

DTEX CUSTOMER SUPPORT SERVICES

This exhibit describes the support services DTEX provides to customers that are licensing DTEX software and services under a Master Software License and Support Subscription Agreement (the “**Agreement**”). All capitalized terms not defined in this document have the meaning given in the Agreement, found at <https://www.dtexsystems.com/eula>, unless otherwise agreed upon in writing by the parties in which case such prior documentation shall control.

DTEX SUPPORT AND i³ SERVICES

DTEX will provide Support for the Software during DTEX’s “Normal Business Days”, defined as Monday through Friday, excluding company holidays (holiday schedule available upon request) from 8:00am to 6:00pm (defined as “Normal Business Hours”). Customers are allocated to a time zone based upon their headquarters location. For Americas-based Customers, Normal Business Hours commence at 8:00am Eastern time and conclude at 6:00pm Pacific time. Normal Business Hours are within the London time zone (GMT/BST) for EMEA-based Customers; and the Australian East Coast time zone (AEST/AEDT) for APAC-based customers. Support is provided in English. Support includes assistance in identifying and diagnosing problems with the Software (such as error messages, bug fixes, basic “how-to” functionality questions, installations, Software updates and upgrades). Customers may initiate a Support request by creating a new ticket at <https://support.mydtex.net>, or by sending an email to support@dtexsystems.com. Any other method of requesting support (e.g., direct calls or emails to a DTEX representative) may result in delays in addressing the support issue.

All Technical Support Requests will, as necessary, be prioritized according to the severity of the request, as determined by DTEX in its discretion. Support Services do not include training, setup assistance, diagnosis of customer interface problems or integration or programming services for customized Software, consulting, equipment operation/problem support, or data correction. DTEX may provide support for the excluded services at DTEX’s then-current rates at its option. Support hours, time zones, and policies are subject to change at the option of DTEX.

Customers who have purchased DTEX i³ Services can initiate Investigation or Intelligence Requests in the Support Center at <https://support.mydtex.net>, or by sending an email to investigations.i3@dtexsystems.com for Investigation Requests or intelligence.i3@dtexsystems.com for Intelligence Requests.

DTEX Documentation, Software Downloads and Training is available through our Customer Portal located at <https://support.mydtex.net>. To request access to additional content please initiate a Support request as per the instructions above. In order to ensure the confidentiality and integrity of the Customer systems, Customers must notify DTEX as soon as practical if an employee has separated from the organization.

SUPPORTED ENVIRONMENTS

The Software functionality is dependent on certain third-party software (e.g. database software and operating systems). DTEX Support Services agents can provide general troubleshooting support to the extent such third-party software products relate to the Software but DTEX support should not be considered an alternative to vendor support for general issues relating to third party software, including any third-party software provided by DTEX as a convenience. DTEX supports the Software to run on certain versions of third-party software. DTEX may at its discretion decline to provide Support Services for customers that choose to run non-supported versions of third-party software.

SENDING SENSITIVE DATA

DTEX will safeguard data sent to our Support Portal in the same manner in which DTEX protects our own similar confidential information. However, DTEX cannot guarantee data will be handled in compliance with all regulatory standards applicable to such data. Accordingly, please do not send to DTEX any data subject to government regulations that prescribe special handling requirements. If the data file contains such regulated information, please contact Support before sending it. Options to protect the data may include masking, obfuscation, or other available methods to convert the data set to a format that allows compliance with the applicable regulations.

CUSTOMER ASSISTANCE

Customers must promptly advise DTEX of any error or defect with Software for which DTEX provides Support Services under this document and must provide reasonable assistance and cooperation to allow DTEX to define and resolve such error or defect. This customer assistance and cooperation includes providing (i) a detailed problem description; (ii) reasonable efforts to reproduce the problem; and (iii) reasonable access to authorized customer support contacts.

REMOTE DIAGNOSTICS

Customers must allow DTEX reasonable remote access through protected firewall environments to the customers' computer systems and Software in order to enable DTEX to provide the requested Support Services and to verify license status.

SOFTWARE ERRORS

DTEX will use reasonable efforts to provide corrections to any errors in the Software in the form of patches, fixes, workarounds, updates and upgrades or other corrections within a commercially reasonable time depending on the severity of the error as determined by DTEX, and provided the customer is entitled to Support Services. Correction of errors in customized Software will be billed at DTEX's then-current service rates. Customers must not attempt to correct errors in the Software except under the direction of DTEX.

SOFTWARE UPDATES AND UPGRADES

DTEX will provide updates and/or upgrades to the Software that are commercially released during the term of the Agreement for no additional license fees; however, any installation, education, training or other services provided by DTEX may be subject to additional charges. Software updates and upgrades do not include any new Software modules that DTEX may from time to time introduce and market generally as a distinct licensed product (as may be indicated by DTEX's designation of a new version number), which DTEX may make available to customers at an additional cost under a separate Order Form. Software updates and upgrades may not include or accommodate customized Software. DTEX will provide Support for Software releases until their End of Support (EOSP) date, as defined in the DTEX End of Life Policy ("**Supported Versions**"). DTEX is not obligated to provide Support for Software versions that are not Supported Versions or for problems or errors caused by or related to customized Software, or the addition of, or integration with, incompatible equipment/software; provided, however, that DTEX may, at its option, provide such support on a chargeable basis. If a customer's Support entitlements are terminated for any reason, the customer will not be entitled to any further Software updates or upgrades until Support is reinstated and the customer pays any applicable reinstatement fee. Nothing in this Support Policy obligates DTEX to develop or create Software updates or upgrades.

EXCLUSIONS

DTEX has no support or maintenance obligations with respect to (i) any Software that has been subject to misuse, failure to comply with applicable operating instructions, improper installation, repair alteration or damage, whether by the customer, by users or by third parties for which the customer is responsible, (ii) any Software with respect to which the customer has failed to install the most recent Software release that, in the opinion of DTEX, would address the subject of the maintenance support issues raised by the customer, or (iii) Software that has been subject to misuse or tampering by a non-authorized third party in the case of self-hosted customers.

SEVERITY LEVEL CLASSIFICATIONS, TARGETED RESPONSE AND RESOLUTION TIMES

DTEX will assign Severity levels and targeted response and resolution times in accordance with the current Support Policy, together with a customer escalation process to facilitate unresolved customer issues. For customers with i³ Services, customer requests are subject to the Severity Levels and Response/Resolution times in Tables 2 and 3 below. DTEX originated deliverables will be provided based on the cadence outlined in the associated Service Description. The current DTEX Support Services severity level classifications and response and resolution policies are indicated in Tables 1 and 3 below. DTEX reserves the right to review and change these policies from time to time.

Table 1. Software Support Severity Levels

Severity 1	Severity 2	Severity 3	Severity 4
A condition whereby the Software is substantially inoperable.	A condition whereby a substantial Software feature noted in the Documentation is not working, or a substantial Software-related performance problem exists which causes the Software performance to deviate from the Documentation.	A condition whereby the Software malfunctions in deviation from the Documentation in such case and to such degree that user operation is not substantially impacted.	A condition whereby a cosmetic Software or Documentation error exists and user operation is not substantially impacted.

Table 2. i³ Services Severity Levels

Severity 1	Severity 2	Severity 3
High priority investigations that do not require historical data restores.	High priority investigations relying on historical data (up to 365 days).	Lower priority investigation or intelligence requests.

Table 3. Targeted Response/Resolution Times

Severity Level	Severity 1	Severity 2	Severity 3	Severity 4
Targeted Response Time	Within 2 hours during Normal Business Hours	Within 4 hours during Normal Business Hours	Within 1 Normal Business Day	Within 5 Normal Business Days
Targeted Resolution Time	Within 5 Normal Business Days	Within 10 Normal Business Days	Within 20 Normal Business Days	Within 30 Normal Business Days

ADDITIONAL TERMS FOR DTEX CLOUD CUSTOMERS UPGRADES

After the release of a new generally available DTEX Analytics Server version (major or minor), DTEX will provide an advanced upgrade notice to customers. **SEVERITY LEVEL CLASSIFICATIONS, TARGETED RESPONSE AND RESOLUTION TIMES**
DTEX will assign Severity levels and targeted response and resolution times in accordance with the current Support Policy, together with a customer escalation process to facilitate unresolved customer issues. For customers with i³ Services, customer requests are subject to the Severity Levels and Response/Resolution times in Tables 2 and 3 below. DTEX originated deliverables will be provided based on the cadence outlined in the associated Service Description. The current DTEX Support Services severity level classifications and response and resolution policies are indicated in Tables 1 and 3 below. DTEX reserves the right to review and change these policies from time to time.

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- DTEX will provide an expected upgrade window outside of Normal Business Hours.
- Customer to provide alternative upgrade window if the proposed window is unsuitable.

Upgrade notice to include:

- Time frame of any expected outage.
- Link to the release notes of the released version.

DTEX will notify customer upon commencement and completion of upgrade. Should issues arise during the upgrade that cannot be resolved within the specified window the system will be restored and tested. During any outage data will cache on endpoints to avoid the loss of data.

MAINTENANCE

DTEX conducts maintenance, including applying maintenance releases and patching on a routine basis. Maintenance is conducted outside of Normal Business Hours in the windows identified below. Should an alternative window be preferable, this can be accommodated upon request.

Americas Window	EMEA Window	APAC Window
2am – 5am ET/11pm – 2am PT	10pm – 1am GMT	2am – 5am AEST

Emergency Maintenance is defined as maintenance to rectify issues that in DTEX’s judgement may cause significant risk to the security or usability of the Software. In the event Emergency Maintenance is required, DTEX will notify the customer as soon as is practical.

AVAILABILITY

DTEX is committed to maintaining the availability of the platform. Availability is defined as when the user interface for the Software is substantially operable. The Availability Service Level Agreement is 99%. It excludes any period of time that the Service cannot be logged into due to:

- Scheduled maintenance periods and necessary but unscheduled Emergency Maintenance;
- A failure in the Customer’s computing environment, computers, systems or the Internet;
- Factors outside of DTEX’s reasonable control; or
- Any action or inaction of Customer or a Customer user, administrator, or anyone acting on behalf of Customer.

SERVICE LEVELS

In the event DTEX fails to meet any of the Service Levels, Customer shall receive credits for such failure (each, a “Credit” and collectively, the “Credits”), where one (1) service level credit is equivalent to an additional day of DTEX Analyst or Professional Services.

Actual Monthly Uptime or Number of Failures to Meet Performance Standards	Credit Amount (as applicable)
98.5-99%	1 Credit
98-98.49%	2 Credit
97-97.9%	3 Credit
Below 97%	4 Credit

In order to receive a credit, Customer must electronically submit a claim for the credit to support@dtexsystems.com within seven (7) business days of the month on which the SLA was not met. Supplier will make all credit

determinations in its reasonable discretion and will notify the designated contact(s) in writing (which may be in the form of an email) of its decision. If any request is rejected, the notification from Supplier will contain the reasons for such rejection.

DATA VOLUMES AND RETENTION

The standard DTEX Analytics Server specifications hosted on AWS (“DTEX AWS Specifications”) includes the following:

- The DTEX Analytics Server (DAS) is scoped to receive the number of activities specified in the table below.

	Forwarder on a User Endpoint	Forwarder on a Server Operating System
Before server-side filtering	6,500	19,500
After server-side filtering	5,000	15,000

- DTEX will provide 60 days of directly accessible data from the UI and 120 days of data backup in AWS S3.
- Total data available at any point for recovery is the prior 120 days of data. This is extended to 365 days for Customers who have purchased the Historical Investigations module.
- For Customers deploying the Focused Observation module in AWS, storage and processing requirements allow for the number of concurrent recordings specified in the associated Order Form, or up to 5% of total licensed Focused Observation endpoints if concurrent recordings are not specified, at a resolution of 1380 x 830 for up to 8 hours of recordings per endpoint per day. Customization can be specified at the Customer’s request.

USER MANAGEMENT

Upon provisioning of DAS, Customers are provided with an account with the user administration Role-Based Access Control. It is the Customer’s responsibility to manage Users, including password requirements.

DISCLAIMERS:

- The Software provides granular configuration options and dashboards for use by Customer to actively review and control incoming data volumes from endpoints. After deployment, Customer is ultimately responsible for ensuring per endpoint data volumes remain within acceptable limits as defined in the DTEX Cloud Specifications. DTEX reviews and provides a default configuration in which the necessary filters are applied during commissioning. Should these filters be modified, or new data points introduced, such that the average data volume limit exceeds DTEX Cloud Specifications, DAS performance may be adversely affected, and the agreed performance SLA will be void. Alternatively, DAS architecture can be scaled to meet the additional data volume at Customer expense.
- The standard DTEX Analytics Server configuration allows for single node redundancy and periodic backups of collected data. Any additional storage costs beyond DTEX AWS Specifications is Customer’s responsibility. No allowance for fail-over, or redundancy across AWS availability zones is provided in the standard specification.
- The Software provides a resilient data path such that if a catastrophic failure of DAS were to occur, all endpoints with the DTEX Forwarder will continue to cache new data. Using the default endpoint settings, the cache is set to allow enough storage to ensure all new activities will continue to be collected during a DAS outage. The standard Recovery Point Objective (RPO) for the Software is within 1 Normal Business Day and the standard Recovery Time Objective (RTO) is within 2 Normal Business Days. Custom architectures to support higher levels of available and/or alternative RPOs/RTOs can be scoped upon request.

- Should the customer request for DTEX to retain data beyond the standard specification for operational reasons the expense of this retention will be passed onto Customer. In the event of DTEX retaining data for operational reasons the Customer will be responsible for the formal archiving and backup of data beyond the standard specification.