

Schedule F - Technical Account Engineer

Version: 20240402

This Schedule F - Technical Account Engineer ("Schedule F") shall constitute a "Schedule", as defined in that certain Master Software License and Services Agreement (and all related Schedules thereto) by and between Anchore, Inc. and the entity or individual identified as "Customer" in the applicable Order Form (collectively, "Master Agreement"), all the terms and conditions of which hereby are incorporated by reference in this Schedule F. All capitalized terms used but not defined in this Schedule F shall have the respective meanings ascribed to such terms in the Master Agreement, other applicable Schedules, or applicable Order Form, as the case may be. As relates specifically to Technical Account Engineer Services (defined below), to the extent of any conflict or inconsistency in the terms and conditions of this Schedule F and those of Schedule C (Anchore Professional Services) to the Master Software License and Services Agreement, the terms and conditions of this Schedule F shall govern.

1. Definitions

- 1.1. "Product" means Anchore Enterprise or Anchore Enterprise (Federal Edition), as the case may be.
- 1.2. "Technical Account Engineer" or "TAE" means the Anchore technical representative designated by Anchore to be the primary contact for providing TAE Services to the Customer.

2. Technical Account Engineer Service

- 2.1. TAE Services Commencement Date. The provision of TAE Services hereunder shall commence on a mutually-agreeable date within a reasonable time after the applicable Order Form Effective Date. Prior to or concurrent with such commencement, Anchore shall send Customer a welcome packet, which will contain the name(s) and contact information of the TAEs purchased.
- 2.2. Anchore will make a TAE available to Customer as the primary contact for TAE Services. For clarity, Customer and Anchore acknowledge and agree that this named TAE will be a shared resource and may be assigned to other customer accounts..
- 2.3. TAE availability to Customer shall be during local business hours 9:00am through 5:00pm in the timezone where TAE resides.
- 2.4. Services are provided hereunder by the TAE as described below in this Section 2.4 (collectively, "Technical Account Engineering Services" or "TAE Services"):
 - 2.4.1. Product deployment;
 - 2.4.2. Product administration;
 - 2.4.3. Product debugging;
 - 2.4.4. Product customization, optimizations, and tuning;
 - 2.4.5. Product integration with 3rd party services and software, and integration

best practices;

2.4.6. Product life-cycle management (backups, scaling, etc.);

2.4.7. Product upgrades; and

2.4.8. Policy customization

2.5. If Customer experiences any issues with the delivery or availability of TAE Services, including without limitation any such issues that may require provision by Anchore of Support Services (as defined in the Master Agreement), Customer must contact Anchore Technical Support via the Anchore Support Portal.

2.6. Onsite Services. All TAE Services are provided remotely.

2.7. Multiple Personnel. Anchore may, at its sole discretion, choose to engage different engineering personnel for different portions of the TAE Services; provided, however, that, in accordance with Section 2.2 above, each such personnel will be a shared resource and may be assigned to other customer accounts.

3. Exclusions

TAE Services do not include services which (i) are generally provided as Anchore Professional Services (as defined in the Master Agreement) pursuant to Schedule C or (ii) otherwise constitute out-of-scope services, such as but not limited to:

3.1. direct hands-on installation, modification and/or configuration of non-Anchore supplied software; and

3.2. non-Anchore related system architecture, design, and implementation

4. Customer Obligations

Anchore's provision of TAE Services is subject to Customer's:

4.1. payment to Anchore of all applicable Fees (as defined in the Master Agreement) under the Master Agreement and all applicable Schedules;

4.2. receipt of all Products from Anchore, and provision of (i) prompt written notice to Anchore (a) of the number of locations at which Customer has installed the Product in a development, staging, or production mode, as the case may be, as of the TAE Services Commencement Date (each an "Installation Location") and (b) for each such Installation Location, whether the related software environment is for development, staging, or production, as the case may be, of the Product ("Software Environment") and (ii) reasonable advance written notice of any changes in or additions to any such Installation Locations and/or Software Environments;

4.3. use of the Products in a supported configuration that can be maintained and supported through Anchore's provision of Support Services (as defined in the Master Agreement);

4.4. ensuring Anchore, promptly upon Anchore's request, that Customer (i) has obtained and shall maintain at all times all licenses and other rights (a) required by Anchore for Customer and its Authorized Users to access and use all Software and Products and (b) required by third parties for Anchore to provide the TAE Services and (ii) adheres, and causes all of its Authorized Users to adhere, to all licensing and other terms and conditions applicable to such Products and Software, including without limitation those set forth in the Master Agreement, applicable Order Form, and all applicable Schedules;

- 4.5. making available to Anchore access, via VPN or otherwise, to the Customer's environment, and any data or infrastructure reasonably required by Anchore to provide the TAE Services requested by Customer, the accuracy of which such data shall be Customer's sole responsibility;
- 4.6. accepting responsibility for the actual content of any data file, selection and implementation of controls on its access and use, and security of any stored data;
- 4.7. ensuring that they have appropriate backup, security and virus-checking procedures in place for any computer facilities Customer provides or which may be affected by the TAE Services and that any such data remains retrievable speedily and economically; and
- 4.8. acknowledgement and agreement, as hereby given by Customer, that nothing in this Schedule F will, or will be deemed to, restrict or limit Anchore's right to perform similar services for any other party or to assign any employees or subcontractors to perform similar services for any other party.

5. Service Fees

Customer shall pay Anchore the Fee for the TAE Services as set forth in and in accordance with the applicable Order Form.