END CUSTOMER PASS-THROUGH ACKNOWLEDGMENT

For channel/reseller-led sales

Version 1.3

H&A Security Solutions, LLC d/b/a Tellaro — 12178 N 1450th Street, Effingham, Illinois 62401

END CUSTOMER PASS-THROUGH ACKNOWLEDGMENT

This Acknowledgment is provided to the customer identified below ("Customer") in connection with Customer's purchase of the Tellaro Security Operations Platform and applicable Add-Ons (the "Service") through the reseller identified below ("Reseller"). H&A Security Solutions, LLC d/b/a Tellaro ("Tellaro") is the producer of the Service.

1. Direct Agreement with Tellaro

Even though Reseller is on the order paper for billing, Customer enters into a direct agreement with Tellaro for use of the Service. Customer will execute with Tellaro:

- for SaaS deployments — the Tellaro Master Subscription Agreement and applicable Order Form;
- for on-prem deployments — the Tellaro End User License Agreement — On-Prem and applicable Order Form;
- any applicable conditional addenda (e.g., DPA, BAA, SentinelOne Third-Party Terms, Remote Access Addendum).

These documents (collectively, the "Tellaro Customer Agreement") define the rights and obligations between Tellaro and Customer for use of the Service.

2. Reseller's Role

Reseller is an independent third party. Reseller is responsible for invoicing Customer and collecting payment, providing first-line sales and onboarding support, and coordinating Orders with Tellaro. Reseller is not Tellaro's agent and is not authorized to:

- modify, redact, or supplement the Tellaro Customer Agreement, the AUP, the SLA, or any Tellaro exhibit or addendum;
- make warranties, representations, or commitments regarding the Service beyond Tellaro's published materials;
- grant rights to or impose obligations on Tellaro.

Any side letters or representations by Reseller that conflict with the Tellaro Customer Agreement are null and void as between Customer and Tellaro.

3. Coordination Authorization

Customer authorizes Tellaro and Reseller to coordinate regarding Customer's Order, including sharing the following information as necessary to provision and bill the Service: Customer entity and contact details; Service and Add-On selections; asset counts; Subscription Term or License Term; pricing and billing cadence; renewal status; and operational coordination needed for delivery.

4. Service Provisioning

Tellaro will provision the Service to Customer once: (a) Customer has executed the Tellaro Customer Agreement and applicable Order Form; (b) Reseller has submitted and Tellaro has accepted the corresponding Reseller Order; and (c) Reseller's account with Tellaro is in good standing.

If Reseller fails to pay Tellaro for Customer's Service, Tellaro may, after notice to Customer, suspend the Service unless Customer pays the amount owed for its Service directly to Tellaro, which Tellaro will credit against Reseller's account. Fees payable by Customer to Reseller are a matter between Customer and Reseller.

5. Support and Escalation

Customer may contact Reseller for first-line support. Tellaro provides the Service-level commitments in the SLA directly to Customer; Customer may escalate to Tellaro at support@tellaro.io if Reseller is unable to address an issue.

6. Termination of Reseller Relationship

If Reseller's authorization to resell the Service ends for any reason, Tellaro may, at its option, assume direct billing for Customer's active Subscription Term or License Term at the same pricing in effect immediately before the transition. Customer's rights under the Tellaro Customer Agreement continue uninterrupted.

7. Acknowledgment

By signing below, Customer acknowledges receipt of this Acknowledgment, confirms that the Tellaro Customer Agreement governs Customer's use of the Service, and confirms the coordination authorization in Section 3.

Customer	Reseller (informational)
Legal name: [CUSTOMER LEGAL NAME]	Legal name: [RESELLER LEGAL NAME]

Signature: _____	Signature: _____
Printed name: _____	Printed name: _____
Title: _____	Title: _____
Date: _____	Date: _____