MAINTENANCE AND SUPPORT AGREEMENT

Exhibit M to the End User License Agreement — On-Prem

Version 1.3

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

MAINTENANCE AND SUPPORT AGREEMENT

This Maintenance and Support Agreement (this "M&S Agreement") is Exhibit M to the End User License Agreement — On-Prem and, for Premium Maintenance and Support on a Hybrid deployment, to the Master Subscription Agreement (each, as applicable, the "Agreement") between H&A Security Solutions, LLC d/b/a Tellaro ("Tellaro") and Customer. Standard M&S is included with every license to the self-hosted Software. Premium M&S applies when it is listed on an Order Form for a self-hosted or Hybrid deployment. Capitalized terms have the meanings given in the Agreement. In the event of conflict between this M&S Agreement and the Agreement with respect to maintenance and support, this M&S Agreement controls.

1. M&S LEVELS

Standard M&S is included in the license fees for the License Term. Premium M&S is available for an additional fee, priced per Platform Server (Section 1.1), as set out on the Order Form:

Feature	Standard (included with license)	Premium
Security patches and bug fixes	Included	Included
Minor version updates	Included	Included
Major version upgrades	Included	Included
Maintenance of the hosts that run the Software	Customer	Tellaro (Section 1.1)
Support channels	Email and support portal	Email and support portal
Standard-hours support	8:00 AM – 5:00 PM CT, Mon–Fri (excluding Tellaro holidays)	Same
After-hours critical support (24/7)	Not included	Included
Response targets — Critical	1 business day	1 hour (24/7)

Response targets — High	2 business days	4 hours (Standard hours)
Response targets — Medium	Next business week	1 business day
Response targets — Low	Next business week	2 business days
Designated technical contact at Tellaro	Pooled support team	Named TAM (best-effort)

1.1 Premium Maintenance and Support.

With Premium M&S, Tellaro maintains the on-premises hosts that run the Software and that are listed on the Order Form (each, a "Platform Server") on Customer's behalf. Tellaro installs Updates and upgrades, maintains the operating systems, monitors host health and capacity, and diagnoses hardware issues, reaching the Platform Servers through the outbound zero-trust tunnel described in the Remote Access Addendum (Exhibit R). Customer provides the servers or virtual machines and arranges physical hardware service, such as part replacement, under its own hardware warranty or support contract; Tellaro coordinates that service with Customer.

Customer remains responsible for the hardware, hypervisor, physical security, network, and backups of the Platform Servers, and for security controls outside the Software and the host operating system. Tellaro applies operating-system updates on its standard maintenance schedule using commercially reasonable efforts, and applies critical security updates as soon as reasonably practicable. Tellaro is not responsible for hardware failures, for data loss except as provided in the Hybrid Deployment Exhibit, or for issues arising from Customer changes to the Platform Servers that were not coordinated with Tellaro. Tellaro may decline to provide or continue Premium M&S for any Platform Server that does not meet the System Requirements.

2. SEVERITY DEFINITIONS

For purposes of M&S response targets, severity is defined as follows:

Severity	Definition
Critical	Software is non-functional or has a security defect causing significant operational or security risk; no workaround available.

High	Major function of the Software is impaired or significantly degraded; workaround may be available but is unsustainable.
Medium	Minor function impaired or single-component issue; workaround available; not blocking core use.
Low	Minor or cosmetic issue, question, or feature request; no operational impact.

Initial severity is set by Customer based on Customer's assessment. Tellaro may reclassify severity in good faith after triage, with notice to Customer.

3. RESPONSE AND RESOLUTION

3.1 Response Time.

"Response Time" is the period from Tellaro's receipt of a properly submitted support request until Tellaro provides an acknowledgment, initial assessment, or commencement of work.

3.2 Resolution.

Tellaro will use commercially reasonable efforts to resolve issues. Resolution may include: a fix, a patch, a configuration change, a workaround, or, where appropriate, deferral of the fix to a future release with a documented status. Resolution targets are not guaranteed timeframes; they are operating goals subject to issue complexity and dependencies.

3.3 Out of Scope.

M&S does not include: (a) issues caused by use of the Software outside the System Requirements or in violation of the Agreement; (b) issues caused by Customer's modifications, integrations, or third-party software not supplied or authorized by Tellaro; (c) issues with Customer-side infrastructure, network, or hardware, except as provided for Platform Servers under Premium M&S; (d) services beyond software maintenance (e.g., custom rule development, threat hunting, incident response — see the Managed Plans or a custom Statement of Work); or (e) support for Software versions Tellaro has designated end-of-life under Section 5.

4. UPDATES AND UPGRADES

4.1 Updates.

Tellaro will make security patches, bug fixes, and minor version updates available to Customer during the License Term. Customer is responsible for installing Updates within a reasonable time, except that Tellaro installs them on Platform Servers under Premium M&S.

4.2 Major Version Upgrades.

Major version upgrades are included with Standard and Premium M&S. Under Premium M&S, Tellaro performs the upgrade on the Platform Servers.

4.3 Backward Compatibility.

Tellaro will use commercially reasonable efforts to maintain backward compatibility within a major version. Major version upgrades may require infrastructure changes and migration effort, which Tellaro will document in the release notes.

5. END OF LIFE AND SUPPORTED VERSIONS

Tellaro supports the current major version (N) and the immediately prior major version (N-1) for security patches. Versions older than N-1 are designated end-of-life and are not eligible for M&S response targets, though Tellaro may, at its discretion, provide best-effort assistance. Tellaro will provide at least one hundred eighty (180) days' notice before designating a version end-of-life.

6. CUSTOMER OBLIGATIONS

- Maintain the Customer Environment in compliance with the System Requirements.
- Unless Tellaro installs them under Premium M&S, install Updates within a reasonable time after release; security-critical patches within thirty (30) days.

Tellaro is not responsible for any vulnerability, security incident, or defect that an available Update would have prevented or corrected, if Customer has not installed that Update within the period required above.

- Provide Tellaro with information reasonably necessary to triage support requests, including logs, configuration details, and reproduction steps.
- Designate a primary technical contact at Customer with authority to coordinate support requests.

- Refrain from modifying the Software in ways that would void M&S; if a modification is necessary, coordinate with Tellaro in advance.

7. REPORTING AN ISSUE

Customer may report issues through any of the following:

- Support portal: https://tellaro.zendesk.com
- Email: support@tellaro.io

When reporting, Customer should include: severity (initial assessment), Software version, environment details, error symptoms, steps to reproduce, and any relevant logs.

8. FEES

Standard M&S is included in the license fees. Premium M&S fees are set forth on the Order Form, calculated per Platform Server per year and invoiced annually in advance, and run with the License Term (or, for a Hybrid deployment, the Subscription Term). Premium M&S fees are non-refundable and non-cancellable for that term. Renewal increases are subject to the renewal cap in the Agreement.

9. TERMINATION OF M&S

M&S terminates upon expiration or termination of the underlying License Term or Subscription Term. Tellaro may suspend M&S if Customer is in material breach of the Agreement or non-payment of fees, after the cure periods set forth in the Agreement. Customer may end Premium M&S at the end of any License Term or Subscription Term by notice of non-renewal; Standard M&S continues for any renewed License Term.