

# 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 the Corelight Master Supply and Software License Agreement.

Support Level	Standard	Enterprise
Support Hours	Business hours: 8:00 AM – 6:00 PM Pacific Time Mon-Fri excluding US and Corelight Inc company holidays	
After Hours Availability	N/A	24x7x365
Replacement Hardware Onsite Target	Shipped same day if diagnosed* before 2 PM Eastern Time  Standard Shipping**	Shipped same day if diagnosed* before 7:30 PM Eastern Time  [Non-US locations] Next Business Day Shipping from within the region to reduce ship/customs delays
Dedicated TAM	N/A	Included
Corelight Virtual Sensor	N/A	One included for testing, pre-staging, script development, etc.
Software Support	Software updates to the then-current release	
Fees	Included in software subscription and hardware maintenance purchase	Included in the Enterprise Support subscription and hardware maintenance purchase
P1 Initial Response and Follow-up Time	Two (2) business hour initial response  Daily or as agreed follow-up until resolved or a workaround is in place	One (1) hour initial response  Four (4) hour or as agreed follow-up until resolved or a workaround is in place  Instant escalation to the VP Customer Success, upon request for P1/P2 cases

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Support Level <i>(continued)</i>	Standard <i>(continued)</i>	Enterprise <i>(continued)</i>
P2 Initial Response and Follow-up Time	Four (4) business hour initial response  Follow-up at mutually agreed frequency until resolved or a workaround is in place	Two (2) business hour initial response  Every business day or as agreed follow-up until resolved or a workaround is in place  Instant escalation to the VP Customer Success, upon request for P1/P2 cases
P3 Initial Response and Follow-up Time	Response when commercially reasonable	Four (4) business hour initial response  Every three (3) business days or as agreed follow-up until resolved or a workaround is in place
P4 Initial Response and Follow-up Time	Response when commercially reasonable	Eight (8) business hour initial response  Once per week or as agreed follow-up 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.

\*\*Delivery times may vary for some international locations due to customs.

**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 provide Support for the release of the Software for six (6) months following the next 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 correct any Error reported by Customer in accordance with the priority level assigned to such Error by Company (in Company's sole discretion). Customers will cooperate with Corelight 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, e.g., 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, e.g., 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

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Error Priority Level <i>(continued)</i>	Definition and Scope <i>(continued)</i>	Measures <i>(continued)</i>
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, e.g., request for information or administrative requests	(i) acknowledge Customer's problem report; and (ii) commence commercially 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 Replacement Hardware Onsite Target if a replacement is required. Replacement parts may be new or refurbished at Company's option. Defective parts must be returned following Corelight's 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. Only Corelight provided hardware is covered by this policy.

4. **RMA Policy.** RMA means the exchange of the defective Appliance with a replacement Appliance prior to Corelight having received the defective Appliance, but only after Corelight has issued the RMA number to the customer. Replacement Appliance 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 Appliance to Corelight within fourteen (14) calendar days after issuance of the RMA number using the provided return shipping label.

5. **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.

6. **Definitions.** "Error" means any reproducible defect in the Software that causes it not to perform substantially in accordance with the corresponding Software documentation. "Replacement Hardware Onsite Target" 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.

7. **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.

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### 8. Support Contact and Escalation Path.

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

Should a critical support case require escalation please contact your dedicated TAM or email [tam-team@corelight.com](mailto:tam-team@corelight.com)

P1 and P2 cases can automatically be escalated to the VP Customer Success for Enterprise Support customers.



Defenders have always sought the high ground in order to see farther and turn back attacks. Corelight delivers a commanding view of your network so you can outsmart and outlast adversaries. We capture, interpret, and connect the data that means everything to defenders.

**[info@corelight.com](mailto:info@corelight.com) | 888-547-9497**