

CORELIGHT SUPPORT POLICY

This Support Policy (“**Support Policy**”) describes the Support Services provided by Corelight to customers and is incorporated into the Corelight Customer Agreement or other written agreement entered between Customer and Corelight governing Customer’s use of the Products and/or Services (“**Agreement**”). Capitalized terms used and not defined in this Support Policy have the meanings given to them in the Agreement, or if not defined in the Agreement, in the Corelight Customer Agreement located at www.corelight.com/legal/agreements (or such successor URL as may be designated by Corelight).

1. **SUPPORT SERVICES OVERVIEW.** During the period for which Customer has an active Support Services subscription, Corelight will use commercially reasonable efforts to provide Support Services as described in this Support Policy. The availability of Support Services is subject to Corelight’s end-of-life policy posted to the support portal (“**EOL Policy**”). Unless otherwise indicated below, all Support Levels include the Support Services described herein.
2. **SUPPORT LEVELS.** Corelight currently offers two different “Support Levels” as outlined in the table below. The Support Level purchased by Customer will be specified in the applicable Order.

Support Levels Feature Comparison

	Standard	Enterprise
Support case coverage hours	Business Hours: 8am – 6pm Pacific Time (U.S.) daily Mon – Fri	24x7x365 for P1 Errors
After hours availability	No	Yes
Initial response and follow-up times	Standard	Expedited
Hardware replacement	Refer to Section 6	Refer to Section 6
Designated Technical Account Manager (TAM)	No	Yes
Corelight virtual sensor (no additional charge)	No	One included for testing, pre-staging, script development, etc.
Support packaging	Included with paid Standard Software or Cloud Product subscription*	Included with paid Enterprise Software or Cloud Product subscription*

*Hardware Products require the purchase of a separate Hardware Support Services subscription

3. **ERROR CORRECTION.** Corelight will use reasonable efforts to correct any reproducible failure of a Product to substantially conform with its accompanying Documentation (“**Error**”) with a level of effort commensurate with the Error’s priority level (as described below). Where a verifiable Error exists, the Error correction, when completed may be provided in the form of a software patch and/or a workaround. Customer acknowledges that Corelight makes no guarantee (a) that all reported Errors will be corrected and (b) as to the ability to accommodate every possible network configuration or process all network traffic (and these limitations will not be deemed Errors).
4. **SUPPORT CASES.**
 - 4.1. **Support Case Submission.** Customer may open a support case in one of the following ways: (a) via the Corelight support portal (available at <https://support.corelight.com>), (b) by emailing support@corelight.com, or (c) by telephone at 888-547-9497. Support cases for P1 Errors must be opened via the Corelight support portal.
 - 4.2. **Support Coverage.** Once a support case is submitted, it is assigned to an escalation engineer (“**EE**”). Every EE is trained to perform troubleshooting to quickly resolve support cases. All opened support cases are tracked in Corelight’s online support tracking platform. Corelight will provide support from its technical support personnel during the support coverage hours listed in Section 2 above.
 - 4.3. **Priority Categorization.** Corelight will assign all Errors one of four Priority levels when Customer opens a support case consistent with the descriptions below. The following Priority levels apply to all Products.

Priority	Description
1 (Critical)	Error that causes Customer's use of the Product to be stopped or so severely impacted that Customer cannot continue use of the Product (e.g., data unavailability, severe performance problems, or network down)
2 (Major)	Error that causes important Product features to be unavailable, but Customer can continue use of the Product (e.g., moderate performance problems, intermittent software faults, or network degradation)
3 (Moderate)	Error that causes less significant Product features to be unavailable or minimal business impact, but Customer continues production use of the Product
4 (Low)	Error that is not a Priority 1, Priority 2, or Priority 3 (e.g., request for information or administrative requests)

4.4. **Initial Response & Follow-Up Targets.** Customer's Support Level and an Error's Priority level will determine Corelight's timing and nature of the response. Corelight will use commercially reasonable efforts to respond in accordance with the Initial Response and Follow-Up Targets as specified in the table below.

Priority	Standard	Enterprise
1 (Critical)	Initial Response: 2 Business Hours Follow-Up: daily (or as agreed in writing) until a fix or workaround established	Initial Response: 1 hour Follow-Up: 4 hours (or as agreed in writing) until a fix or workaround established Escalation path to VP, Customer Success*
2 (Major)	Initial Response: 4 Business Hours Follow-Up: as mutually agreed in writing until a fix or workaround established	Initial Response: 2 Business Hours Follow-Up: every business day or as agreed in writing until fix or workaround established Escalation path to VP, Customer Success*
3 (Moderate)	Initial Response: commercially reasonable Follow-Up: commercially reasonable	Initial Response: 4 Business Hours Follow-Up: every 3 business days (or as agreed in writing) until fix or workaround established
4 (Low)	Initial Response: commercially reasonable Follow-Up: commercially reasonable	Initial Response: 8 Business Hours Follow-Up: 1x/week (or as agreed in writing) until fix or workaround established

*To escalate a P1 or P2 support case to Corelight's VP of Customer Success immediately, Enterprise Support Level customers may contact the designated TAM or email tam-team@corelight.com.

4.5. **Support Case Closure.** A support case is closed when Corelight and Customer agree that the reported Error has been resolved. If Corelight classifies an Error to be an Update (as defined in Section 5 below), then a feature request is entered into Corelight's feature request tracking system. A feature request is handled and processed by Corelight product management and engineering in accordance with Corelight's then-current policies.

5. **SOFTWARE UPDATES.** The availability, timing and contents of all Updates will be decided upon by Corelight in its sole discretion. "Update(s)" mean any updates, upgrades, releases, fixes, enhancements, or modifications to a Product made generally commercially available without additional charge by Corelight to its Support Services customers in accordance with the terms and conditions of this Support Policy. If Customer has "call home" functionality within a Product enabled, Updates can be delivered automatically; alternatively, if Customer has disabled "call home" functionality, then Customer may obtain such Updates by downloading the Updates from the support portal. Customer may only install Updates on Products that are covered by an active Support Services subscription. Any software provided by Corelight as part of an Update is governed by the Agreement. Updates are subject to Corelight's EOL Policy.

6. **HARDWARE REPLACEMENT.** This Section 6 only applies to Hardware.

6.1. **RMA Policy.** Before returning any Hardware, Customer will contact Corelight and obtain a "Return Material Authorization (RMA)" number by contacting the Corelight support team. If Corelight verifies that the Hardware is likely to be defective, Corelight will issue Customer an RMA number, which allows Customer to return the defective Hardware to Corelight for repair or replacement. Corelight may, in its discretion, replace or repair Hardware with either new or reconditioned Hardware. Corelight is not obligated to accept any returned Hardware without an RMA number on the package or for which Corelight has not issued an RMA number. Customer will deliver the defective Hardware along with the RMA number to Corelight within fourteen days as further set forth in this Section. If Customer ships Hardware on its own account or without fully complying with Corelight's RMA procedures, Customer assumes the risk of damage or loss of such Hardware in transit. If the defective Hardware unit is not returned within fourteen days, Corelight may invoice Customer for the list price (less Customer's applicable discount, if any) of the replacement unit.

6.2. **Advance Replacement Hardware.** Corelight will provide Customer with the shipping address at the time of the RMA issuance. Corelight will be responsible for the costs of shipping replacement Hardware to the Customer; Corelight will provide a pre-paid shipping label for the return of Hardware from Customer to Corelight. In the event of an RMA from a location outside the U.S., upon request from Corelight, Customer will provide to Corelight the original import documentation for that Hardware. If Customer's ship to location is in a location where Corelight does not have an in-country logistics center, then Customer or a mutually agreed upon logistics partner will be the importer of record for a replacement shipment and the exporter of record for the return of the defective Hardware. For Corelight-issued RMAs:

- (a) Standard Support Level. Advance replacement requests confirmed by 2:00 pm ET by Corelight will be shipped same day for U.S. locations. Corelight will ship an advance replacement Hardware unit via standard shipping for all locations outside of the U.S.
- (b) Enterprise Support Level. Advance replacement requests confirmed by 7:30pm ET by Corelight will be shipped same day for U.S. locations. Corelight will ship an advance replacement Hardware unit next business day for all locations outside of the U.S. provided next business day shipping is available for such location.
- (c) Limitations. Extended delivery timescales may result from: (i) special configurations requiring additional time before a new replacement unit can be shipped, (ii) international customs clearing, export/import laws and regulations and local interstate/legal/fiscal requirements for non-U.S. destinations, and (iii) irregular express delivery service available in some remote locations. Requests for replacements that are confirmed after the applicable cut-off time specified above will be shipped on the following business day for U.S. locations provided next business day shipping is available for such location.

7. **CUSTOMER RESPONSIBILITIES.** In order to provide Support Services to Customer, Corelight needs Customer's general cooperation in following the support process and providing relevant technical and other information and access as noted herein.

7.1. **Qualified Personnel.** Customer will designate as support liaisons only those individuals to utilize properly trained in the operation and usage of the Product; Customer will provide reasonable access to all necessary personnel to answer questions about any problems reported by Customer regarding a Product. Corelight's performance of Support Services is contingent upon Customer making its skilled personnel reasonably available.

7.2. **Support Process.** Customer will promptly report to Corelight any issues with a Product and will also promptly implement all Updates provided by Corelight. From time to time, Corelight may request that Customer take certain actions to determine whether the Error is related to a Product, or another item.

7.3. **Access.** While working to resolve an Error, an EE may need to access to a Product, Customer's computer systems and networks, and if mutually agreed, to onsite support at Customer's location or facilities. Customer's failure to provide such access or information may delay Corelight's Support Services and/or result in Corelight's inability to perform Support Services. In such circumstances, Corelight will not be liable for any consequences related to, or resulting from, such delay or failure to perform.

8. **EXCLUSIONS.** Corelight is not obligated to provide any Support Services: (a) for any Product that is altered or modified, is not installed, operated, repaired, or maintained in accordance with Corelight's specifications, documentation, recommendations and/or instructions, has its serial number removed or altered, or is damaged (including by electrical power surges), mishandled, or treated with abuse, negligence, or other improper treatment (including use outside the recommend environment or in violation of the Agreement); (b) where the problem relates to Customer's or a third party's network, systems, hardware, software, or other problem beyond Corelight's reasonable control; (c)

where the problem relates to any combination or use with any open source software or other unsupported software or hardware provided by Corelight (including any software made available via GitHub or via any other software hosting website; or (d) to any geographic location or to any customers in violation of applicable laws or regulations.

9. **MISCELLANEOUS.**

9.1. **Purchase Requirement.** Corelight's obligations under any Support Services subscription are conditioned on Corelight's receipt of the applicable fees. The purchase or renewal of Support Services for any Product purchased by Customer requires the purchase or renewal of Support Services for all Products purchased by Customer, and Corelight is not obligated to provide Support Services to Customer if the foregoing condition is not met.

9.2. **Transfer.** Customer will not transfer any Support Services subscription between any Products or to any third party without Corelight's prior written consent. Notwithstanding the foregoing, a Support Services subscription may be transferred from one Product to provide coverage on another Product if the transfer is in connection with an authorized RMA replacement.

9.3. **Renewal.** If payment for a Renewal Subscription Term is not received by Corelight prior to the expiration date of the then-current Subscription Term, Corelight reserves the right to suspend access to such Product until payment is received. Upon renewal of Customer's subscription-based Products, Corelight reserves the right to increase fees for such Products up to Corelight's then-current list price and this Support Policy will automatically update to the then-current Support Policy. If Customer's Support Services subscription lapses for any period due to non-renewal, then any subsequent purchase of Support Services will be deemed purchased retroactive to the date on which any prior Support Services subscription concluded ("**Lapsed Period**"), and Customer will pay all applicable fees for such Lapsed Period plus Corelight reserves the right to charge a reinstatement fee.

9.4. **Partner-Delivered Support.** If Customer did not purchase Corelight Support Services (e.g., a Corelight-authorized reseller, distributor or service partner provides telephone and email support to Customer), then Customer will contact such partner's support team if Customer encounters a problem, as such Corelight-authorized support partner is responsible for providing the initial levels of support to their customers.

10. **U.S. FEDERAL SUPPORT.** The terms of this Section 10 apply exclusively to Support Services that are offered and sold to United States federal government end users who purchase US-only support ("**U.S. Federal End Users**"), including all Support SKUs designated with a "US Based support" descriptor ("**U.S. Federal Support**"). U.S. Federal Support provides access to Qualified EEs for technical assistance as described in this Section. "**Qualified EEs**" mean individuals who are physically located within the United States while providing Support Services and/or are U.S. citizens. Support cases submitted via the support portal and telephone will be automatically routed to Qualified EEs. U.S. Federal Support is not an end-to-end technical support program; Corelight is a global company with global support, development/engineering and product management resources so escalations may be handled by non-Qualified EEs. U.S. Federal Support can only be provided during Corelight's U.S. Business Hours. Furthermore, U.S. Federal Support is not a classified technical support program; however, Corelight will exercise commercially reasonable efforts to make cleared support personnel available to U.S. Federal End Users upon request. If a U.S. Federal End User is purchasing Support Services for Products that are or will be deployed in a classified environment, such U.S. Federal End User will (a) issue a classified contract for such Support Services, inclusive of the applicable security requirements and classification guidance associated therewith (DD254), and (b) provide the necessary means for Corelight support personnel to secure any required clearances. Corelight is not responsible for any failure or delay to deliver Support Services as set forth herein to the extent caused by a U.S. Federal End User's failure to issue a classified contract for Support Services, and/or failure to provide the means for Corelight personnel to secure any required clearances in accordance with the foregoing.