

Veritas Support Site User Agreement

PLEASE READ THIS USER AGREEMENT, INCLUDING THE ONLINE APPLICATION-SPECIFIC EXHIBITS ("AGREEMENT") CAREFULLY BEFORE REGISTERING FOR THE ONLINE APPLICATION WEBSITE ("SITE"). BY USING THE SITE, YOU ARE (1) REPRESENTING THAT YOU ARE OVER THE AGE OF 18 AND HAVE THE CAPACITY AND AUTHORITY TO BIND YOURSELF AND/OR YOUR COMPANY, AS APPLICABLE, TO THE TERMS OF THIS AGREEMENT; AND (2) CONSENTING ON BEHALF OF YOURSELF AND/OR AS AN AUTHORIZED REPRESENTATIVE OF YOUR COMPANY, AS APPLICABLE, TO BE BOUND BY THIS AGREEMENT ON EACH OCCASION YOU ACCESS THE SITE. IF YOU DO NOT AGREE TO ALL THE TERMS AND CONDITIONS OF THIS AGREEMENT, YOU WILL NOT HAVE ANY RIGHT TO USE ANY ONLINE APPLICATION.

Veritas Support Site User Agreement posted as of October 27, 2025

*Please note that over time, Cohesity will continue to evolve branding and replace Veritas logos and usage across all products, documents and legal terms. Any reference to Veritas in such materials, and all associated rights and obligations, shall be understood to mean Cohesity.

1. Online Applications

a. The Site contains certain online applications ("**Online Applications**") and is owned and operated by Veritas Technologies LLC on its behalf and on behalf of its subsidiaries and affiliates (**collectively "Licensor"**). In the event you are accessing the Site as an authorized representative of your company, any registration requirements will be granted in the name of your company (and not to you personally). On each occasion you access the Site you ("**User**") agree to access the Site, and each of the Online Applications, in accordance with the following terms and conditions.

b. Subject to the terms and conditions of this Agreement, Licensor will use commercially reasonable efforts to provide the Online Applications selected by User. Such use of the Online Applications by User shall be as follows: (i) solely for User's use; or (ii) solely for User's use on behalf of User's company, where User has been authorized to use the Site on behalf of such company; or (iii) where User is an authorized value added reseller or distributor of Licensor's products (respectively "**Value Added Reseller**" and "**Distributor**"), use on behalf of an end user of the Licensor's products ('Products '), where User has been authorized to use the Site, and each of the Online Applications, on behalf of such end user. User warrants to Licensor that User; (i) has entered into a valid license agreement with Licensor for the Products; or (ii) is acting on behalf of a company that has licensed the Products; or (iii) is an employee of a Value Added Reseller or Distributor, authorized and acting on behalf of an end user of the Products.

c. At its sole discretion, Licensor may change, suspend or discontinue any Online Application at any time, including the availability of any feature, function, database or content. Licensor may also impose limits on certain features, functions and services or restrict User's access to parts or the entire Site, including, without limitation, access to the Online Applications, without notice or liability of any kind or nature whatsoever. Licensor reserves the right, at its discretion, to modify this Agreement at any time by posting a notice on the Site, or by sending User a notice via e-mail or postal mail or merely by posting an updated version of this Agreement. Continued use of any Online Application by User following such notification or posting constitutes User's acceptance of the terms and conditions of this Agreement, as modified.

d. Use of the Site and any Online Application will require User to open an account ("**Account**"). User must complete the registration process, as referred to in Section 6 below, by providing Licensor with current, complete and accurate information as prompted by the registration form. Any false information provided by User will, without prejudice to any other remedy available to Licensor, result in the immediate termination of User's use of the Site. User will also be required to choose a password and user name, which will be used to access the Site. User acknowledges and agrees that User is and shall at all times remain entirely responsible for maintaining the confidentiality of User's username, password and account details.

e. User shall be responsible for obtaining and maintaining any equipment or ancillary services needed to connect to, access or otherwise use the Site, including, without limitation, modems, hardware, software and long distance or local telephone service. User shall be responsible for ensuring that such equipment or ancillary services are compatible with the Site.

2. Site content

- a. The Site and its contents are intended solely for the use of end users of Products and employees of a Value Added Reseller or Distributor authorized and acting on behalf of an end user.
- b. All content available through the Site (including, but not limited to, text, graphics, images, data, technical drawings, configurations) ("**Content**") are protected by international copyright laws and other laws and treaties and are owned or controlled by Licensor. User shall abide by all copyright notices, information and restrictions contained in any Content accessed through the Site.
- c. The trademarks, logos and service marks ("**Marks**") displayed on the Site are the property of Licensor or other third parties. User is not permitted to use these Marks without the prior written consent of Licensor or such other third party, which may own the Mark.
- d. User may not modify, publish, transmit, participate in the transfer or sale of, reproduce, create derivative works based on, distribute, perform, display, or in any way exploit, without limitation, any of the Content or application software, in whole or in part.
- e. User may download or copy the Content, and other items displayed on the Site where necessary for use of the Online Application, provided that User maintains all copyright and other notices contained in such Content. Copying or storing of any Content for other than internal, non-commercial use is expressly prohibited without prior written permission from Licensor.
- f. . Licensor retains the right, from time to time and without prior notice to User, and at its sole discretion, to modify, upgrade or otherwise change the Site including, without limitation: (i) restricting the time of availability; (ii) restricting the scope of the Online Applications provided via the Site; (iii) restricting the amount of access or use permitted; or (iv) restricting or terminating any User's right to access or use the Site or any feature, function, database, content or application.

3. Software Downloads; License Keys

- a. All software downloads that are made available to download via the Site are the copyrighted work of Licensor and/or its suppliers. User acknowledges and agrees that the downloading of software, including, without limitation, downloading updates of the Products is governed by: (i) the separate written license agreement entered into with Licensor for Products or (ii) the license agreement accompanying Products. Any use of downloaded software, including, without limitation, updates of Products, not in accordance with an applicable license agreement, or in excess of the quantity purchased, is expressly prohibited. User shall be responsible for ensuring that only authorized individuals have access to the Site and its contents, including software downloads. Any unauthorized downloading of software is expressly prohibited. In the event of a breach of the foregoing, Licensor reserves all of its rights in law or otherwise.
- b. Licensor does not recommend that end users re-use license keys across software installation points for the applicable Product. However, end users, at their discretion, may re-use license keys, but must ensure that their total aggregate usage of the Product across systems does not exceed limits defined within the applicable license agreement(s).
- c. Veritas' products are subject to export controls by the U.S. Department of Commerce (DOC), under the Export Administration Regulations (EAR), described at <http://www.bis.doc.gov>, and export and import laws and regulations in other applicable jurisdictions. Diversion contrary to U.S. law is strictly prohibited. User agrees to comply with the requirements of the EAR and all applicable international, national, state, regional and local laws, and regulations, including any applicable import and use restrictions. Veritas products are currently prohibited for export or re-export to Cuba, North Korea, Iran, Syria and Sudan or to any country subject to relevant US and other government embargo or trade sanctions. User will not export or re-export, directly or indirectly, any Veritas product to any person or entity on the DOC Denied Persons, Entities and Unverified Lists, the U.S. Department of State's Debarred List or on the U.S. Department of Treasury's lists of Specially Designated Nationals, Specially Designated Narcotics Traffickers or Specially Designated Terrorists. Furthermore, User will not use or allow use of Veritas products in connection with chemical, biological, or nuclear weapons, or missiles, drones or space launch vehicles capable of delivering such weapons.

4. Restrictions on use of the Online Applications

a. USER IS RESPONSIBLE FOR ALL USAGE OR ACTIVITY ON USER'S ACCOUNT, INCLUDING USE OF THE ACCOUNT BY ANY THIRD PARTY AUTHORIZED BY USER TO USE THE ACCOUNT. USER SHALL USE THE SITE AS IT IS DESIGNED AND ONLY FOR THE PURPOSE(S) SET FORTH IN THIS AGREEMENT. ANY FRAUDULENT, ABUSIVE OR OTHERWISE ILLEGAL ACTIVITY MAY BE GROUNDS FOR TERMINATION OF THE ACCOUNT AT LICENSOR'S SOLE DISCRETION. USER MAY NOT POST OR TRANSMIT, OR CAUSE TO BE POSTED OR TRANSMITTED, ANY COMMUNICATION OR SOLICITATION DESIGNED OR INTENDED TO OBTAIN PASSWORD, ACCOUNT OR PRIVATE INFORMATION FROM ANY SITE USER.

5. Registration and security

a. As part of the registration process, User will select a password and User name for the Account ("**User ID**"). User may not: (i) select or use as a User ID, a name of another person with the intent to impersonate that person; or (ii) use as a User ID, a name subject to any rights of a person other than User without appropriate authorization. Licensor reserves the right to refuse registration of or cancel a User ID at its sole discretion.

b. Licensor reserves the right to audit User's use of the Site including, without limitation, the right to use data relating to User's use of the Site.

c. User shall be responsible for maintaining the security of the Account and for all uses of the Account, with or without User's knowledge or consent. Users that are end users of the Product are responsible for Account management, including access to the account by employees of such end users, Value Added Resellers and Distributors. Licensor shall not be liable for any loss that User might suffer through a third party's use of the Account; however, User may be held liable for losses incurred by Licensor or another party due to a third party using User's Account. User shall immediately notify Licensor of any known or suspected unauthorized use(s) of the Account, or any known or suspected breach of security on the Site, including loss, theft or unauthorized disclosure of User's password. User shall be responsible for maintaining the confidentiality of User's password. User's password will be encrypted for security.

d. The User ID (including password) shall be deemed to be confidential. Licensor shall not disclose the same unless requested to do so by an authorized representative of User's company, or required to do so by a court of competent jurisdiction. For the avoidance of doubt, nothing herein will preclude Licensor terminating an individual User's access to an Account or where appropriate, transferring access to said Account to another User nominated by User's company without seeking User's consent.

e. User may not use the Online Applications in any manner that could damage, disable, overburden, or impair any Licensor server, or the network(s) connected to any Licensor server, or interfere with any other party's use and enjoyment of any Online Application. User will not attempt to gain unauthorized access to any Online Application, other accounts, computer systems or networks connected to any Licensor server through hacking, password mining or any other means. User may not obtain or attempt to obtain any materials or information through any means not intentionally made available through the Site.

6. Indemnity

User hereby agrees to defend, indemnify and hold harmless Licensor, its successors and assigns, subsidiaries and affiliates and its respective employees, officers and directors, from and against all claims, suits and actions arising out of or relating to use of the Site by User, and User shall pay the costs of defense (including without limitation attorney fees) and the amount of any resulting adverse final judgment (or settlement to which User consents). No settlement or compromise shall be made by User that establishes any liability on the part of Licensor, except with Licensor's prior written consent and any such settlement or compromise shall include an unconditional release of Licensor from all liability arising out of such action.

7. Disclaimers

UNDER NO CIRCUMSTANCES SHALL LICENSOR, ITS OFFICERS, DIRECTORS, EMPLOYEES, AGENTS OR SUPPLIERS BE LIABLE AS A RESULT OF ANY CLAIMS ARISING OUT OF THIS AGREEMENT OR USER'S USE OF THE SITE (INCLUDING, WITHOUT LIMITATION, USE OF ANY ONLINE APPLICATIONS) FOR ANY DIRECT,

INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROFITS, LOSS OF REVENUE, LOSS OF GOODWILL, LOSS OF USE, LOSS OF DATA, OR LOSS OF OTHER ECONOMIC ADVANTAGE, EVEN IF LICENSOR HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, HOWEVER CAUSED AND REGARDLESS OF THE THEORY OF LIABILITY ON WHICH THE CLAIM IS BROUGHT. THE PARTIES AGREE THAT THIS IS A REASONABLE ALLOCATION OF RISK. THE SITE IS PROVIDED ON AN "AS IS" BASIS. EXCEPT AS OTHERWISE EXPRESSLY STATED IN THIS AGREEMENT, LICENSOR DOES NOT MAKE, AND EXPRESSLY DISCLAIMS, ANY AND ALL CONDITIONS, WARRANTIES, EXPRESS OR IMPLIED, WITH REGARD TO ANY AND ALL IMPLIED CONDITIONS OR WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NON-INFRINGEMENT OR ABSENCE OF VIRUSES. WITHOUT LIMITING THE FOREGOING, LICENSOR MAKES NO REPRESENTATIONS, CONDITIONS OR WARRANTIES THAT: (i) THE USE OF THE SITE WILL BE UNINTERRUPTED, TIMELY, ERROR FREE OR SECURE; OR (ii) LICENSOR SHALL CONTINUE TO OPERATE THE SITE IN ITS CURRENT FORM OR AT ALL.

USER ACKNOWLEDGES AND AGREES THAT USE OF THIS SITE, INCLUDING ALL CONTENT, DATA, UPDATES OR SOFTWARE DISTRIBUTED BY, DOWNLOADED OR ACCESSED FROM OR THROUGH THE SITE, IS AT USER'S SOLE RISK. USER FURTHER ACKNOWLEDGES AND AGREES THAT USER WILL BE SOLELY RESPONSIBLE FOR ANY DAMAGE TO USER'S BUSINESS, COMPUTER SYSTEM OR LOSS OF DATA THAT RESULTS FROM THE DOWNLOAD OF SUCH CONTENT, DATA, UPDATES AND/OR SOFTWARE.

IN NO CASE SHALL VERITAS' LIABILITY EXCEED THE FEES USER PAID FOR THE ONLINE APPLICATION GIVING RISE TO THE CLAIM. NOTHING IN THIS AGREEMENT SHALL EXCLUDE OR LIMIT VERITAS' LIABILITY FOR ANY LIABILITY WHICH BY LAW CANNOT BE EXCLUDED OR LIMITED.

8. Communications between Licensor and User

- a. From time to time, and in accordance with applicable law, Licensor may send to User's e-mail address, information about changes or additions to the Online Applications, or about any Licensor related products or services, such communication being subject to Licensor Privacy Notice, a copy of which can be accessed on the Licensor's website www.veritas.com/privacy
- b. User acknowledges and agrees that Licensor may, in providing the Online Applications to User and/or User's company, may share User's contact information to employees or administrators of User's company for the purposes of managing the User's company account and/or entitlements.

9. Termination

Either party may terminate the use or access to the Online Application and/or the Site (as the case may be) at any time by notifying the other party by any means described in Section 11(f) below. Licensor also may terminate or suspend any and all access to the Site immediately, without prior notice or liability, if User materially breaches any of the terms or conditions of this Agreement. Upon termination of User's Account, User's right to use the Site and any Content immediately will cease. All provisions of this Agreement, which by their nature should survive termination, shall survive termination, including without limitation, ownership provisions, disclaimers, limitations of liability.

10. Data Protection

In connection with Users use of the Online Applications, Veritas and Veritas' licensors, subcontractors, or agents on Veritas' behalf may collect, retain, disclose and use certain information including but not limited to personal data about You, Your devices or systems or Your software usage ("Collected Data"). Veritas use(s) such Collected Data to enable, optimize and provide the Online Applications and/or maintenance/support to User (and may engage third parties to do so as well) and to improve Veritas' products and services. Please refer to Veritas' Product Privacy Notices at <https://www.veritas.com/privacy> in order to understand how Collected Data is processed. Please note that the use of the Online Application may be subject to data protection laws or regulations in certain jurisdictions ("Privacy Laws"). User is responsible for ensuring that Your use of the Online Application, the processing and transfer of such Collected Data is in accordance with such Privacy Laws. User acknowledges that the Collected Data will be processed and

accessible on a global basis by Veritas, its Affiliates, agents and subcontractors. Veritas shall take appropriate technical and organizational measures against unauthorized or unlawful processing of that personal data and against accidental loss or destruction of, or damage. Veritas may disclose the Collected Data as required or permitted by law or in response to a subpoena or other legal process. Any processing of personal data provided to Veritas within the EEA, the United Kingdom or Switzerland is subject to the General Data Protection Regulation (EU) 2016/679 framework or other applicable privacy laws in these jurisdictions, User acknowledges Veritas will process such personal data in accordance with the Data Processing Terms and Conditions at www.veritas.com/privacy (as amended from time to time).

11. Miscellaneous

- a.** The failure of either party to exercise in any respect any right provided for in this Agreement shall not be deemed a waiver of any further rights hereunder. Licensor shall not be liable for any failure to perform its obligations under this Agreement where such failure results from any cause beyond Licensor's reasonable control, including, without limitation, mechanical, electronic or communications failure or degradation (including "line-noise" interference).
- b.** If any provision of this Agreement is found to be unenforceable or invalid, that provision shall be limited or eliminated to the minimum extent necessary so that this Agreement shall otherwise remain in full force and effect and enforceable. This Agreement is not assignable, transferable or sub-licensable by User except with Licensor's prior written consent.
- c.** Use of the Site and this Agreement shall be governed by and construed in accordance with the laws of the state of California, without regard to the conflict of laws provisions thereof. The sole jurisdiction and venue for actions related to the subject matter of this Agreement shall be the California state and U.S. federal courts having within their jurisdiction the location of Licensor's principal place of business.
- d.** This Agreement is the complete and exclusive statement of the agreement between the parties regarding the subject matter hereof and supersedes any proposal or prior agreement, oral or written, and any other communications between the parties in relation to such subject matter.
- e.** No agency, partnership, joint venture or employment is created as a result of this Agreement and User does not have any authority of any kind to bind Licensor in any respect whatsoever.
- f.** The Site is controlled, operated and administered by Licensor from its offices in the United States of America. User may not use the Site or export any Contents in violation of U.S. export laws and regulations. If User accesses the Site from a location outside of the United States of America, User is responsible for compliance with all local laws. All notices under this Agreement shall be in writing and shall be deemed to have been duly given when receipt is confirmed electronically, if transmitted by facsimile or e-mail or upon receipt, if sent by certified or registered mail. If sending to Licensor, send to Veritas Technologies LLC, 2625 Augustine Drive, Santa Clara, CA 95054.
- g.** Licensor may provide links to other World Wide Web sites or resources. Licensor does not control these sites and resources; accordingly, Licensor shall not be responsible for their availability, content or delivery of any services. Access to such other World Wide Web sites or resources is at User's risk, Licensor provides the links to other World Wide Web sites or resources merely as a convenience and the inclusion of such links does not imply an endorsement.

Exhibit A

SORT Terms

The following additional terms apply to User's access to SORT:

1. **License Grant.** Subject to and conditioned upon User's compliance with this Agreement, Veritas grants User a non-exclusive, non-transferable, nonsublicensable, limited right and license to (i) access the service offered to User on this website to obtain product deployment and performance enhancement services, including without limitation, configuration, risk assessment, availability, utilization and best practices services (the "Service") for Veritas products for which User has a license for internal business purposes, (ii) use the Services on behalf of a Veritas customer ("Customer") for Veritas products for which the Customer has a license, for the Customer's internal business purposes only, provided that User does not misrepresent Veritas's ownership of the Services; (ii) use the data collector provided to User by Veritas as part of the Service (the "Data Collector") to collect data related to the Veritas product(s) for which User or the Customer (as applicable) have a license and User or the Customer's (as applicable), computer system environment ("Environment") solely to enable User's use of the Services; and (iii) download the Veritas product-related component(s) available on the website which include but are not limited to, agents, add-ons, software patches, etc., ("Related Components") and use such Related Components in accordance with the license agreement governing the underlying base Veritas product for which the Related Component is intended for use.
2. **License Restrictions.** User may not (and User may not permit anyone else to) copy, modify, create a derivative work of, reverse engineer, decompile or otherwise attempt to extract the source code of the Data Collector or Related Components or any part thereof, unless this is expressly permitted or required by law. Any data collected using the Data Collector (i) may only be used to enable User's use of the Service as permitted in the License Grant section above, and (ii) may not be published.
3. **Third-Party Programs.** The Service, Related Components or Data Collector may contain third party software programs ("Third Party Programs") that are available under open source or free software licenses. This Agreement does not alter any rights or obligations User may have under those open source or free software licenses. Notwithstanding anything to the contrary contained in such licenses, the disclaimer of warranties and the limitation of liability provisions in this Agreement shall apply to such Third-Party Programs. The list of Third-Party Programs and applicable licenses are included in the Third Party Legal Notice Appendix included on the Service website.
4. **Additional Disclaimers.** BASED ON THE DATA COLLECTOR OR OTHER FEATURES OR OPERATION OF THE SERVICE, THE SERVICE MAY SEND TO USER ALERTS OR NOTICES ("PROACTIVE NOTIFICATION") CONNECTED WITH OTHER SOFTWARE THAT USER HAS LICENSED FROM VERITAS OR USER'S ENVIRONMENT. IN ADDITION TO ANY OTHER DISCLAIMERS INCLUDED IN THE AGREEMENT, VERITAS DISCLAIMS ALL WARRANTIES OF ACCURACY AND/OR COMPLETENESS IN CONNECTION WITH THE PROACTIVE NOTIFICATION OR ANY SIMILAR FEATURE OF THE SERVICE, INCLUDING, WITHOUT LIMITATION, ANY WARRANTIES THAT PROACTIVE NOTIFICATION WILL INFORM USER OF ALL APPROPRIATE INFORMATION AND DATA CONNECTED WITH LICENSED VERITAS PROGRAMS OR USER'S ENVIRONMENT.

Veritas is committed to providing the best possible data protection experience for Storage Foundation/Veritas InfoScale and NetBackup (the "Products") customers on the widest variety of platforms, operating systems, databases, applications, and hardware. Veritas is continuously reviewing the Products' support of these items to ensure the proper balance of supporting their General Availability release, the very latest versions of new software, hardware and introducing new features and functionality and maintaining support for existing and older versions of these products and the Products' functionality. While Veritas is continually adding support for new features, platforms, operating systems, and applications, it may be also necessary to improve, replace, or remove support in the Products for lesser used, older features, functionality, software, OS, databases, applications, integration with other products,

and hardware that are no longer supported or nearing their end of support life from the manufacturer from Storage Foundation/Veritas InfoScale and NetBackup Compatibility Lists.

To better help its customers to plan for these upcoming changes to the support status of these items in the Products, Veritas will provide advanced notification as soon as possible as listed below. Veritas intends to list the older product functionality, features, hardware, OS, and 3rd party software products that will no longer be supported in the next release of the Products. If possible, these items are listed at least six months before that release.

The information below lists certain features, functionality, 3rd-party and Veritas products, applications, databases, and OS/Platforms for which Veritas intends to replace with newer and improved functionality, or in some cases, discontinue without replacement. The last release of the Products to proliferate support of the item is provided. Technotes in the Notes column contain additional details about available replacement options. Where a major or minor release version is specified, the version is supported through the last Maintenance Update (patch) of that release. Where 'All' is specified, it is supported for all versions or variations of the family of the relevant or supported platforms.

Check this site frequently for updated information for the Products. If an item listed below will cause significant business impacts, contact your Veritas Sales Account Team. Please note that the official Storage Foundation/Veritas InfoScale/NetBackup Support Lifecycle for the existing version of the Products won't be affected or altered in any way. For the official Veritas Support Lifecycle Policy of all versions of the Products, see https://www.veritas.com/content/support/en_US/terms/support-fundamentals.html.

5. **Export Regulation.** User acknowledges that the Services, the Data Collector, Related Components and related technical data and services (collectively "Controlled Technology") are subject to the import and export laws of the United States, specifically the U.S. Export Administration Regulations (EAR), and the laws of any country where Controlled Technology is imported or re-exported. User agrees to comply with all relevant laws and to not export any Controlled Technology in contravention to U.S. law nor to any prohibited country, entity, or person for which an export license or other governmental approval is required. All Veritas products, including the Controlled Technology are prohibited for export or re-export to Cuba, North Korea, Iran, Syria and Sudan and to any country subject to relevant trade sanctions. User hereby agrees that User will not export or sell any Controlled Technology for use in connection with chemical, biological, or nuclear weapons, or missiles, drones or space launch vehicles capable of delivering such weapons.
6. **Future Releases.** The Service may contain forward-looking information about Veritas products. Any forward-looking indication of plans for products is preliminary and all future release dates are tentative and are subject to change. Any future release of the product or planned modifications to product capability, functionality or feature are subject to ongoing evaluation by Veritas and may or may not be implemented and should not be considered firm commitments by Veritas and should not be relied upon in making purchasing decisions.