

## 1. Tanium Premium Onsite Support.

1.1 *General.* Tanium Premium Onsite Support may be obtained from Tanium at its then-current list price or mutually negotiated price. If Customer purchases Tanium Premium Onsite Support, Tanium will provide an Onsite Technical Account Manager (“**OTAM**”) to Customer.

The OTAM will:

- act as a primary Tanium console operator in a staff augmentation capacity for the Customer
- help plan, communicate and monitor the status, health and challenges associated with installation and deployment of the Licensed Software in Customer’s environment;
- provide consolidated reporting of current deployment status to Tanium’s senior technical and sales leadership and designated Customer representatives;
- maintain ongoing technical relationships with Customer and provide weekly reporting to Tanium’s senior technical and sales leadership and designated Customer representatives;
- track all tickets, bugs, feature requests, improvement requests and ongoing communications regarding the Licensed Software within the customer’s environment; and
- observe ongoing operations for potential problems and improvements; such observations will be brought to the attention of Tanium’s senior technical and sales leadership and designated Customer representatives.

The OTAM will not and the Customer shall ensure that its personnel do not request that an OTAM:

- create custom content such as sensors, packages, and ‘Saved Questions’ for the Licensed Software that will negatively or adversely impact the Customer’s environment;
- execute an action (e.g., deploying a patch) using the Licensed Software without the advance written review and approval by a designated Customer representative; or
- use the Licensed Software to perform any incident response services.
- use any destructive content (e.g., file delete action) on behalf of the Customer.
- act in a capacity to directly support the underlying operating system, hardware, network or other involved hardware or software on which the Tanium instance is running or dependent.
- change any settings, undertake Tanium server or client tuning or conduct advanced troubleshooting without direct instruction from the assigned primary Technical Account Manager (“**TAM**”) or such delegate as assigned by said primary TAM.

Customer acknowledges and agrees that the timeline for the OTAM to on-board at Customer’s location is approximately sixty (60) to ninety (90) days from the order date (“**On-Boarding Period**”). During the On-Boarding Period, Tanium will assign an interim support resource, which may be the TAM, to facilitate the Support Services until the parties agree upon the individual to be placed as the OTAM. Tanium and Customer will work together in good faith to select the OTAM. In the event Customer rejects the OTAM candidate or delays in the selection of a reasonable candidate Tanium has offered for consideration, Tanium will assign an interim support resource. The OTAM will work during normal business hours or as mutually agreed upon between Tanium and Customer. The OTAM may be required to be out-of-the-office due to PTO, illness, holidays, training, vacations or meetings. During this time out-of-the-office, or should the OTAM’s employment with Tanium end, Tanium may provide to Customer an interim support resource that will support Customer until the OTAM returns or a new OTAM is designated by Tanium. In all instances, an interim support resource will provide Support Services remotely and may be a shared resource.

Customer acknowledges that any delay in the selection of an OTAM candidate may: (1) result in Customer not being able to have its desired individual perform the Support Services; (2) result in the use of an interim support resource; and (3) hinder the performance of the Support Services as described herein. Customer also acknowledges that it might not be possible to retain a particular individual for the term of Support Services. Customer will not receive any refunds or credits for any period in which an interim support resource is utilized.

1.2 *Customer Responsibilities.* While Tanium endeavors to complete Support Services in a reasonable period of time, certain factors are beyond Tanium’s control, including force majeure events and delays caused by third parties and Customer. Tanium shall not be responsible for any delays or liabilities resulting from

such factors. In addition to any Customer responsibilities set forth in the Agreement, to facilitate prompt and efficient completion of the Support Services, Customer and its personnel shall cooperate fully with Tanium and its personnel in all respects, including, without limitation, providing information as to Customer requirements, providing access to the equipment/hardware on which the Licensed Software is or will be installed, and providing access to all necessary information regarding Customer's systems. Customer shall be responsible for making, at its own expense, any changes or additions to Customer's current systems, software, and hardware that may be required to support operation of the Licensed Software.

In addition, Customer will assign an action reviewer/approver to act in as the final Tanium Action Approver for all Tanium Actions submitted by the OTAM who will have final approval authority for all actions issued in the Tanium console; and enable action approver within the Tanium console and enforce the use thereof.

*1.3 Scope and Progress Meeting.* Tanium and Customer will develop a mutually acceptable work plan for any services that are beyond the scope of Support Services set forth above. Customer will appoint a senior-level technology professional to serve as a liaison with the OTAM. Customer's representative and the OTAM will meet once a week to discuss the status and progress of all work related to the Support Services.