make exact copies of the Documentation as reasonably needed to support its authorized use of the Software. "Documentation" means user instructions, help information and other technical documentation regarding the Software that are made available by Company to Customer, in electronic or other form. Company retains ownership of all intellectual property rights used to create, embodied in, used in and otherwise relating to the Software, Sensors or Documentation. Customer may move Sensors (and the Software thereon) to a new Site within the United States upon 30 days' prior written notice to Company.
- 2. Restrictions.** Customer will maintain the copyright notice and any other notices that appear on any Software, Sensor, and Documentation (and any copies thereof). Customer will not (and will not allow any third party to) (i) disassemble, decompile, reverse engineer or attempt to discover any source code or underlying ideas or algorithms of any Software or Sensor (except to the extent that applicable law prohibits reverse engineering restrictions), (ii) provide, lease, lend, use for timesharing or service bureau purposes or otherwise use or allow others to use the Software or Sensors for the benefit of any third party, (iii) adapt, combine, create derivative works of, translate, localize, port or otherwise modify any Software or Sensor, (iv) use any Software or Sensor to create any software, platform or documentation that is similar to any of the Software, Sensor or Documentation, or (v) use the Software or any Sensor, or allow the transfer, transmission, export, or re-export of any Software, Sensor or portion thereof in violation of any export control laws or regulations. All the limitations and restrictions on the Software or Sensors in this Agreement also apply to Documentation. Except as expressly provided herein, the Software shall not be removed or transferred from any Sensor, without the prior written consent of Company.
- 3. Support and Maintenance.** Support for the Software and Sensors will be provided by Vendor in accordance with Vendor's then-current support terms for such Software and Sensors, as they may be updated from time to time. For clarity, support shall be limited to the term of support purchased by Customer.
- 4. Fees and Payment.** Notwithstanding anything to the contrary, Customer's rights (solely as set forth herein) to the Sensors, Software and any support thereto are subject to its timely payment of all fees due to Vendor for the Software and Sensors via an order approved by Company.
- 5. License Termination.** All licenses will terminate thirty days after notice of any breach by Customer that remains uncured at the end of such period. Upon termination, or if a license ceases to be effective (e.g. due to the expiration a license term), Customer shall immediately cease all use of all affected Software (and all portions thereof) and so certify to Company. Except as otherwise expressly provided herein, the terms of the Agreement shall survive termination. Termination is not an exclusive remedy and all other remedies will be available whether or not termination occurs.
- 6. Warranty Disclaimer.** All warranty service provided with respect to the Software and Sensor will be provided by Vendor, and Customer shall make any and all warranty requests only through Vendor and in compliance with Vendor's then-current RMA procedure. EXCEPT AS OTHERWISE REQUIRED BY LAW, ALL SOFTWARE, SENSORS, DOCUMENTATION, AND ANY SERVICES (IF ANY) (AND, WITH RESPECT TO EACH OF THE FOREGOING, ANY RESULTS THEREFROM) ARE PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND INCLUDING WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR NONINFRINGEMENT. FURTHER, COMPANY DOES NOT WARRANT RESULTS OF USE OF THAT THE SOFTWARE OR SENSORS ARE BUG FREE OR THAT THEIR USE WILL BE UNINTERRUPTED.
- 7. Embedded Reporting / Compliance Routine; Data Access and Use; Termination of Access; Audit.** Customer acknowledges that Software contains automated reporting routines that may, depending on the configuration provided by Company, automatically identify and analyze certain aspects of use and performance of the Software and/or the systems on which they are installed (including problems and issues that arise in connection therewith), and provide reports to Company. Company will be entitled to inspect the installation and configuration of such Software and systems from time to time on reasonable notice. Provided it does not identify Customer, Company will be free to use for development, diagnostic and corrective purposes any data and information it so collects relating to diagnosis, problems, systems, performance, use or functionality, and may allow others to do so. Company may disable Customer's ability to access and/or use the Software upon the expiration or termination of the Customer's license, and Customer shall not do anything to prevent Company's ability to disable such Software or attempt to access or use the Software after such disabling without the express written permission of Company. Customer shall permit Company or its designee to examine and audit Customer's records and all supporting records at reasonable times, once per year upon five (5) days' notification of the intent to audit. The audit shall be limited to evaluating Customer's compliance with this Agreement. Company's right to audit under this Agreement shall survive termination or expiration of this Agreement for one year.

8. Limitation of Liability. NOTWITHSTANDING ANYTHING ELSE IN THIS AGREEMENT OR OTHERWISE, AND EXCEPT FOR BODILY INJURY, COMPANY SHALL NOT BE LIABLE OR OBLIGATED WITH RESPECT TO THE SUBJECT MATTER OF THIS AGREEMENT OR UNDER ANY CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHER LEGAL OR EQUITABLE THEORY (I) FOR ANY AMOUNTS IN EXCESS IN THE AGGREGATE OF THE FEES PAID TO IT HEREUNDER DURING THE SIX MONTH PERIOD PRIOR TO THE CAUSE OF ACTION, OR (II) FOR ANY COST OF PROCUREMENT OF SUBSTITUTE GOODS, TECHNOLOGY, SERVICES OR RIGHTS; (III) FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES; OR (V) FOR ANY MATTER BEYOND ITS REASONABLE CONTROL. THIS SECTION SHALL NOT BE DEEMED TO PRECLUDE ANY LIABILITY WHICH, UNDER APPLICABLE PRODUCTS LIABILITY LAW, CANNOT BE PRECLUDED BY CONTRACT.

9. Miscellaneous. Neither the Agreement or the licenses granted hereunder are assignable or transferable by Customer without the prior written consent of Company; any attempt to do so shall be void. Company may assign this Agreement in whole or in part. Any notice, report, approval or consent required or permitted hereunder shall be in writing. No failure or delay in exercising any right hereunder will operate as a waiver thereof, nor will any partial exercise of any right or power hereunder preclude further exercise. If any provision of this Agreement shall be adjudged by any court of competent jurisdiction to be unenforceable or invalid, that provision shall be limited or eliminated to the minimum extent necessary so that this Agreement shall otherwise remain in full force and effect and enforceable. The Agreement shall be governed by and construed in accordance with the laws of the State of California, excluding its conflicts of law rules, and the parties consent to exclusive jurisdiction and venue in the state and federal courts located in San Francisco, California, without regard to the United Nations Convention on the International Sale of Goods. Any waivers or amendments shall be effective only if made in writing and signed by both parties. This Agreement is the complete and exclusive statement of the mutual understanding of the parties and supersedes and cancels all previous written and oral agreements and communications relating to the subject matter of this Agreement. The prevailing party in any action to enforce this Agreement will be entitled to recover its attorney's fees and costs in connection with such action. Customer represents that it is not a government agency and it is not acquiring the license pursuant to a government contract or with government funds.