

ADDENDUM – PREMIER SUPPORT SERVICES

This Addendum between Subscriber and Sectigo is part of the Enterprise Certificate Agreement, which, together with this Addendum, governs the products and services described herein. Capitalized terms used in this Addendum and not defined herein shall have the meanings attributed to them in the Terms and Conditions.

1. Additional Definitions.

1.1. "Available" and "Availability" mean, as it relates to SCM, the number of minutes per month that SCM is not experiencing Downtime.

1.2. "Designated Contact" means one or more Subscriber personnel who are the primary points of contact and who interact with Sectigo.

1.3. "Downtime" means a period in which Sectigo's servers are not successfully hosting SCM, excluding Scheduled Maintenance, Emergency Maintenance, and other factors beyond Sectigo's control.

1.4. "Emergency Maintenance" means any time outside of Schedule Maintenance window that Sectigo is required to apply urgent patches or fixes or undertake other urgent maintenance activities to SCM.

1.5. "Performance Standards" shall mean those standards described in Section 3 of this Addendum.

1.6. "Premier Support Period" means the period for which Subscriber has paid for the Premier Support Services.

1.7. "Premier Support Services" means the support services identified and selected in the Order Form and paid for by Subscriber, as further described in Section 5 of this Addendum and Sectigo's latest published documentation on such services.

1.8. "Scheduled Maintenance" means technical maintenance, upgrades, or patches of SCM performed by Sectigo upon providing at least twenty-four (24) hours' notice to Subscriber.

1.9. "Service Account Manager" or "SAM" means Sectigo person who is a dedicated service account manager that assists Subscriber with various aspects of deployment, ticket tracking and reporting, service, and deployment recommendations.

1.10. "Support Incident" means either a question about the use or operation of a Sectigo product or service or any errors, malfunctions, or design flaws of a Sectigo product or service, as described in Section 5.6 of this Addendum.

2. Defined Scope. Sectigo will provide the Availability Standards and Premier Support Services as described in this Addendum. The Availability standards and Premier Support Services described in this Addendum can only relate to those services and deliverables provided by or under the direct control of Sectigo or its subcontractors. This Addendum and the services described herein do not cover, and Sectigo cannot guarantee or provide, services for software or hardware hosted by Subscriber.

3. Performance Standards. Sectigo will provide the Availability of SCM and the Premier Support Services for the Premier Support Period in accordance with the terms and conditions of this Addendum in a manner that: (i) meets or exceeds the available quantitative and qualitative service levels and commitments, as more specifically described below, and (ii) is consistent with standards satisfied by well-managed operations performing services similar to the services provided herein. Sectigo shall monitor and measure its performance hereunder. In the event of a failure to meet a Performance Standard, Sectigo shall use commercially reasonable efforts to resume meeting or exceeding the Performance Standard as quickly as possible and take appropriate preventative measures so that the failure does not re-occur.

4. SCM Performance.

4.1. Availability. Subject to the terms herein, Sectigo will make SCM Available ninety-nine and five tenths percent (99.5%) of the time within each calendar month and will use commercially reasonable efforts to exceed such standards. The calculation of Availability shall be cumulative for the measurement period, which shall begin at the start of each calendar month and end at the start of the following calendar month.

4.2. Downtime. The calculation of Downtime shall exclude Scheduled Maintenance and Emergency Maintenance. Downtime is cumulative for the measurement period, which shall begin at the start of each calendar month and end at the start of the following calendar month and which shall not be double counted in multiple measurement periods.

4.3. Scheduled Maintenance. Sectigo shall be entitled to perform Scheduled Maintenance on SCM at the sole discretion of Sectigo, provided (a) Subscriber will receive at least 24 hours prior email notice sent to the email listed in Subscriber's account, of the date, time and expected duration thereof and (b) such maintenance will where possible, be conducted at times likely to cause insignificant disruption to the operation of SCM. Typical Scheduled Maintenance (for example purposes only) is fifteen (15) minutes on Tuesday and Thursday maintenance windows of 5:30 a.m. ET, as necessary.

4.4. Emergency Maintenance. If Emergency Maintenance is required, Sectigo will use commercially reasonable efforts to contact and notify Subscriber in advance and provide the expected start time and the planned duration of the Emergency Maintenance and whether Sectigo expects all or any part of SCM to be unavailable during the Emergency Maintenance.

4.5. Subscriber Error. In the event an error or outage is the direct result of Subscriber or third party acts or omissions, any Downtime and/or availability issues that result will not be counted against Sectigo's availability standards above.

4.6. Service Level Credits. Once the cumulative minutes of Downtime in any one (1) calendar month exceeds four (4) hours, Sectigo shall provide Subscriber with one (1) service level credit for each two (2) hour period of Downtime that is over four (4) hours. One service level credit shall equal one percent (1%) of the fee paid by Subscriber for this Addendum. All service level credits shall be in the form of credits against monies due to Sectigo. Service level credits from any accrued credits during a month will be paid to Subscriber by crediting the invoice provided by Sectigo for the year immediately following that year during which such credits accrue. Regardless of Downtime or Sectigo's failure to meet the standards set forth herein, the maximum credits, and thus the maximum discount that shall be provided to Subscriber during any given year is twenty (20). In the event that twenty (20) credits have accumulated during a single year, no further credits will be given to Subscriber. Credits may not be "rolled over" or accumulate for future use and shall only be applicable as a discount on subscription price for the year immediately following the year in which such credits accrue.

5. Premier Support Services.

5.1. Assumptions. The Performance Standards described herein are subject to the following assumptions, constraints, and dependencies: (i) information provided by Subscriber to Sectigo as required for the Premier Support Services and in support of this

Addendum will be accurate and timely; (ii) Sectigo's procedures and delivery of the Premier Support Services may be affected by changes in relevant applicable laws or regulations; (iii) failure of Subscriber to provide reasonable assistance that may be necessary for the target resolution of a Support Incident may impact Response Times; (iv) failure of Subscriber to abide by the terms of this Addendum or the Agreement may materially impact Sectigo's performance of the services described in this Addendum; and (v) Sectigo's performance of the Premier Support Services and provision of the service levels described in this Addendum are contingent upon the non-occurrence of a force majeure event.

5.2. Designated Contact. Subscriber may appoint and authorize specialized individuals, up the number of stated in the Order Form, to act as Designated Contacts. A Designated Contact shall be a highly skilled individual who can understand the advice of Sectigo personnel. To change a Designated Contact, Subscriber must submit the desired change to Sectigo via email. The email must include the name of the former contact, and the name, address, telephone number, and email address of the new Designated Contact.

5.3. Service Account Manager. Sectigo shall appoint one (1) individual of Sectigo to act as a Service Account Manager. Subscriber may contact its Service Account Manager between 8:30 a.m. (ET) to 8:00 p.m. (ET) for purposes of understanding the Premier Support Services provided herein and obtaining account management services.

5.4. 24x7 Support. Sectigo shall provide Subscriber with access to technicians twenty-four (24) hours per day, seven (7) days per week either by telephone, email, or Sectigo's ticketing system. If a call is not answered, Subscriber shall leave a brief description of the Support Incident and a return telephone number. A technician will respond to the call within one hour of receipt.

5.5. Service Reports. Sectigo shall provide Subscriber with a service report within ten (10) business days at the end of every three-month period ("Quarter") containing Support Incident information for the previous three months, such as problem descriptions, open and close dates, current status, assigned technician, and resolution reports. A quarter shall begin on the first day of a calendar month and each quarter shall run consecutively, commence at the conclusion of the previous quarter. Sectigo and Subscriber shall agree separately on the month for which the first quarter commences. Provided that monthly service reports are included in the Premier Support Services and Subscriber has paid all applicable fees, Sectigo shall provide Subscriber with a service report within ten (10) business days at the end of every calendar month containing the above information for the previous calendar month, in addition to the service report provided quarterly as stated above.

5.6. Support Incidents. During the Term, Subscriber shall report problems to Sectigo by telephone at Sectigo's designated support telephone number, email address, or website form, and shall furnish a full description of the problem. Subscriber shall, upon Sectigo's request, also provide written problem descriptions and supporting technical information as required by Sectigo. Support

Incidents submitted via email will be answered via email. Upon receipt of all necessary information, the Support Incident shall be classified by Sectigo into one of the four categories described in Table A. Sectigo shall respond to Support Incidents in accordance with the Priority Level assigned by Sectigo. Table B sets forth the targeted time for Sectigo to provide actions for each Support Incident based upon the Priority Level assigned to the Support Incident, as measured from receipt of the Support Incident from Subscriber to the target resolution, respectively. For a Support Incident classified as Low Priority, the Support Incident will be resolved by providing an answer to the question regarding the use or operation of SCM. For Support Incident classified as L1 Critical Priority, L2 High Priority, or L3 Medium Priority, Sectigo shall attempt to provide a bug fix or workaround as per the Performance Standards. A Support Incident may require the involvement of several Designated Contacts or a direct one to one interaction with a single technician. Response Times and target resolutions exclude code fixes, customized configuration, and product enhancements, and may include workaround solutions based on the type of Support Incident and Priority Level. Subscriber acknowledges that the target resolution of a Support Incident may vary depending on the nature and seriousness of the Support Incident, and that no guarantee is made by Sectigo as to the time within which such resolution will be completed. Sectigo may choose to defer resolution of Support Incidents until release of the next major or minor update of the Sectigo product or service.

5.7. Subscriber Obligations. Subscriber's responsibilities and obligations in support of this Addendum and the Premier Support Services include the following: (i) providing information and reasonable assistance as may be required by Sectigo for performing the Premier Support Services; (ii) adhering to policies and processes established by Sectigo for reporting service failures and incidents and prioritizing service requests; (iii) making a Designated Contact representative available to consult with Sectigo for resolving service-related incidents or requests; and (iv) paying fees and costs stated in the Order Form and as required by the Agreement.

5.8. Exclusions. Subscriber shall not have any remedies under this Addendum to the extent any claim is due to: (i) use of SCM or Certificates outside the scope described in the Agreement; or (ii) Subscriber equipment or third-party software, hardware or network infrastructure not under the direct control of Sectigo.

5.9. Remedies. If Sectigo materially fails to provide the Premier Support Services herein, Subscriber may terminate this Addendum upon thirty (30) calendar days written notice to Sectigo and, provided that Subscriber has prepaid Sectigo for the Premier Support Services, Sectigo shall refund pro-rata, from the termination date of this Addendum, any Premier Support Service fees that Subscriber has prepaid. Subscriber acknowledges and agrees that this section describes Subscriber's sole and exclusive remedy for Sectigo's material failure to provide the Premier Support Services.

Table A
Support Incident Priority Levels and Descriptions

SUPPORT INCIDENT PRIORITY LEVEL	DESCRIPTION
L1 Critical	This is an emergency condition that prevents material business operations.
L2 High	This is a condition that significantly impairs the use of Sectigo's applications or systems to perform any material business operation.
L3 Medium	One or more applications or systems are affected, but the impact on Subscriber's material business operations is not significant.
Low	The reported issue does not impact Subscriber's material business operations.

Table B
Response Times

ACTION	L1 CRITICAL	L2 HIGH	L3 MEDIUM	LOW
Support Availability	24 x 7 x 365	24 x 7 x 365	24 x 7 x 365	24 x 7 x 365
Acknowledgement	5 minutes	5 minutes	5 minutes	5 minutes
Status Updates	1 hour	4 hours	8 hours	48 hours
Target Resolution	< 4 hours	< 8 hours	< 12 hours	< 24 hours