HYBRID DEPLOYMENT

Exhibit H to the Master Subscription Agreement

Version 1.3

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This exhibit (this "Exhibit H") applies when an Order Form identifies the deployment model as "Hybrid." It supplements the Master Subscription Agreement (the "Agreement"). In the event of conflict between this Exhibit H and the Agreement with respect to a Hybrid deployment, this Exhibit H controls. Capitalized terms not defined here have the meanings given in the Agreement.

1. DEFINITIONS

"Backend Data" means alerts, query results, and copies of the events associated with each alert that the Tellaro Backend stores.

"Customer-Hosted Components" means the data storage, search, and archive components of the Service and the Tellaro agent (including its Search Proxy role) installed in Customer's environment, together with the hardware, operating systems, and networks on which they run.

"Premium Maintenance and Support" means the premium tier of the Maintenance and Support Agreement (Exhibit M), when identified on the Order Form.

"Search Proxy" means the role of the Tellaro agent, installed in Customer's environment, through which the Tellaro Backend queries Customer Data held in the Customer-Hosted Components.

"Tellaro Backend" means the console, detection, case management, and security operations tooling that Tellaro hosts and operates to provide the Service.

2. RESPONSIBILITIES

2.1 Customer.

Customer provides the Customer-Hosted Components, including hardware that meets the System Requirements (Exhibit S) and sufficient storage for all retained data (including the archive), and maintains the network connectivity the Search Proxy requires.

2.2 Tellaro.

Tellaro hosts and operates the Tellaro Backend and provides the Service through it.

2.3 Maintenance of Customer-Hosted Components.

If Customer purchases Premium Maintenance and Support, Tellaro manages the Customer-Hosted Components, including maintaining the hardware and operating systems on which the Tellaro software runs and applying updates to that software, as described in the Maintenance and Support Agreement. Otherwise, Customer is responsible for maintaining the Customer-Hosted Components, including applying Tellaro software updates and keeping the Tellaro software on a version that Tellaro supports, as stated in the Documentation.

2.4 Security of Customer-Hosted Components.

Customer is responsible for the physical, network, and host security of the Customer-Hosted Components, except for the specific maintenance tasks Tellaro performs under Premium Maintenance and Support. Except to the extent caused by Tellaro's breach of the Agreement, Tellaro is not responsible for unauthorized access to Customer Data held in the Customer-Hosted Components.

3. CONNECTIVITY AND ACCESS

3.1 Outbound Connection.

The Search Proxy initiates an encrypted, outbound connection from Customer's environment to the Tellaro Backend. Customer is not required to open inbound network ports, provide a virtual private network, or provide a jump host for the Service.

3.2 Scope of Access.

The Tellaro Backend accesses Customer Data in the Customer-Hosted Components only through the Search Proxy, which enforces tenant filters, result limits, and rate limits. Monitoring through the Search Proxy requires no remote access. Where Customer purchases Premium Maintenance and Support or Managed Vulnerability Scanning, Tellaro's access to the hosts involved is governed by the Remote Access Addendum (Exhibit R), which uses an outbound zero-trust tunnel and requires no VPN, jump host, or inbound network ports.

3.3 Disabling the Search Proxy.

Customer may disable the Search Proxy at any time. While it is disabled, Tellaro's monitoring, detection, and response obligations that depend on access to Customer Data are suspended, and fees continue to accrue.

4. DATA LOCATION

4.1 Customer-Hosted Data.

Log and telemetry data collected by the Service are stored in the Customer-Hosted Components and remain in Customer's environment.

4.2 Backend Data.

Backend Data is stored in the Tellaro Backend. Backend Data is Customer Data and is processed and retained in accordance with the Agreement and the Data Processing Addendum (Exhibit C).

5. RETENTION AND BACKUPS

5.1 Retention Settings.

The retention period stated for the Plan is a default setting that Customer may change. Retention commitments in the Service Descriptions (Exhibit E) apply to SaaS deployments only; in a Hybrid deployment, the data retained depends on Customer's settings and storage. Extended retention is not available for Hybrid deployments.

5.2 Archive and Backups.

Archive and backup jobs run on the Customer-Hosted Components and depend on Customer's storage being available.

5.3 Data Loss.

Customer is responsible for backing up the Customer-Hosted Components, including when Tellaro provides Premium Maintenance and Support. Tellaro is not responsible for the loss or corruption of data held in the Customer-Hosted Components, except to the extent directly caused by Tellaro's breach of the Agreement in performing Premium Maintenance and Support, in which case Tellaro's sole obligation is to use commercially reasonable efforts to restore the affected data from Customer's most recent available backup, subject to the limitations of liability in the Agreement.

6. SERVICE LEVELS

6.1 Scope.

The availability commitment in the Service Level Agreement (Exhibit A) applies to the Tellaro Backend only.

6.2 Customer-Hosted Outages.

Unavailability or degraded performance caused by the Customer-Hosted Components, Customer's network, or a disabled Search Proxy is excluded from availability calculations and does not give rise to service credits. Response targets are paused for any period in which Tellaro cannot reach the relevant Customer Data for any of those reasons. Where Tellaro manages the Customer-Hosted Components under Premium Maintenance and Support, the Maintenance and Support Agreement governs Tellaro's responsibility for them.

7. EXPIRATION OR TERMINATION

On expiration or termination, data in the Customer-Hosted Components remains with Customer. Tellaro will make Backend Data available for export and then delete it as provided in Section 5.5 of the Agreement. The Tellaro software will be removed from the Customer-Hosted Components by Tellaro if it manages them under Premium Maintenance and Support, and otherwise by Customer.