SOLUTION ADDENDUM

SentinelOne Unmanaged Endpoint Detection and Response

Singularity Platform Terms

These Singularity Platform Terms ("Singularity Terms") is between SentinelOne, Inc. ("SentinelOne") and the customer ("Customer") who has an active governing agreement ("Agreement")" in place with SentinelOne and who has purchased a subscription to the Singularity Platform (as defined below) and/or any Other SentinelOne Services and Products (as defined below) in a Purchase Order or is Evaluating the Singularity Platform. Capitalized terms defined in these Singularity Terms shall apply to these Singularity Terms and any terms not defined in these Singularity Terms shall have their meaning as defined in the Agreement.

1. DEFINITIONS

1.1 **"Documentation"** means SentinelOne's then-current published documentation such as technical user guides, installation instructions, articles or similar documentation specifying the functionalities of the Solutions and made available by SentinelOne to Customer through the SentinelOne Knowledge Base on the customer portal (the "Customer Portal"), available at: https://support.sentinelone.com/hc/en-us, as applicable and as updated from time-to-time in the normal course of business.

1.2 **"Sample Malware Kit"** means an evaluation framework comprising of malware and exploit samples provided by SentinelOne.

1.3 **"SentinelOne Services"** means Singularity Support, Technical Account Management ("TAM"), SentinelOne's Vigilance Service, Incident Response service, or other services.

1.4 **"Singularity Platform"** means SentinelOne's singularity platform including its malware protection, detection and remediation solutions, endpoint detection and response solutions, device discovery and control solutions, identity and directory management security solutions, and other solutions offered by SentinelOne over time, directly or through a Partner, together with the software underlying such products and services and any Enhancements.

1.5 **"Singularity Support"** means services related to the Singularity Platform, software tools and/or applications from SentinelOne, including but not limited to support services.

1.6 **"Test Environment"** means an isolated environment provided by SentinelOne to test the Solution(s) on.

2. LICENSE.

2.1 **Scope of Agreement.** These Singularity Terms governs Customer's purchase of a subscription to the Singularity Platform. Customer agrees to accept all Enhancements necessary for the proper function of the Singularity Platform as released by SentinelOne from time to time, and further agrees that SentinelOne shall not be responsible for the proper performance of the Singularity Platform or security issues encountered with the Singularity Platform related to Customer's failure to accept Enhancements in a timely manner.

2.2 **Related Services and Products.** As an active Customer subscribing to the Singularity Platform under this Agreement, during the Subscription Term, or during an Evaluation Period, Customer may receive and/or subscribe to Singularity Platform offerings or SentinelOne Services as detailed in a relevant Purchase Order. Customer's subscription to Singularity Platform offerings or SentinelOne Services is subject in each case to applicable terms and conditions of this Agreement as well as the specific terms for each such SentinelOne Services and Singularity Platform products detailed here: https://www.sentinelone.com/legal/.

2.3 **Documentation.** All use of the Singularity Platform shall be in accordance with the then-current Documentation.

2.4 **License Grant.**

2.4.1 **Singularity Platform License.** Subject to Customer's compliance with the terms and conditions of this Agreement, SentinelOne hereby grants Customer a worldwide, non-transferable, non-exclusive license during the Subscription Term or any Evaluation Period to access, use, execute, install (as provided for by the applicable Purchase Order), store, and display the Singularity Platform (including Enhancements) solely in support of Customer's (and Customer's Affiliate(s)) internal business and security and operations, in accordance with the Documentation describing the permissible use of the Singularity Platform ("License"). The License granted herein is limited to the quantity of Endpoints as set forth in a valid Purchase Order. Customer agrees that in providing the Solution, SentinelOne reserves the right, but does not have the obligation, to monitor and access the Solutions to remediate suspected illegal activity and to prevent harm. SentinelOne will make the SentinelOne Software available to Customer via download the Site or other means determined by SentinelOne. The Solution may be capable of modifying, retrieving, exporting and deleting data on an ad-hoc or automated basis, and which is solely determined by the Customer and use of such functionality may retrieve Special Information. Customer acknowledges that because it fully controls this type of data retrieval it shall take sole responsibility for any data retrieved in this manner by its personnel.

2.4.2 **Evaluations and Software Malware Kit.** Unless otherwise agreed to in writing, Customer may install the Sample Malware Kit in a non-production-controlled environment, which is not connected to a production network, with access to only the SentinelOne's management server, all in accordance with the Documentation and under the direction of SentinelOne. SentinelOne may also provide a Test Environment for Customer to conduct malware testing. During and following the Evaluation Period, the Parties shall discuss Evaluation results in good faith.

3. **LICENSE RESTRICTIONS.** Except as expressly authorized by these Singularity Terms, Customer shall not do any of the following: (i) modify, disclose, alter, translate, or create derivative works of the Singularity Platform (or any components thereof) or any accompanying Documentation; (ii) license, sublicense, resell, distribute, lease, rent, lend, transfer, assign, or otherwise dispose of the Singularity Platform (or any components thereof) or any Documentation; (iii) use the Singularity Platform other than as permitted under these Singularity Terms, as directly related to Customer's internal business operations and in conformity with the Documentation, and not otherwise use the Singularity Platform for any other commercial or business use,

including without limitation by offering any portion of the Singularity Platform as benefits or services to third parties; (iv) use the Singularity Platform or upload Customer Data in violation of any laws or regulations, including without limitation to store or transmit infringing, libelous, or otherwise unlawful or tortious material, or material in violation of third-party privacy rights; (v) use the Singularity Platform to store, transmit, or test for any viruses, software routines, or other code designed to permit unauthorized access, disable, erase, or otherwise harm software, hardware, or data, or to perform any other harmful actions; (vi) probe, scan, or test the efficacy or vulnerability of the Singularity Platform, or take any action in an effort to circumvent or undermine the Singularity Platform, except for the legitimate testing of the Singularity Platform in coordination with SentinelOne, in connection with considering a subscription to the Singularity Platform as licensed herein; (vii) attempt to or actually disassemble, decompile, or reverse engineer, copy, frame, or mirror any part or content of the Singularity Platform, or otherwise derive any of the Singularity Platform's source code; (viii) access, test, and/or use the Singularity Platform in any way to build a competitive product or service, or copy any features or functions of the Singularity Platform; (ix) interfere with or disrupt the integrity or performance of the Singularity Platform; (x) attempt to gain unauthorized access to the Singularity Platform or their related systems or networks or fail to maintain commercially reasonable technical and organizational measures to secure its login information; (xi) disclose to any third party or publish in any media any performance information or analysis relating to the Singularity Platform; (xii) fail to maintain all copyright, trademark, and proprietary notices on the Singularity Platform and any permitted copy thereof; (xiii) upload, manage, or process any Special Information in the Singularity Platform (except as allowed for use of Admin Tools provided that Customer is fully liable for all such use); or (xiv) cause or permit any Singularity Platform user or third party to do any of the foregoing.

SUPPORT POLICY

This ArmorPoint Support Policy applies to the Customer support provided by ArmorPoint under the Unmanaged Endpoint Detection and Response (EDR) Solution Agreement ("Agreement") with respect to the Solutions. Capitalized terms not defined but used herein have the meaning assigned to such terms in the Agreement and the SentinelOne support terms available at https://www.sentinelone.com/legal/support-terms/ ("SentinelOne Support Terms"). In the event of any conflict between this Support Policy and the Agreement, the terms of the Agreement shall control unless clearly stated otherwise in a version of the Support Policy executed by SentinelOne.

Support Obligations.

1. **Support Levels.** Throughout the Term of the Agreement, ArmorPoint shall be the point of contact for all Customer support issues and provide Customers with the support as detailed below and shall cooperate in good faith with SentinelOne with the provision of support services. ArmorPoint will provide prompt and comprehensive pre-sales and post-sales support services for the Solutions to Customers. ArmorPoint shall be solely responsible for support of Customers in connection with any access or use of the Solutions by Customers in connection with ArmorPoint's delivery of and Customer's receipt of ArmorPoint Services.

1.1 **Support.**

1.2 Customer is required to perform initial endpoint triage to determine the issue. If the issue is confirmed the Solution, Customer to provide, in a support case, evidence supporting the EDR sensor as being the root issue (Task Manager screen shot, Event View Logs, SentinelOne logs, hostname(s), etc.).

1.3 ArmorPoint to act as the initial and primary interface to the End User and thereafter requires ArmorPoint to perform various responsibilities such as:

a. Collection of relevant and required information;

b. Problem identification and analysis;

c. Initial diagnosis;

d. Troubleshooting;

e. Problem Resolution, where possible;

f. ArmorPoint response time for support shall not exceed 48 hours.

2. **Minimum Support Requirements.** ArmorPoint agrees that at a minimum ArmorPoint shall ensure quality and timely support services and be responsible for the following support efforts: (a) receipt and acknowledgment of any Malfunctions encountered by Customer with respect to the Solutions; (b) before contacting SentinelOne with a suspected Malfunction, ArmorPoint undertakes to: (i) analyze the Malfunction to determine if it is the result of ArmorPoint's or Customer misuse, the performance of a third party or some other Malfunction Exception or cause beyond SentinelOne's reasonable control, (ii)

ascertain that the Malfunction can be replicated and checking SentinelOne lists of known problems and workarounds available on the SentinelOne support portal at: https://www.sentinelone.com/support/ (“**Support Portal**”); (c) collect and provide to SentinelOne all relevant information relating to the Malfunction; (d) if the Malfunction reported by Customer is a known problem, ArmorPoint is responsible to provide the Customer the answer published on the Support Portal and assist with the implementation of the Solution; (e) isolate, identify, and reproduce unknown Malfunction reported by a Customer; (f) research a Workaround or other resolution to an unknown problem; (g) work with SentinelOne support to assist in the development of a Workaround, as reasonably requested by the technical support team; (h) ensuring the Solution implemented on behalf of Customer is up to date with supported versions of the Solution.

3. **Supported Versions.** ArmorPoint shall provide support for (a) its most current version of a SentinelOne Solution (including all Enhancements) and (b) the immediately preceding version of such SentinelOne Solution.

4. **Support Staffing**. ArmorPoint will staff its support help desk with sufficiently qualified individuals whom (a) are fluent in the spoken language in the ArmorPoint Territory and (b) are appropriately trained and qualified to respond to Customer requests for technical support.

5. **Support Escalation to SentinelOne.** When ArmorPoint determines it cannot provide support to the customer, ArmorPoint will submit a support request to SentinelOne as detailed below. In some cases, SentinelOne may provide support services directly to the Customer when ArmorPoint fails to resolve support issue in a professional and/or timely manner.

EXHIBIT A

SentinelOne Complete Unmanaged Endpoint Detection and Response Pricing

Billing Model: Consumption **and Subscription Baseline:** Yes

License Prices

Initial Subscription will be billed in alignment with the Payment Frequency listed on the Order Form.

License charges are based on monthly usage at applicable monthly rates as stated below.

Platform Pro is included with each Complete License.

SENTINELONE COMPLETE UNMANAGED ENDPOINT DETECTION AND RESPONSE PRICING		
TIER	**MINIMUM COMMITMENT QUANTITY**	**PRICE PER UNIT/MONTH (USD)**
Tier 1	50-2,499	$3.50
Tier 2	2,500-4,999	$3.25
Tier 3	5,000-7,499	$2.75
Tier 4	7,500-9,999	$2.50
Tier 5	10,000+	$2.25

Purchase of additional licenses can be made by submitting a ticket in the ArmorPoint Support Portal. Billed Price Per Unit Per Month will align with the Tier on the Customer's ArmorPoint Order Form, regardless of total quantity of licenses purchased.