

Mobile Endpoint Security (MES) Service Support and Maintenance Exhibit

This Mobile Endpoint Security Support and Maintenance Exhibit (the “**Support Exhibit**”) is between Lookout, Inc. (“**Lookout**”) and the party to whom the MES Services are licensed (“**Customer**”) pursuant to the Mobile Endpoint Security (MES) Service License Agreement (as defined below). Lookout will provide to Customer the support and maintenance services (the “**Support Services**”) as described below for the MES Services and applicable Software, for which the applicable support and maintenance fee has been paid.

Lookout’s response and the actions to resolve a reported issue are based upon Lookout’s assessment of the impact of the reported technical issue. The more serious the impact the higher the assigned severity. Terms not otherwise defined herein shall have the meanings set forth in the MES Service License Agreement.

1. Definitions.

- 1.1. “**Covered Product(s)**” means all MES Services and/or Software that is the subject of a valid and continuing license under a MES Service License Agreement.
- 1.2. “**Deployment Release**” means updates and revisions to Lookout’s software components that are intended to correct anomalies, increase stability, or otherwise improve the functionality of the software.
- 1.3. “**Documentation**” means any operating manuals, user instructions, technical literature and other written materials ordinarily provided by Lookout with the Software or the Support Services.
- 1.4. “**Maintenance Release**” means updates and revisions to Lookout’s software components as part of established standard maintenance cycle.
- 1.5. “**Mobile Endpoint Security (MES) Service License Agreement**” means the MES Service License Agreement between Lookout and Customer for the licensed Software.

2. Support Services.

- 2.1. **Software Anomaly Correction.** Lookout shall use commercially reasonable efforts to correct and/or provide a work-around for any software anomaly reported by Customer for the MES Services in accordance with the severity level reasonably assigned to such anomaly by Customer.
- 2.2. **Documentation Updates.** Lookout shall make available to Customer access to electronic copies of all updated revisions to the Documentation and access to electronic copies of generally released bug fixes and functionality enhancements of the MES Services (collectively, “**Release Notes**”).
- 2.3. **MES Services Updates.** MES Services updates consist of source code changes to address software anomalies found by Lookout in our service platform. Updates do not include products or options that are designated by Lookout as new products or options for which Lookout charges a separate fee.
- 2.4. **Support Plan Details.**
 - 2.4.1. **Support Business Hours.** The Support Services are available 24x7x365 for Severity 1 and Severity 2 issues for our Premium and Premium Plus customers. All other issues will be handled during normal business hours of operation. Our normal business hours are Monday through Friday and are based on geographical location (see below). Please note that normal business hours exclude Lookout holidays for which a holiday schedule will be posted on the Support Portal. Current hours based on location:

Geographical Location	Days	Hours
North America	M-F	6:00am – 5:00pm PST
Asia Pac	M-F	9:00am – 5:00pm JST
EMEA	M-F	9:00am – 5:00pm CET

- 2.4.2. **Administrator.** The Administrator(s) will serve as primary contacts between Customer and Lookout and are the only persons authorized to interact with Lookout regarding the Support Services, including accessing the support portal to submit and track cases and access portal technical resources. Customer will identify a maximum of three (3) Administrators to receive support portal access for Standard Support Services and an unlimited number of Administrators for Premium Support Services and Premium Plus Support Services.
- 2.4.3. **Standard Support Services.** Administrators may initiate electronic support requests through Lookout’s web-based support portal or via email at any time. All requests submitted via these channels will be addressed by Lookout during the Standard Support Business hours listed in Section 2.4.1. based on the Severity level

described in Section 3. All requests will be tracked in the support portal and Customer can view the status of Customer's cases and post updates at any time.

2.4.4. **Premium Support Services.** For an additional charge, Customer shall receive Premium Support Services, which includes 24x7x365 support access for Severity 1 and Severity 2 issues, unlimited support portal accounts, and a designated phone number for reporting all Severity 1 and Severity 2 issues.

2.4.5. **Premium Plus Support Services.** In addition to the Premium Support Services features defined above, Customer shall receive a dedicated support team, deployment services, and ongoing customer success management.

3. Response and Resolution Service Level Objectives

In the performance of the Support Services, Lookout will apply the following Severity ratings:

Severity	Description	Response Time		Resolution Time
		Standard	Premium	
S1 – Critical Service Impact	<ul style="list-style-type: none"> Service is down A total loss of service experienced by end users and/or internal operations. MES Console is inaccessible Threat detection/resolution not functioning. No immediate workaround or recovery available 	2 Hours (8x5)	30 Minutes (24x7)	2 Hours (Target)
S2 – Major Service Impact	<ul style="list-style-type: none"> Service is available but operating in a degraded manner. A major system function has failed, or fails on a consistent basis resulting in a partial loss of service to end users and/or internal operations. Service impacting False Positive or False Negative threat detections affecting multiple end users. A subsystem within the MES Console is not functioning. Unable to Enroll/Activate new users No immediate workaround or recovery available 	8 Hours (8x5)	2 Hours (24x7)	8 Hours (Target)
S3 – Minor Service Impact	<ul style="list-style-type: none"> Service is available and all Major functions are operational. A minor system function continuously fails, or fails on a consistent basis resulting in some loss of service to end users and/or internal business operations. Non-service impacting False Positive or False Negative threat detections. MES Console display and data related issues. Non-service impacting software anomalies. 	1 Business Day (8x5)	8 Hours (8x5)	Next SW Release (Target)

S4 – No Service Impact	<ul style="list-style-type: none"> • General Inquiries • Configuration/Implementation questions. 	3 Business Days (8x5)	1 Business Day (8x5)	5 Business Days (8x5) (Target)
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4. **Escalation.** Support management is available to discuss cases that have gone unresolved for an amount of time deemed unsatisfactory by the Customer by contacting a member of management directly or sending an email to escalation@lookout.com, referencing the case number and a brief description of the situation and concern. Upon request, the support management team will be engaged and provide Customer with an appropriate action plan to ensure presented issues are addressed in a satisfactory manner.
5. **Customer Obligations.** During the Term of this Support Exhibit, the Customer shall be responsible for, and Lookout's performance hereunder is conditioned upon, the following:
 - 5.1. **Register and Retain Records.** Customer shall register all Covered Products and retain support information, including agreement numbers, serial numbers, and purchase and service records.
 - 5.2. **Apply Software Updates.** Customer shall remain current with and implement software Maintenance Releases for all remote devices in a timely manner.
 - 5.3. **Facilitate Access.** Customer is required to permit and enable access to Covered Products where applicable, as requested by Lookout, to allow for remote diagnostics, configuration, and corrective action of Covered Products. Customer shall be entitled to supervise and monitor such access except that Customer shall not access, intercept, or otherwise observe proprietary Lookout support software, credentials, or methods.
 - 5.4. **Document Errors.** Customer shall document errors or malfunctions, including conditions under which the fault occurred and any steps necessary to recreate the fault, in reasonable detail and convey the same to Lookout upon request.
 - 5.5. **Cooperation.** Customer is required to cooperate with Lookout in a reasonable and informative fashion and undertake any diagnostic or corrective action requested by Lookout in connection with Lookout's performance hereunder, including but not limited to (i) providing sufficient information and resources to correct the issue, (ii) providing remote access as further discussed in these policies, and (iii) promptly installing updated Maintenance Releases, bug fixes and/or work-arounds supplied by Lookout. Customer shall provide continuous access to appropriate Customer personnel during Lookout's troubleshooting and investigation phases related to the Severity 1 issues if deemed necessary by Lookout.
 - 5.6. **Keep Logs.** Customer is required to retain available system logs normally generated by Covered Products (where applicable), if any, and permit the inspection of such logs in the course of Lookout's performance hereunder.
6. **Reproducing Problems: Remote Access.** Where applicable for a reported issue, Lookout will use commercially reasonable efforts to reproduce the problem so that the results can be analyzed. Lookout's obligation to provide the Support Services described herein, including without limitation meeting the response times set forth in Section 3 (Response and Resolution Service Level Objectives), is subject to Customer providing secured Web-based remote access to Customer's computer system(s) and network.
7. **Exclusions.** The following items are excluded from the Support Services:
 - 7.1. **In-depth training.** If the support request is deemed by Lookout to be an issue of Customer requiring in-depth training, and will require an extended amount of time, Customer will be referred to Lookout's training or consulting departments.
 - 7.2. **Assistance in the customization of the application.** The Support Services do not include providing assistance in the development, debug, or testing any customization not authorized, and validated by Lookout.
 - 7.3. **Information and assistance on third party products.** Issues related to the installation, administration, and use of enabling technologies such as databases, computer networks, and communications are not provided under the Support Services.

If Customer wishes to have Lookout perform services related to any of the above items, such services will be performed pursuant to a mutually executed statement of work (SOW).

8. Reinstatement of Lapsed Support Services; End of Life.

- 8.1. **Reinstatement.** If this Support Exhibit is terminated or expires, reinstatement of the Support Services requires

inspection of Covered Products and payment of (i) the then-current inspection and reinstatement fee as quoted by Lookout or an authorized reseller, (ii) cumulative fees applicable for the period during which support lapsed, (iii) and annual fees for the current period. The inspection and reinstatement fee is non-refundable and does not apply toward the purchase of the Support Services.

8.2. End of Life. Covered Products within one (1) year or past End of Life are not eligible for renewal of the Support Services. Prior to discontinuing Support Services for any Covered Products, Lookout shall provide at least six (6) months advanced notice on its support website. Unsupported Covered Products may receive support at Lookout's sole discretion at Lookout's prevailing time and materials rates subject to minimum charges.

9. Term and Termination.

9.1. Term. The term of this Support Exhibit shall commence on the effective date defined in the Mobile Endpoint Security License Agreement and continue for twelve (12) months, or such other period as agreed to in the applicable Order (the "Term").

9.2. Termination. This Support Exhibit shall terminate (i) upon the termination of the Mobile Endpoint Security License Agreement; or (ii) by a party on written notice to the other party if the other party is in material breach of this Support Exhibit, where such material breach cannot be reasonably remedied, or the breaching party fails to cure such breach within thirty (30) calendar days after written notice.