ONLINE SUBSCRIPTION TERMS

Tellaro Security Operations Platform — SMB Self-Serve (Clickwrap)

Version 1.3

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

ONLINE SUBSCRIPTION TERMS

These Online Subscription Terms (these "Terms") govern Customer's subscription to and use of the Tellaro Security Operations Platform and Add-Ons (the "Service") when Customer purchases through Tellaro's online ordering process or otherwise accepts these Terms by clicking "I agree" or by signing an Order Form that incorporates these Terms by reference. By accepting these Terms, Customer agrees to be bound by them. The individual accepting these Terms represents they have authority to bind the Customer entity.

H&A Security Solutions, LLC d/b/a Tellaro, an Illinois limited liability company, is the provider of the Service. These Terms incorporate by reference and are subject to the same operative provisions as the Tellaro Master Subscription Agreement (the "MSA"), with the modifications below for self-serve and online ordering.

1. ACCEPTANCE AND AUTHORITY

These Terms are accepted by either: (a) clicking "I agree" (or similar affirmative action) within the Tellaro online ordering process; or (b) signing an Order Form that references these Terms or the MSA. The individual accepting represents that they are authorized to bind the Customer entity.

2. ORDER FORM

An online Order Form generated through the Tellaro ordering process serves as the Order Form under these Terms and the MSA. The Order Form will reflect the Service selected, retention tier, Add-Ons, Ordered Counts, term (one (1) or three (3) years), billing cadence (monthly or annually in advance), and total fees.

3. INCORPORATION OF MSA PROVISIONS

All operative provisions of the MSA apply to Customer's use of the Service under these Terms, including the provisions on:

- subscription license grant and restrictions on use;
- customer responsibilities and AUP compliance;
- fees, billing, and late payment;
- term, renewal, and termination;
- confidentiality;

- data, privacy, and security, including the Data Processing Addendum and U.S. data residency commitment;
- intellectual property, including Tellaro's ownership of the Service and detection content;
- warranties, disclaimers, and the "as-is" disclaimer of implied warranties;
- indemnification;
- limitation of liability (capped at trailing 12-month fees, with usual carve-outs);
- force majeure, compliance with laws, and assignment;
- Illinois governing law and Effingham, Illinois venue.

Customer may obtain a current copy of the MSA at https://www.tellaro.io/legal (or by contacting legal@tellaro.io). The full text of the MSA is incorporated into these Terms as if set forth at length.

4. SELF-SERVE SPECIFICS

4.1 Payment.

Customer authorizes Tellaro (or its payment processor) to charge Customer's designated payment method on the billing cadence selected. Customer is responsible for keeping payment-method information current.

4.2 Suspension and Auto-Renewal.

If a charge fails, Tellaro may suspend the Service after providing reasonable notice. Subscriptions auto-renew per the MSA; Customer may turn off auto-renewal at least thirty (30) days before the end of the then-current term through the Tellaro account portal or by emailing billing@tellaro.io.

4.3 Updates.

Tellaro may update these Terms or the MSA from time to time. Material updates will be communicated by email to the Customer's registered notice address at least thirty (30) days before they take effect. Updates take effect at the start of Customer's next renewal term, except that updates required by law, or reasonably necessary to address security or to describe new features, take effect on the date stated in the notice. Continued use of the Service after an update takes effect constitutes acceptance of the update.

4.4 No Negotiation.

Self-serve subscriptions are not subject to redlines or negotiation. Customers requiring negotiated terms should contact sales@tellaro.io to execute the MSA directly.

5. CONDITIONAL ADDENDA

If Customer is HIPAA-regulated and intends to send PHI to the Service, Customer must execute the Business Associate Agreement before transmitting such data. If Customer purchases SentinelOne licensing, the SentinelOne Third-Party Terms apply automatically and are accessible at https://www.tellaro.io/legal.

If Customer is an educational institution or a governmental entity, these Terms may not be accepted on its behalf; Customer must contact sales@tellaro.io to execute the MSA with the applicable Student Data Privacy Addendum or Public Sector Addendum before using the Service.

6. CONTACT

Questions: support@tellaro.io. Billing: billing@tellaro.io. Legal notices: legal@tellaro.io. H&A Security Solutions, LLC d/b/a Tellaro, 12178 N 1450th Street, Effingham, Illinois 62401.