COHESITY, INC.
ENHANCED SUPPORT SERVICES TERMS AND CONDITIONS

IMPORTANT: These Enhanced Support Services Terms and Conditions ("Enhanced Support Terms") only apply to Enhanced Support Services a Customer actually buys. For example, if you are a Customer buying an Installation Service, only the Terms and Conditions and "Installation Service" sections of this document apply to you. If you are a Cohesity Customer who does NOT use any Enhanced Support Services, this document does NOT apply to you.

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TERMS AND CONDITIONS

These Enhanced Support Terms apply to any Customer Entitled to receive any enhanced support and/or implementation services described in this document ("**Enhanced Support Services**", including Customized Services defined below) from Cohesity, Inc. ("**Cohesity**") pursuant to an Order.
Customer is Entitled to receive only the Enhanced Support Services paid for (including via Cohesity Partner), subject to any applicable restrictions or limitations set forth in the Order. Unless otherwise stated, pricing in an Order does not include travel and living expenses which may be charged incrementally provided they are reasonable and pre-approved by Customer. These Enhanced Support Terms apply so long as (i) Cohesity is providing Enhanced Support Services under an Order, and (ii) they remain Cohesity's terms for Enhanced Support Services. In these Enhanced Support Terms, an Order could include a 'Statement of Work' or similar document if signed between the parties ("**SOW**").
These Terms incorporate and supplement Cohesity's Support and Maintenance Terms and Conditions ("**Support Terms**") and Global Terms and Conditions (the "**Global Terms**"), both of which are available at www.cohesity.com/agreements. Capitalized terms used but not defined herein shall have their meaning as defined in the Global Terms. Part B supplements Part A below and in event of conflict between them with respect to Customized Services, Part B prevails.

Part A: Terms Applicable to all Enhanced Support Services

1. **Cohesity Obligations and Scope**. Cohesity shall use commercially reasonable efforts to deliver the Enhanced Support Services using, as appropriate or agreed, visits to Customer premises, telephone, email, or internet (in each case with consistent named technical support contact(s) at Customer). Cohesity shall comply with all reasonable health, safety, security and related policies provided by the Customer in writing in advance when using Customer equipment or visiting Customer premises, and to maintain during the performance of the Enhanced Support Services insurance reasonably appropriate to the nature thereof. The Cohesity-supplied description of the Enhanced Support Services (and Order to which it relates) exclusively defines the scope of the Enhanced Support Services, and Cohesity is not responsible for any further services unless the Parties execute a change order or written amendment (a "**Change Order**"). Unless specified otherwise in writing by Cohesity, all Enhanced Support Services engagements are (a) time and materials based; (b) to be reviewed, agreed and prioritized at project kickoff, and (c) delivered remotely over the number of days purchased.

2. **Exclusions**. Cohesity software product(s) (the "**Software Product**") are only supported on, and Cohesity is only obliged to provide the Enhanced Support Services in respect of, Cohesity hardware product(s) (the "**Hardware Product**" and together with the Software Product, "**Products**") or Cohesity-certified hardware, firmware and operating system configurations. Contact Cohesity support for a current list of certified configurations. Enhanced Support Services are provided only for (a) Supported Releases (as defined in the Support Terms) of a Software Product; (b) Hardware Products which are supported (including with respect to Cohesity's Platforms End-of-Life Terms and Conditions at www.cohesity.com/agreements), and (c) Products which are in all respects otherwise eligible for Cohesity support in accordance with the Support Terms.

3. **Customer Obligations**. Customer shall **m**eet any agreed time commitments, and – if reasonably necessary – shall provide Cohesity with (a) information and data (b) access to networks, systems and premises, (c) access to senior Customer personnel with knowledge of the subject matter of the Enhanced Support Services and decision-making authority, and (d) periodic sign-

offs or other approvals. Customer is responsible for the accuracy and completeness of information and data provided to Cohesity. Customer acknowledges that failure to comply with these obligations may result in delays to Enhanced Support Services. Cohesity may terminate the Customer's right to Enhanced Support Services for material breach of these Enhanced Support Terms by written notice effective in 10 days unless Customer first cures such breach. Cohesity's pricing and its ability to meet its obligations are dependent on Customer meeting its obligations hereunder. Please note that the installation process requires that certain parts of the infrastructure (e.g. data and management networks) are already in place and configured so that implementation can be completed in the agreed number of visits by the installing engineer. Not having this infrastructure ready before Cohesity arrives on site is typically the most significant cause of schedule delays in deployment projects.

4. **Personnel & Subcontracting**. Cohesity reserves the right to (a) select and assign personnel for Enhanced Support based on skill levels required and available resources, and (b) subcontract all or any part of the Enhanced Support Services to independent contractors selected by Cohesity. Cohesity shall be responsible to Customer for the performance of (and any breach by) such subcontractors, and subcontracting shall not relieve Cohesity of its obligations hereunder.

5. **Ownership**. Cohesity owns exclusively all right, title and interest (including all intellectual property rights) in the Enhanced Support Services, including without limitation all methodologies, documents and processes, and all results, deliverables and work product ("**Work Product**") resulting therefrom, including product extensions and other Customized Services. Effective in each case upon its creation, each other party hereby assigns all rights it may have in the results of any Enhanced Support Services (including any Work Product) to Cohesity. Cohesity does not intend that any other party (or third party) be a joint author of Work Product or other intellectual property arising out of or relating to Enhanced Support Services and in no event shall same be deemed to have been developed jointly. The parties further agree and acknowledge that product extensions are components of Cohesity's proprietary software, which is licensed by Cohesity for use by Customer and, if applicable, its end users strictly in accordance with the terms and conditions of the applicable software license.

6. **Warranties**. Cohesity represents, warrants and covenants that the Enhanced Support Services will (a) be performed in a professional and workmanlike manner, using appropriately qualified personnel; (b) (at the time of their completion) materially conform to these Enhanced Support Terms, and (c) not be performed in a manner inconsistent with any obligation Cohesity may have to others. The foregoing warranties (i) shall not apply in the event Cohesity's performance hereunder is impeded or prevented by actions outside Cohesity's control, and (ii) are subject to Customer notifying Cohesity in writing of the alleged breach of warranty within 30 days after completion of the Enhanced Support Services. Customer's sole remedy for breach of the warranty is for Cohesity to correct or re-perform the non-conforming Enhanced Support Services so as to comply with these Enhanced Support Terms. EXCEPT AS EXPRESSLY PROVIDED ABOVE, TO THE MAXIMUM EXTENT PERMISSIBLE UNDER APPLICABLE LAW ALL ENHANCED SUPPORT SERVICES ARE PROVIDED ON AN "AS IS" BASIS WITHOUT ANY WARRANTY. COHESITY AND ITS SUPPLIERS EXPRESSLY DISCLAIM ALL OTHER WARRANTIES. COHESITY WILL HAVE NO LIABILITY FOR LOSS OR CORRUPTION OF ANY DATA FOR ANY REASON.

7. **Relationship of the Parties**. Notwithstanding any provision hereof, Cohesity is an independent contractor and is not an employee, agent, or joint venturer of Customer. Neither Party shall make any commitment, by contract or otherwise, binding upon the other or represent that it has authority to do so.

8. **Acceptance.** Acceptance of the Services shall be deemed granted within 10 calendar days after delivery unless a detailed notice of rejection is received by Cohesity within that time.

Part B: Supplemental Terms Applicable to Customized Enhanced Support Services

This Part B applies to Enhanced Support Services to the extent comprising customized professional services or engineering consulting days (and to any SOW) to be performed by Cohesity pursuant to an Order, including where such services/days are obtained from a Cohesity Partner for resale to Customer ("**Customized Services**").

1. **Cohesity Obligations and Scope**. Subject to payment of the applicable fees, Cohesity shall use commercially reasonable efforts to deliver the activities within the days set forth in the summary of customized services provided by Cohesity in a quote, SOW or other mechanism (the "**Customized Services Summary**"). The Customized Services Summary (and Order to which it relates) exclusively defines the scope of the Customized Services, and Cohesity is not responsible for any further Customized Services unless the Parties execute a Change Order

2. **Customer Obligations**. If reasonably necessary, Customer shall (a) provide Cohesity with access to Customer resources to assist Cohesity in development and testing of Customized Services; (b) actively participate in the planning process and provide the requested planning information before Cohesity personnel are scheduled to go onsite and/or commence work.

THESE ENHANCED SUPPORT TERMS (A) CONSTITUTE A CONTRACT AND NOT A WARRANTY, AND (B) ARE AN ADDITIONAL PART OF THE AGREEMENT AND DO NOT CHANGE OR SUPERSEDE ANY TERM OF THE AGREEMENT EXCEPT TO THE EXTENT UNAMBIGUOUSLY CONTRARY THERETO.

COHESITY ENHANCED SUPPORT SERVICES[1]

Installation Services

Program Description			
Service	**SKU/Tier**	**Summary**	**Availability**
Consulting	**PS-CONSULTANT-BLOCK: PS** Consultant prepaid day rate for engagements (6+ Days) **PS-CONSULTANT-DAY:** PS Consultant prepaid day rate for engagements under 6 Days **PS-CUSTOM-SOW:** For large complex service engagements over $25K threshold. **PS-ENGINEER-BLOCK:** PS Engineer prepaid day rate for engagements (6+ Days) **PS-ENGINEER-DAY:** PS Engineer prepaid day rate for engagements (under 6 Days)	Time and Materials consulting days for the number of days purchased. Any agreed activities will be listed, reviewed, agreed. prioritized and submitted to the customer under a separate SOW. The right to the service will be good for 1 year upon ordering/shipment after which the entitlement expires (and is nonrefundable).	Worldwide
Installations	**PS-INSTALL-SM-CLUS:** Install one cluster (3-8 nodes) on physical hardware, Virtual Edition, or Cloud Edition (SM, MD, LG nodes) for readiness to configure jobs. **PS-INSTALL-MD-CLUS:** Install one cluster (9-24 nodes) Cohesity software installation on physical hardware, Virtual Edition, or Cloud Edition OR 3-8 nodes of Cloud Edition (XL nodes) for readiness to "configure jobs." **PS-INSTALL-LG-CLUS:** Install one cluster (25-48 nodes) on physical hardware, Virtual Edition, or Cloud Edition OR 9-24 nodes of Cloud Edition (XL nodes). Readiness to "configure jobs." **PS-INSTALL-XL-CLUS:**	Includes prep call with Customer, system validation testing and up to 90 mins of Customer education. **Cohesity Qualified <u>Hardware Cloud Edition (SM, MD, LG Nodes), Virtual Edition (Multi Cluster)</u>** ● PS-INSTALL-SM-CLUS (3 – 8 nodes) ● PS-INSTALL-MD-CLUS (9 – 24 nodes) ● PS-INSTALL-LG-CLUS (25 – 48 nodes) ● PS-INSTALL-XL-CLUS (49 – 72 nodes) **Cloud Edition (XL Nodes)** ● PS-INSTALL-MD-CLUS (3 – 8 nodes) ● PS-INSTALL-LG-CLUS (9 – 24 nodes) ● PS-INSTALL-XL-CLUS (25 – 48 nodes) Cloud customers must be cloud ready with existing cloud accounts. Installations must be at the same site. Multiple sites require additional purchase per site. ISO install image must be copied to Unix datastore before scheduling services. Cloud Edition installations larger than three (3) nodes, or Azure.GOV installs require scoping by svcsales@cohesity.com. The right to the service will be good for 180 days of ordering/shipment after which the entitlement expires (and is nonrefundable). IMPORTANT: Cohesity does not rack, stack, cable, or configure out-of-band-management or firmware of 3rd Party	Worldwide

[1] PS-Custom-SOW SKU is also covered by these Enhanced Support Terms

Program Description			
Service	**SKU/Tier**	**Summary**	**Availability**
	Install one cluster (49-72 nodes) on physical hardware, Virtual Edition, or Cloud Edition OR 25-48 nodes of Cloud Edition (XL nodes). readiness to "configure jobs."	hardware. If you require these services, please work with your authorized hardware provider.	
Installations - ROBO	**PS–INSTALL–ROBO:** Remote installation of Cohesity software on up- to-3 ROBO nodes/units to be ready to configure data protection and services. OR up to three single node VE instances.	Includes prep call with Customer, system validation testing and up to 90 mins of Customer education. The right to the service will be good for 180 days of ordering/shipment after which the entitlement expires (and is nonrefundable). IMPORTANT: Cohesity does not rack, stack, cable, or configure out-of-band-management or firmware of 3rd Party hardware. If you require these services, please work with your authorized hardware provider.	Worldwide
Installations – Node Add Services	**PS-NODE-ADD:** Addition of up to four (4) nodes of qualified hardware to an existing cluster.	Includes preparation and configuration of Cohesity hardware nodes, imaging nodes with desired release and validation that nodes are communicating across cluster and network. The right to the service will be good for 180-days of ordering/shipment after which the entitlement expires (and is nonrefundable).	Worldwide
Installations – Node Add Services	**PS-HW-REFRESH** – End-of life hardware replacement, 1 chassis, up-to- 4 nodes	PS hardware refresh (end-of-life hardware replacement service), Install software on 1 chassis, up-to-4 nodes; Confirm hw compatibility & site readiness; capture requirements, install software and add nodes to cluster. Verify node communications. Logically remove end-of-life hardware from cluster. Selected cluster replacement hardware should be confirmed to be compatible before purchasing this SKU. The right to the service will be good for 180 days of ordering/shipment after which the entitlement expires (and is nonrefundable).	Worldwide
Installations – Commercial	**PS-COMM-ONBOARD** – PS-COMM Install Cohesity software on (4) C5000 nodes, config 1 hypervisor	US-COMMERCIAL ONLY Cohesity software installation only on up-to-four C5016 or C5026 nodes (purchased separately). Remote installation only. Includes one data protection job configuration for either VMware or Hyper-V. Register one source, configure one policy, join one Active Directory, perform one backup and recovery. The right to the service will be good for 180-days of ordering/shipment after which the entitlement expires (and is nonrefundable).	United States ONLY

Program Description			
Service	**SKU/Tier**	**Summary**	**Availability**
Installations – Data Protection Configuration	**PS-JUMPSTART** Install one cluster (3-8 nodes), create backups - up to 3 workloads.	Install one cluster (3-8 nodes) Cohesity software only. Create backup jobs for up to 3 workloads - limited scope. See Terms & Conditions for additional details. Priced per site. Service days must be consecutive business days.. The right to the service will be good for 180 days of ordering/shipment after which the entitlement expires (and is nonrefundable).	Worldwide
Installations – File & Object Configuration	**PS-SMART-START-SM:** Install one cluster (3-8 nodes) on physical hardware, Virtual Edition, or Cloud Edition (SM, MD, LG nodes) **PS-SMART-START-MD:** Install one cluster (9-24 nodes) Cohesity software installation on physical hardware, Virtual Edition, or Cloud Edition OR 3-8 nodes of Cloud Edition (XL nodes) **PS-SMART-START-LG:** Install one cluster (25-48 nodes) on physical hardware, Virtual Edition, or Cloud Edition OR 9-24 nodes of Cloud Edition (XL nodes). **PS-SMART-START-XL** Install one cluster (49-72 nodes) on physical hardware, Virtual Edition, or Cloud Edition OR 25-48 nodes of Cloud Edition (XL nodes)	**File & Object Configuration includes:** ● Create Views (Up to 2 Views:1 SMB and 1 NFS) ● Create Mount Points (1 NFS, 1 SMB) ● Configure one S3 Object ● AD or LDAP Integration (1 AD or 1 LDAP) ● NAS Tiering for 1 NAS Mount ● Audit Log Configuration (Up to 2 Views) Marketplace App Integration (Clam AV) This service is priced per site and only provided in conjunction with an active installation entitlement. Service days must be consecutive business days. Basic installation must have already been completed as per Installation SKU. The right to the service will be good for 180 days of ordering/shipment after which the entitlement expires (and is nonrefundable).	Worldwide
Data Protection Implementation	**PS-QCKSTART-SM:** Creation of backup jobs for up to four (4) supported workloads in a SMALL environment (3-8 nodes). **PS-QCKSTART-MD:** Creation of backup jobs for up to four (4) supported workloads in a MEDIUM environment (9-24 nodes). **PS-QCKSTART-LG:** Creation of backup jobs for up to four (4) supported workloads in a LARGE environment (25- 48 nodes).	● This service is priced per site and only provided in conjunction with an active installation entitlement. Service days must be consecutive business days. Basic installation must have already been completed as per Installation SKU ● Scope-of-work finalized during Planning and Design ● Use case validation testing up to 10% of total configuration count and dependent on customer providing access to servers ● Quick Start Service is offered as Remote Delivery ONLY ● For questions or additional information, contact svcsales@cohesity.com The right to the service will be good for 180 days of ordering/shipment after which the entitlement expires (and is nonrefundable).	Worldwide

Program Description			
Service	**SKU/Tier**	**Summary**	**Availability**
Security - HealthCheck	**PS-SECHLTHCHK**	Security Health Check Service - Professional Services Security Health Check, analysis and recommendations. Includes cluster, security and cybersecurity health checks, scored findings and remediation recommendations on up to 5 clusters. Service days must be consecutive business days. The right to the service will be good for 365 days from PO after which the entitlement expires (and is nonrefundable).	Worldwide
Security – HealthCheck	**PS-SECURITY-BASE -** Qtrly SecHlthChk, up to 5 clusters + cyber event support	Quarterly PS Security Health Check analysis and report on up-to-5 clusters. Includes health checks, scored findings and recommendations, and limited cyber-event cluster recovery services on up to 5 clusters. Service days must be consecutive business days. The right to the service will be good for 365 days from engagement kickoff after which the entitlement expires (and is nonrefundable). Remote access is required for this service. Services are delivered remote-only. This service is NOT available for DARK sites.	Worldwide
Security – HealthCheck	**PS-SECURITY-BASE-ADDON** – Add 5 clusters to PS-SECURITY-BASE SKU	Add up-to-5 clusters to existing PS- SECURITY-BASE Service Scope. Requires purchase of PS-SECURITY-BASE SKU. Service days must be consecutive business days. The right to the service will be good for 365 days from engagement kickoff after which the entitlement expires (and is nonrefundable). Remote access is required for this service. Services are delivered remote-only. This service is NOT available for DARK sites.	Worldwide
Cluster - Health Check	**PS-CLUS-HEALTH - Cluster Health** Check on up to 2 clusters, 4 workloads.	Professional Services Cluster Health Check includes cluster configuration, release and patch version, networking, fault tolerance, storage domain and data protection workload configuration. Remote delivery only. Pre-billed. Customer interviews must be scheduled on consecutive business days. The right to the service will be good for 180 days of ordering/shipment after which the entitlement expires (and is nonrefundable).	Worldwide
Cloud Services Deployment	**PS-CCS-DEPLOY -** Cloud Service deploy, install, config SaaS connectors, recover, validate	Cohesity Advanced Services will deploy up-to 3 Cloud Services supported workloads as part of this service. Additional workloads require the purchase of additional services. See Table 3 below for sizing and workload limits Installation of up-to (4) SaaS Connectors is included with this service. The right to the service will be good for 180 days from PO after which the entitlement expires (and is nonrefundable).	Worldwide

Program Description			
Service	**SKU/Tier**	**Summary**	**Availability**
FortKnox Deploy	**PS-FORTKNOX** FortKnox deploy, install, config, create quorum, validate	Kick-off call, Pre-Integration Planning, Verification of Account access to Helios, Helios Guided Tour, Upgrade to required Cohesity version for FortKnox, Creation of FortKnox Vaults, Selection of Region and Encryption Key Management System, Create Quorum Groups for recovery, Reporting, Recovery Validation Minimum OS version 6.8.1. This service will deploy based on the subscription purchased. The right to the service will be good for 180 days from PO after which the entitlement expires (and is nonrefundable).	Worldwide
NAS File Migrate	**PS-NAS-FILEMIGRATE-SM, MD, LG** - Migrate SMB/NFS data from Isilon/NetApp/Generic NAS to Cohesity (SMALL Tier)	Migrate SMB/NFS data from Isilon/NetApp/Generic NAS to Cohesity (SMALL, MEDIUM, or LARGE Tier). See Table 4 below for sizing and workload limits. Register source workloads, configure data protection, backup jobs and replication. The right to the service will be good for 180 days from PO after which the entitlement expires (and is nonrefundable). Includes cutover testing, execution, verification and TOI. This service is delivered remote only.	Worldwide
DataHawk Deployment	**PS-DATAHAWK-DEPLOY** Deploy & configure DataHawk onto an existing physical cluster.	Validate license; Upgrade (1) cluster to req'd OS. Install software on and configure up-to-2 App nodes. Configure DataHawk Engine, validate Data Sensitivity sources; Initiate Threat Detection Scan; Configure (1) FortKnox vault; Review GUI & Best Practice. Pre-billed. The right to the service will be good for 180 days of ordering/shipment after which the entitlement expires (and is nonrefundable).	Worldwide
Site Continuity Deployment	**PS-SITECON-DEPLOY-SM, MD – Deploy Site Continuity on primary and secondary cluster.**	PS-SITECON-DEPLOY-SM – Deploy & configure Site Continuity on (1) prod and (1) DR cluster; backup/replication; DR plans; test, failover/failback for 10 VMs; review UI and best practices. PS-SITECON-DEPLOY-MD – Deploy & configure Site Continuity on (1) prod and (1) DR cluster; backup/replication; DR plans; test, failover/failback for 50 VMs; review UI and best practices. Remote delivery ONLY. Pre-billed. Installation NOT included. The right to the service will be good for 180 days of ordering/shipment after which the entitlement expires (and is nonrefundable).	Worldwide

Program Description			
Service	**SKU/Tier**	**Summary**	**Availability**
Gaia Deployment Service	PS-GAIA-DEPLOY Gaia Deploy-create 5 datasets for 3 in-scope workloads.	Gaia Deploy Service: verify in-scope workloads, site readiness, backup policies. Review roles, navigation and use-case. Create up to (5) datasets on up to (3) in-scope workloads. Converse with customer data on up-to-five (5) queries. Remote delivery ONLY. Requires purchase of PS-CCS-DEPLOY SKU. Service days must be consecutive business days. The right to the service will be good for 180 days of ordering/shipment after which the entitlement expires (and is nonrefundable).	Worldwide
Renew NetBackup with Cohesity Service	PS-RENEW-NBU2COH-SM, MD, LG NBU Renew w Cohesity DataProtect onboard service.	NetBackup workload cutover from NBU to Cohesity DataProtect. Up-to-5 supported workloads. Small, Medium, Large Size. Remote delivery ONLY. See Service Brief for in-scope limits. Pre-billed. Installation NOT included. The right to the service will be good for 180 days of ordering/shipment after which the entitlement expires (and is nonrefundable).	Worldwide

** Limitations in some locations*

Table 1: JumpStart Service - Workloads and Sizing Chart

Data Protection Workload	Service Scope Limit
Virtualization	
VMware # of vCenters # of VMs	1 Up to 100
Hyper-V # of SCVVM # of VMs	1 Up to 100
Nutanix AHV # of VMs	1 Up to 100
Databases (Agent-based ONLY)	
Microsoft SQL Standalone FCI-AAG	2 instances 1 instance
Oracle Standalone RAC	2 instances 1 instance
Physical Servers	
Windows Server	Up to 2 Servers
Linux Server	Up to 2 Servers

Table 2: Quick Start Service – Workloads and Sizing Chart

Source Workload Type	Small Tier	Medium Tier	Large Tier
VMWare vCenters VM's per vCenter	Up to 2 Up to 200	Up to 4 Up to 2000	Up to 8 Up to 3000
Cloud Sources Azure, AWS	Up to 2	Up to 5	Up to 10
Cloud Sources GCP	Up to 2	Up to 5	Up to 10
Microsoft Hyper-V SCVMM VM's per SCVMM Hyper-V Servers	2 Up to 200 Up to 5	4 Up to 2000 Up to 15	8 Up to 3000 Up to 25
Physical Server - Microsoft Windows	Up to 5	Up to 10	Up to 20
Physical Server - Linux	Up to 5	Up to 10	Up to 20
Physical Server - UNIX	Up to 5	Up to 10	Up to 20
Databases - MSSQL Sources	Up to 5	Up to 7	Up to 10
Databases - Oracle Sources	Up to 5	Up to 7	Up to 10
Databases - M365 Sources	Up to 5	Up to 7	Up to 10
Databases - NoSQL Sources (Cassandra, or MongoDB)	Up to 2	Up to 4	Up to 8
Databases - Hadoop Sources (HDFS, Hive or HBase)	Up to 3	Up to 6	Up to 9
NAS - NetApp Volumes	Up to 5	Up to 7	Up to 15
NAS - Dell EMC Isilon Volumes	Up to 5	Up to 7	Up to 15
NAS - Pure Storage Array Volumes	Up to 5	Up to 7	Up to 15
NAS - Generic Volumes	Up to 5	Up to 7	Up to 15

Table 3: Cohesity Cloud Services Deployment Service - Workload Object Limits

Source Workload Type	Objects
Virtualization	
VMware, Hyper-V, AWS EC2 Virtual Machines Virtual Sources * *	Up to 50 VMs Up to 2
Databases	
Microsoft SQL SQL	Up to 5
Oracle On-Prem Instances	Up to 5
Applications	
M365 # of Users (Mailbox, OneDrive, SharePoint & Teams)	Up to 100 Users
Applications (counts as all 3 workloads)	
M365 Mailboxes	Up to 4000
Storage	
Isilon, NetApp, Generic NAS # of Registered Sources # of TB to be Protected	2 Up to 50 TB
Physical	
Windows, Linux # of Servers	Up to 4
Applications (=3 workloads)	
M365 Users	No SaaS Connector Up to 5000

Table 4: NAS File Migration Service - Workloads and Sizing Chart

	Small Tier PS-NAS-FILEMIGRATE-SM	**Medium Tier** PS-NAS- FILEMIGRATE-MD	**Large Tier** PS-NAS-FILEMIGRATE-LG
Data TB	Up to 50TB	Up to 200TB	Up to 400TB
Number of File Servers	Up to 2	Up to 5	Up to 10
Authentication Providers	Up to 2	Up to 4	Up to 8
Protocol	SMB V2/V3, NFS V3		
Supported NAS Vendor	ISILON, NetApp, Generic NAS Storage, Windows File Servers		
User Mapping Methodology: DFS, GPO, Logon Script, AD Profile Path	Up to 1	Up to 2	Up to 4
Number of Cutover Events	Up to 5 *	Up to 10 *	Up to 13*
TB Per Cutover Events	Up to 10 TB	Up to 20 TB	File Migration

**See additional limitations in Section 4 below.*

Table 5: Renew NetBackup with Cohesity Service – Workloads and Sizing Chart

Choose up to 5 workloads:

Source Workload Type	**Small Tier**	**Medium Tier**	**Large Tier**
Qualification Criteria:	Up to 250TB	>250TB & <500TB	>500TB & < 1PB
Virtualization			
Enterprise **VMware, Hyper-V, Nutanix** # of vCenters, SCVVM, etc. # of VMs	Up to 2 Up to 200	Up to 4 Up to 2000	Up to 8 Up to 3000
Standalone Hypervisors	Up to 5	Up to 15	Up to 25
Cloud Sources Azure, AWS, GCP	Up to 2	Up to 5	Up to 10
Databases			
Microsoft SQL Sources	Up to 5	Up to 7	Up to 10
Oracle Instances	Up to 5	Up to 7	Up to 15
NoSQL – Cassandra, MongoDB Sources	Up to 2	Up to 4	Up to 8
Hadoop – HDFS, Hive, Hbase Sources	Up to 3	Up to 6	Up to 9
Applications			
M365 **Total # of Objects**	Up to 1000	Up to 2000	Up to 4000

(combined total # of Mailboxes, OneDrives, Teams, SharePoint)			
Exchange **Total # servers**	Up to 3	Up to 6	Up to 10
Exchange # of Users / Mailboxes	Up to 500	Up to 1000	Up to 2000
SAP S/4 HANA Physical Nodes using BackINT Plug-in Instances	1 2	3 5	6 10
NAS			
Isilon, NetApp # of Registered Sources # of Logical TB to be Protected	1 Up to 100 TB	3 Up to 500 TB	5 Up to 1000 TB
Physical			
Windows, Linux, AIX, Solaris # of Servers	Up to 5	Up to 10	Up to 20

1. Services

   The following delivery guide describes the installation services defined in the table above (the "**Installation Services**"): The Cohesity install service offering includes installations and configuration of a Cohesity cluster to be ready to accept data for various use cases (e.g. data protection, file services). The service includes hardware installation, software configuration of the Cohesity platform and its basic data protection features, as well as integration into the customer network. The Installation Services shall be performed by Cohesity personnel or its subcontractor, as applicable (the "**Cohesity Authorized Representative**").

   IMPORTANT: Rack and Stack of Hardware IS ONLY INCLUDED for Cohesity Hardware. If a customer requires a rack and stack of NON-Cohesity hardware, please work with the authorized partner to quote the proper solution.

2. Cohesity Requirements

   Cohesity shall provide a pre-installation checklist that details the required infrastructure and configuration information necessary. A member of the Cohesity team shall conduct a call with the Customer to review the checklist, answer any questions, and confirm the prerequisites listed below before proceeding with the installation.

   - **Pre-Engagement Call**
     a) Review and scope expectations;
     b) Identify stakeholders and key contacts;
     c) Identify project constraints and limitations;
     d) Review prerequisites and environment readiness;
     e) Prepare and complete logical configuration capture document; and
     f) Physical installation of equipment
   - **Success Enablement**
     a) Create Cohesity support portal account(s), as needed;
     b) Request Cohesity training portal account(s), as needed; and
     c) Verify Cohesity Support break/fix contact information, as needed.
   - **Knowledge Transfer Workshop, up to ninety (90) minutes**
     a) Review Cohesity configuration and basic system operations; and
     b) Review Cohesity support portal.
   - **Installation Project Close Out and Completion**

3. Customer Requirements:

   Cohesity's Installation Service obligations are conditioned upon you meeting the following obligations:
   a) Timely payment of all applicable Installation Services fees and other relevant fees;
   b) Providing the Cohesity Authorized Representative reasonable access to your premises/site and/or network and personnel as the Cohesity Authorized Representative reasonably requests to assist the Cohesity Authorized Representative in performing the installation;

c) While on site, providing access to the network/firewall administrator as well as someone with administrative privileges on the backup sources;
d) Ensuring that the pre-installation worksheet is filled out and sent to the Cohesity Authorized Representative prior to onsite or remote installation;
e) Ensuring that the physical environment is ready and cleared for physical installation;
f) Ensuring that network switches are installed and configured prior to Cohesity's Authorized Representative coming onsite (or prior to remote installation, as applicable); and
g) Ensuring that proper network speeds have been obtained for all performance needs.

4. Scope Limitations

The Installation Services are intended to be completed in one (1) visit. The delivery of the service should not exceed in most cases one (1) day on site per SKU (or two (2) days for large clusters).

With respect to Number of Cutover Events, the following are not included:

- Multiprotocol migration
- DataLock migration
- Anything above 1 billion files or 400 TB storage
- Any white glove services
- Installation, basic installation must have already been completed per Installation SKU
- New script development for failover, failback or migration are out of scope
- Use case validation testing beyond 10% of total configuration count (also dependent on customer providing access to servers)

5. Specific Exclusions

The Cohesity Authorized Representative shall have no obligation to install: (i) altered or damaged Products or any portion of a Product incorporated with or into other hardware, as applicable; or (ii) Products with problems caused by (a) Customer's negligence, abuse or misapplication, (b) use of Products other than as specified in Cohesity's user manual, or (c) other causes beyond Cohesity's control.

6. Definitions

- "**Engagement**" means the organized meetings between Cohesity Authorized Representatives and the **Customer**.
- "**Remote**" means not physically on site.
- "**Cluster**" means a group of nodes that work in sync with one another.

Technical Account Manager ("TAM") Service

Program Description			
Service	**SKU/Tier**	**Summary**	**Availability**
Technical Account Manager	**CS-TAM-6MOS:** Regional Technical Account Manager – Shared resources for 6-month engagement **CS-TAM-1YRS:** Regional Technical Account Manager – Shared resources for 1-year engagement **CS-TAM-3YRS:** Regional Technical Account Manager – Shared resources for 3-year engagement **CS-TAM-5YRS:** Regional Technical Account Manager – Shared resources for 5-year engagement	The technical account manager is an enhanced service provided in conjunction with an active support contract on a Cohesity product. Shared resources for length of engagement starts when SKU is fulfilled. The right to the service will be good for 1 year upon ordering/shipment after which the entitlement expires (and is nonrefundable).	Worldwide

Each TAM is a shared resource that can be assigned to support up to 5 Cohesity customers at a time, The Cohesity TAM Service includes 1/5th of the designated TAM weekly time. Additional TAM only SKU's can be purchased, up to 5 slices, for a dedicated resource.

1. Services:
   The following delivery guide describes the Technical Account Manager Service defined in the table above (the "**TAM**"):
   - The Cohesity TAM service offering is an assigned resource contracted for a fixed-term (typically yearly or multiyear) engagement.
   - The "**Cohesity Regional TAM**" offering is a shared resource that operates from 9am – 5pm in a single time zone local to Customer (unless otherwise agreed to by both parties) and is aligned with Cohesity's 24/7 escalation management and support services.

   The period for which the TAM or Platinum Service will be provided is specified in the relevant Order (the "**Service Period**").

2. Cohesity Requirements
   An assigned Cohesity resource will provide engagement management of the service. During the Service Period, the Cohesity resource will be available remotely via phone and email to address high-level concerns or issues encountered. Cohesity may provide the following Services as needed and as further set forth in the table below.

   a. A primary escalation point-of-contact for support and overseer of open P1/P2 support cases;
   b. Identify critical paths, support issues and escalation as needed;
   c. Host weekly/biweekly meeting to provide updates and next steps;
   d. Provide internal coordination of Subject Matter Expert ("**SME**") access as required; and
   e. In the event that the designated TAM is out of office and unavailable to provide support, a backup TAM will be assigned by Cohesity to support your account.

	Delivery Details	Frequency
Case Open System	24x7 access to Cohesity Support via web portal, phone, and email	N/A
TAM Availability	9:00 am to 5:00 pm weekdays in Customer's local time zone unless otherwise agreed to by both parties	N/A
Support Case Management	Review service requests ("**SRs**") and SR handling	As necessary
	Provide account specific implementation and business details to support engineers	As necessary
	Rapid response for escalation	As requested
	"**Root Cause Analysis**" reports (Hardware Products and Software Products) for critical issues	As requested
	Follow-up on Hardware Products failure analysis for RMAs	As requested
Account Management Calls	Meetings held by the TAM to review engagement activities: ● Case management & priority setting ● Projects & operations review	Up to once a week
Management of Feature Enhancement Activity	Review open/pending feature enhancements with timeline planning	Quarterly
	Internal customer advocate for new feature enhancements	As necessary
Upgrade and Release Management Support	General Software Products release status review: ● Review published release notes for recommended release ● Share best practices	Quarterly
	Major release ("**LTS**") adoption & planning tailored to customer environment and deployment	Quarterly
Business Reviews	Onsite meeting to define and review engagement deliverables, metrics and timelines	Quarterly
	Joint business reviews ("**QBRs**") to ensure engagement deliverables, metrics and timelines are met	Quarterly
	Facilitate presentation of product and technology roadmaps	As requested
Proactive	Proactive critical issue communication	As necessary
Information Sharing	Ensure executive visibility and communication coordination on critical issues	As necessary
	Provide white paper and best practices documentation	As available

3. Customer Requirements
   Cohesity's obligations are conditioned upon you meeting the following obligations:
   a. Provide a primary and secondary point-of-contact to work with the Cohesity TAM resource;
   b. Provide agreed upon technical resources and all agreed upon required technical information;
   c. If possible, provide documents/network topology diagrams of deployment in a timely manner; and
   d. Respond in a timely fashion to questions posed by Cohesity resources(s) regarding the service.

4. Scope Limitations
   TAM resources operate regionally from 9am – 5pm in a single time zone local to Customer (unless otherwise agreed to by both parties). During non-business hours, Customers will be handled directly by the Cohesity high-priority support queue until the next business day.

5. Definitions
   - "**TAM**" means Technical Account Manager.
   - "**Engagement**" means the organized meetings between Cohesity and the Customer.
   - "**Remote**" means not physically on site.

Platinum Service

Program Description			
Service	**SKU/Tier**	**Summary**	**Availability**
Platinum Service	**CS-PLATINUM-6MOS**: Regional TAM + Designated SRE – Shared resources for 6-month engagement **CS-PLATINUM-1YRS:** Regional TAM + Designated SRE – Shared resources for 1-year engagement **CS-PLATINUM-3YRS:** Regional TAM + Designated SRE – Shared resources for 3-year engagement **CS-PLATINUM-5YRS:** Regional TAM + Designated SRE – Shared resources for 5-year engagement	The platinum service is an enhanced service provided in conjunction with an active support contract on a Cohesity product. Shared resources for length of engagement starts when SKU is fulfilled. . The right to the service will be good for 1 year upon ordering/shipment after which the entitlement expires (and is nonrefundable).	Worldwide

1. Services
   The following delivery guide described the Platinum Service defined in this table above:

   Platinum Service is a unique opportunity to leverage two highly knowledgeable Cohesity technical experts, both a named DSE and TAM, with in-depth knowledge of your environment for immediate assistance as well as short- and long-term guidance and advocacy. Please see the "Technical Account Manager ("**TAM**")" Service description above for details on the TAM.

   Assigned DSE - Every DSE is a senior, top-level support engineer. Yours will be directly responsible for handling your cases to your satisfactory resolution. Our DSEs are experienced with all aspects of the Cohesity platform and they will be able to provide environment-specific insights that help overcome existing issues to achieve business objectives.

   Assigned TAM - Every TAM is a seasoned technical veteran with access to all the information and resources needed to meet your operational goals. Your TAM will take immediate action to assess current cases, review resolution priorities and plans, and capture feedback and suggestions. Your TAM will also work collaboratively with you and your team to set objectives, share feedback with Cohesity, and drive action. TAMs track requested product enhancements and promote roadmap input internally. They establish a regular cadence to review your ongoing experience, provide reports about your current environment, and build action plans and recommendations to drive desired outcomes, ensuring your secondary workloads are protected and productive across multi-clouds.

2. Cohesity Requirements
   An assigned Cohesity resource will provide engagement management of the service. During the Service Period, the Cohesity resource will be available remotely via phone and email to address and high-level concerns or issues encountered. Cohesity may provide the following Services as needed and as further set forth in the table below:
   a. A primary escalation point-of-contact for support and overseer of open P1/P2 support cases;
   b. Identify critical paths, support issues and escalation as needed;
   c. Host weekly/biweekly meeting to provide updates and next steps; or
   d. Provide internal coordination of Subject Matter Expert ("**SME**") access as required.

From 9am – 5pm in a single time zone local to Customer (unless otherwise agreed to by both parties), your support calls will be routed to your DSE. If for any reason your DSE is unavailable to provide support, your call will be routed to the Platinum Support queue.

During off business hours and weekends, your support calls will be routed to the general Premium Support queue.

In the event that the designated TAM is out of office and unavailable to provide support, a backup TAM will be assigned by Cohesity to support your account.

	Delivery Details	Frequency
Case Open System	24x7 access to Cohesity Support via web portal, phone, and email	N/A
TAM Availability	9am – 5pm in a single time zone local to Customer unless otherwise agreed to by both parties	N/A
DSE Availability	9am – 5pm in a single time zone local to Customer unless otherwise agreed to by both parties	N/A
Support Case Management	Review service requests ("**SRs**") and SR handling	As necessary
	Provide account specific implementation and business details to support engineers	As necessary
	Rapid response for escalation	As requested
	Root Cause Analysis reports (Hardware Products and Software Products) for critical issues	As requested
	Follow-up on Hardware Products failure analysis for RMAs	As requested
Account Management Calls	Meetings held by the TAM to review engagement activities: ● Case management & priority setting ● Projects & operations review	Up to once a week
Management of Feature Enhancement Activity	Review open/pending feature enhancements with timeline planning	Quarterly
	Internal customer advocate for new feature enhancements	As necessary
Upgrade and Release Management Support	General Software Products release status review: ● Review published release notes for recommended release ● Share best practices	Quarterly
	Major release ("**LTS**") adoption & planning tailored to customer environment and deployment	Quarterly
Business Reviews	Onsite meeting to define and review engagement deliverables, metrics and timelines	Quarterly
	Joint business reviews ("**QBR**") to ensure engagement deliverables, metrics and timelines are met	Quarterly
	Facilitate presentation of product and technology roadmaps	As requested
Proactive	Proactive critical issue communication	As necessary
Information Sharing	Ensure executive visibility and communication coordination on critical issues	As necessary
	Provide white paper and best practices documentation	As available

3. Customer Requirements
   Cohesity's obligations are conditioned upon you meeting the following obligations:
   a. Provide a primary and secondary point-of-contact to work with the Cohesity TAM resource; Provide agreed upon technical resources and all agreed upon required technical information;
   b. If possible, provide documents/network topology diagrams of deployment in a timely manner; and
   c. Respond in a timely fashion to questions posed by Cohesity resources(s) regarding the service.

4. Scope Limitations
   TAM and DSE are shared resources operating from 9am – 5pm in a single time zone local to Customer unless otherwise agreed to by both parties. During non-business hours, Customers will be handled directly by the Cohesity high-priority support queue until the next business day. The Cohesity Platinum Service includes 1/5th of the designated TAM and DSE weekly time. Additional Platinum SKU's can be purchased, up to 5 slices, for dedicated TAM and DSE resources.

5. Definitions
   - "**DSE**" means Designated Support Engineer.
   - "**TAM**" means Technical Account Manager.
   - "**Engagement**" means the organized meetings between Cohesity and the Customer.
   - "**Remote**" means not physically on site.

Platinum Service

Program Description			
Service	**SKU/Tier**	**Summary**	**Availability**
Designated Support Engineer Service	**CS-DSRE**: Designated SRE – Shared resources for 1-month engagement	The Designated Support Engineer Service is an enhanced service provided in conjunction with an active support contract on a Cohesity product. Shared resource for length of engagement starts when SKU is fulfilled. The right to the service will be good for 1 year upon ordering/shipment after which the entitlement expires (and is nonrefundable).	Worldwide

6. Services
   The following delivery guide described the Designated Support Engineer Service defined in this table above:

   Designated Support Engineer Service is a unique opportunity to leverage a named DSE with in-depth knowledge of your environment for immediate assistance.

   Assigned DSE - Every DSE is a senior, top-level support engineer. Yours will be directly responsible for handling your cases to your satisfactory resolution. Our DSEs are experienced with all aspects of the Cohesity platform and they will be able to provide environment-specific insights that help overcome existing issues to achieve business objectives.

7. Cohesity Requirements
   During the Service Period, the Cohesity resource will be available remotely via phone and email to address issues encountered. Cohesity may provide the following Services as needed and as further set forth in the table below:
   a. A primary escalation point-of-contact for support and overseer of open P1/P2 support cases;
   b. Identify critical paths, support issues and escalation as needed;

From 9am – 5pm in a single time zone local to Customer (unless otherwise agreed to by both parties), your support calls will be routed to your DSE. If for any reason your DSE is unavailable to provide support, your call will be routed to the Platinum Support queue.

During off business hours and weekends, your support calls will be routed to the general Premium Support queue.

	Delivery Details	Frequency
Case Open System	24x7 access to Cohesity Support via web portal, phone, and email	N/A
DSE Availability	9am – 5pm in a single time zone local to Customer unless otherwise agreed to by both parties	N/A
Proactive	Proactive critical issue communication	As necessary

8. Customer Requirements
   Cohesity's obligations are conditioned upon you meeting the following obligations:
   a. Provide a primary and secondary point-of-contact to work with the Cohesity DSE resource; Provide agreed upon technical resources and all agreed upon required technical information;
   b. If possible, provide documents/network topology diagrams of deployment in a timely manner; and
   c. Respond in a timely fashion to questions posed by Cohesity resources(s) regarding the service.

9. Scope Limitations
   DSE are shared resources operating from 9am – 5pm in a single time zone local to Customer unless otherwise agreed to by both parties. During non-business hours, Customers will be handled directly by the Cohesity high-priority support queue until the next business day. The Cohesity Designated Support Engineer Service includes 1/5th of the designated DSE weekly time. Additional DSE SKU's can be purchased, up to 5 slices, for dedicated DSE resources.

10. Definitions
    - "**DSE**" means Designated Support Engineer.
    - "**Engagement**" means the organized meetings between Cohesity and the Customer.
    - "**Remote**" means not physically on site.

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Academy Education Services

Program Description			
Service	**SKU/Tier**	**Summary**	**Availability**
Academy Education Services	**TR-VIRTCLASS-1DY:** One (1) day instructor-led virtual webinar class dedicated to single company (1-12 students) **TR-SITECLASS-2DY**: Two (2) day instructor-led onsite class dedicated to single company (1-12 students) **TR-SITECLASS-3DY:** Three (3) day instructor-led onsite class dedicated to single company (1-12 students) **TR-SITECLASS-4DY:** Four (4) day instructor-led onsite class dedicated to single company (1-12 students) **TR-SITECLASS-5DY:** Five (5) day instructor- led onsite class dedicated to single company (1-12 students) **TR-VIRTSEAT-1DY:** One (1) student seat for one (1) day of instruction in an instructor-led online webinar class or interactive eCourse. **TR-VIRTSEAT-1DY-CSCO:** One (1) student seat for one (1) day of instruction in an instructor-led online webinar class or interactive eCourse.	The right to the service will be (i) good for 365 days after ordering after which the entitlement expires, and (ii) is nonrefundable. Contact academy@cohesity.com for a schedule of course offerings.	Worldwide

** An eCourse comprises pre-recorded videos and interactive exercises available to Customer via website.*

1. Services
   a. The Cohesity Academy Education Services may include virtual and/or on-site training (or "hands-on" labs) of Customer personnel regarding Cohesity Products.
   b. Once booked, the applicable Academy Education Services may not be canceled, transferred or rescheduled except at Cohesity's discretion. Further details may be specified in documentation related to the specific Academy Education Services.

2. Customer Requirements
   a. Customer shall ensure attendees on its behalf comply with Cohesity's reasonable instructions and rules in relation to Academy Education Service (e.g. minimum technology requirements). Customer is responsible for all costs incurred in relation to attendance of Academy Education Services (e.g. costs of travel).

Resident Service

The Cohesity Resident Services is designed to help top enterprise customers get the most out of their Cohesity purchase. Our Residents, whether onsite or remote, provide ongoing help to ensure that your Cohesity environment is achieving the desired results.

Benefits:

- Primary point of contact for Enterprise Services delivery
- Residents work closely with your team to meet your company's processes and business objectives
- Focused on ensuring your environment is configured properly and running at optimum levels
- Accelerate your time-to-value by getting your environment, use cases and workloads operating quickly
- Has a detailed understanding of your environment and represents your services expectations as required
- Participates in your change management procedures
- Validate software patches and field alerts and advises you on next steps

Program Description			
Service	**SKU/Tier**	**Summary**	**Availability**
Professional Services Resident Engineer	**PS-RESIDENT-6MOS**: Professional Services Resident Engineer resource for 6-month engagement **PS-RESIDENT-1YRS**: Professional Services Resident Engineer resource for 1-year engagement **PS-RESIDENT-1YR-ONSITE:** PS Engineer Resident for 1-year onsite engagement. Dedicated resource. Operates during local business days/hours. **PS-RESIDENT-6MOS-ONSITE:** PS Engineer Resident for 6-month onsite engagement. Dedicated resource. Operates during local business days/hours. **PS-RESIDENT-1YR-REMOTE:** PS Engineer Resident for 1-year remote engagement.. Dedicated resources. Operates during local business days/hours. **PS-RESIDENT-6MOS-REMOTE:** PS Engineer Resident for 6-month remote engagement. Dedicated resources. Operates during local business days/hours. **PS-RESIDENT-PRIME-1YR:** PS Engineer Resident for 1-year engagement sourced from countries such as India or Costa Rica. Dedicated resources. Operates during local business days/hours. **PS-RESIDENT-PRIME-6MO:** PS	The Cohesity Resident Service offering is a dedicated resource contracted for fixed-term engagements. The assigned Cohesity resource will perform activities/available services (as defined below) at the Customer's direction. The right to the service will be good for 1 year upon ordering/shipment after which the entitlement expires (and is nonrefundable).	Worldwide

Program Description			
Service	**SKU/Tier**	**Summary**	**Availability**
	Engineer Resident for 6-month engagement sourced from countries such as India or Costa Rica. Dedicated resources. Operates during local business days/hours. **PS-RESIDENT-1YR -CLEARED-ONSITE:** PS Engineer Resident for 1-year security cleared engagement. Dedicated resources. Operates during local business days/hours. **PS-RESIDENT-6MOS -CLEARED-ONSITE:** PS Engineer Resident for 6-month security cleared engagement. Dedicated resources. Operates during local business days/hours.		

1. Services

   The following describes the Resident Service in the table above (the "**Resident**"):

   - The Cohesity Resident Service offering is a dedicated resource contracted for a fixed-term, engagement of six (6) months or one (1) year.
   - The Cohesity Resident Service offering is an assigned resource operating during regular business hours in accordance with the Customer's local time zone.

   The period for which the Resident will be provided is specified in the relevant Order (the "**Service Period**").

2. Scope

   The Cohesity Resident Service is an assigned resource operating during regular business hours in accordance with the Customer's local time zone. The assigned Cohesity resource will perform activities/available services (as defined below) at the Customer's direction. During the Service Period, the Cohesity resource will be available on-site or remotely via phone and e-mail to perform available services. The Cohesity Resident may provide the following Services as needed and as further set forth in the table below:

Key Deliverables and Available Services	
New Jobs and Workloads	• Assist in creating/monitoring backup jobs • Assist in recovering data from jobs • Document procedures
Monitoring and Maintenance	• Setup and manage basic reporting • Regular monitoring and resolution of alerts/warnings • Growth and performance trending/monitoring • Plan and perform system upgrades • Document environment
Case Management	• Open support cases • Work with Cohesity Support to troubleshoot and resolve any issues • Replace hardware (if Cohesity-branded Hardware Products)
Extension of Customer Administration Team	• Regular updates on activities, planned and reactive • Discuss impacts to potential changes • Access to subject matter experts ("**SMEs**") inside Cohesity

Four-Hour Hardware Services

Program Description			
Service	**SKU / Tier**	**Summary**	**Availability**
Four-Hour Hardware Services	**CS-P4H-[•]:** Premium (24x7) Support with 4- HR Parts Delivery for select Cohesity Hardware Products	Premium (24x7) Support with 4-hour Parts Delivery for select models of Cohesity Hardware Products; 4-hour Parts Delivery is available only within Cohesity-approved service locations.	Cohesity-approved four-hour response locations*
	CS-P4H-NRHDD-[•]: Premium (24x7) Support with 4-HR Parts Delivery and HDD Non-Return for select Cohesity Hardware Products	CS-P4H Support plus Hard Drive No Return Option	
	CS-P4H-NRHW-[•]: Premium (24x7) Support with 4-HR Parts Delivery and Hardware Non- Return for select Cohesity Hardware Products.	CS-P4H Support plus Hardware No Return Option	

** Customer's location(s) for Four-Hour Hardware Services **must** be pre-approved in writing in advance by Cohesity's Service Logistics team.*

1. Services
   Cohesity's Four-Hour Hardware Services are available only:
   - with select models of Cohesity's Hardware Products and
   - in Cohesity-approved response locations, each of which are determined in Cohesity's sole discretion. Please contact your Cohesity representative for further details to determine if your Cohesity Hardware Products may qualify for such Four-Hour Hardware Services.

2. Cohesity Requirements
   Cohesity shall ensure that replacement parts arrive on-site at a Customer's location within four (4) hours after (i) completion of telephone-based troubleshooting and (ii) confirmation from the Customer that the relevant location is able to receive the parts within the designated four (4) hour timeframe.

3. Customer Requirements
   Cohesity's obligations are conditioned upon Customer meeting the following obligations:
   a. Customer is responsible for ensuring that a representative of Customer is available on-site at the location to receive replacement parts provided by Cohesity within the designated timeframe.
   b. After the purchase of any Four-Hour Hardware Services, if Customer wishes to move Hardware Products to a new location, Customer agrees to contact Cohesity in writing at least thirty (30) days prior to such relocation. Cohesity will advise Customer if Customer's purchased Four-Hour Support Services are available at the new location.
      i. Customer acknowledges that relocation of the Hardware may result in a decrease of availability and/or Cohesity may propose an increase in the pricing of Four-Hour Support Services in order to support the new location (which shall only take effect upon agreement by Customer). Cohesity will communicate this to Customer on a case-by-case basis.
      ii. If a Customer fails to notify Cohesity of the relocation of Hardware Products as required above, Cohesity may refuse to provide the Four-Hour Support Services in its sole discretion.
      iii. In the event of an agreed increase in pricing of Four-Hour Support Services following relocation of Hardware Products, Customers will promptly submit an Order to Cohesity (or Cohesity's authorized partner, as applicable) for such increased cost.

Customer Support Services

Program Description			
Service	**SKU/Tier**	**Summary**	**Availability**
U.S. Citizen on U.S. Soil	**CS-SUPPORT-USCITIZEN**: Premium (24x7) Support interaction with experienced support engineers with U.S. citizenship, located on U.S. soil.	CS-SUPPORT-USCITIZEN is an enhanced service provided in conjunction with an active support contract on a Cohesity product. The CS-SUPPORT-USCITIZEN offering is designed to provide phone support to meet the needs of federal, military, or civilian agencies that have a specific requirement for U.S. Citizen on U.S. soil support.	Datacenters based in the Contiguous U.S. Only

1. Services:
   Provides case routing to U.S. Citizens on U.S. Soil SREs only. Available 24/7/365 U.S. Citizen, U.S. Soil support coverage for P1-P4 support issues during U.S. Business hours (9AM to 9PM US Eastern Time). Outside of US Business hours, U.S. Citizen U.S. Soil support is only for P1 and P2 support issues. Service period is aligned with the service period of the software support specified in the relevant order (the "**Service Period**").

2. Cohesity Requirements:
   Available remotely via phone to address P1-P4 support cases 7x365 during U.S. Business hours (9AM to 9PM US Eastern Time). Outside of U.S. Business hours, support is only for P1 and P2 support issues. Equipment must be based in the contiguous U.S. Eligible customers will receive a support PIN number that will be required to enable call routing to a Cohesity U.S. Citizen on U.S. Soil SRE.

3. Customer Requirements:
   Customers must utilize the assigned support PIN when logging phone based cases to insure proper case routing to U.S. Citizens.

4. Scope Limitations:
   U.S. Federal Only. Available for datacenters based in the Contiguous U.S. only.

Program Description			
Service	**SKU/Tier**	**Summary**	**Availability**
Enhanced Field Engineer	**CS-FIELDSERVICE-ENHANCED**: Access to a Field Service Engineer that can autonomously perform onsite hardware or software troubleshooting as well as hardware replacements	CS-FIELDSERVICE-ENHANCED is an enhanced service provided in conjunction with an active support contract on a Cohesity product. The CS-FIELDSERVICE-ENHANCED on-site, customer centric and focused assured U.S. Citizen Field Engineer to meet the needs of customers who deploy Cohesity products in unmanned data centers.	Contiguous U.S. Only

1. Services:
   Provides on-site, customer centric and focused assured U.S. Citizen Field Engineer to meet the needs of customers who deploy Cohesity products in unmanned data centers.

2. Cohesity Requirements:
   During the Service Period, the Cohesity Enhanced FE resource will be scheduled on a "best effort" basis.

3. Customer Requirements:
   Customer is responsible for making sure the FE can successfully access equipment when they arrive onsite (access ticket setup, questionnaire, any pre-checks the FE is required to do should be shared with Cohesity before the FE arrives onsite).

4. Scope Limitations:
   U.S. Federal Only. All dispatches are scheduled on a best effort basis. No limit on HW Replacement visits, Limit onsite troubleshooting to 4 visits annually at the discretion of the Cohesity Support (exceptions must be approved by Customer Support Leadership).