

## Advanced Partner Support Terms and Conditions or “Advanced Support Terms”

Capitalized terms used but not defined herein shall have the meaning ascribed to them in the Agreement. For purposes of clarification, Channel Partner may not utilize Company’s (*as defined below*) (“**Company**”, or “**We**”, “**Us**” or “**Our(s)**”) Advanced Support Terms in order to Support its internal business purposes or for pre-sales activities.

### 1. Definitions

**Company** means

- a. **Musarubra US LLC**, with offices located at 6000 Headquarters Drive, Suite 600, Plano, TX 75024, USA (1) if the Software is purchased in the United States (except as provided in Subsection (vi) below), Canada, Mexico, Central America, South America, or the Caribbean, or (2) solely as the licensor of the Software if the Software is purchased in Japan or in Asia Pacific (but excluding Australia and China (in RMB));
- b. **Musarubra Ireland Limited**, with offices located at Building 2000, City Gate, Mahon, Cork, Ireland, if the Software is purchased in Europe, the Middle East or Africa;
- c. **Musarubra Australia Pty Ltd.**, with offices at 40 Mount Street, Level 16, North Sydney, NSW 2060, Australia, if the Software is purchased in Australia;
- d. **Musarubra Japan KK**, with its registered office located at Shibuya Mark City West, 1-12- 1 Dogenzaka, Shibuya-ku, Tokyo 150-0043, Japan, with respect to the distribution of the Software, and the provision of all Cloud Services and Support, purchased in Japan;
- e. **Musarubra Singapore Pte Ltd.**, with a trading address located 238A Thomson Road, #12- 01/05 Novena Square, Tower A, Singapore, 307684, with respect to the distribution of Software, and provision of all Cloud Services and Support purchased in Asia Pacific (but excluding China (in RMB) or Australia);
- f. **McAfee (Beijing) Security Software Co. Ltd.**, with a trading address located at Room 608, Unit 610, 6/F Zhongyu Masion, No.6 North Workers’ Stadium Road, Chaoyang District, Beijing, China, if the Software is purchased in China (in RMB); or
- g. **Trellix Public Sector LLC**, with offices located at 11911 Freedom Drive, Suite 400, Reston, VA. 20190, USA, if the Software is purchased by the U.S. Government, state or local governments, healthcare organization or educational institutions within the United States.

**End User** means the entity which has purchased Products and Support through Channel Partner, Company or through any of Our authorized distributors, resellers, or other business partners.

**End User Support** means those support services for the Licensed Product provided by or through Us to an End User, as described herein.

**Escalation** or **Escalate** means to transfer or ‘hand over’ End User’s Service Request from a Support Tier to the next higher tier.

**Grant Letter** means a confirmation notice issued electronically by Us confirming Licensed Products and Support purchased, including without limitation the Support Level entitlement, the Grant Number, the Support Period and download details.

**Grant Number** means a unique number communicated by Us in a Grant Letter confirming End User’s or Channel Partner’s Support entitlement and is required when accessing Support. Channel Partner Grant Number is confidential and should not be disclosed to any third parties or End Users, unless authorized by Us.

**Hardware** means Company branded Hardware equipment but excludes any Software or other intangible products.

**Improper Escalation** means a Channel Partner escalated Service Request to Us when Channel Partner should have resolved the issue based on the availability of information and support requirements defined by the support tiers described herein, as determined by Us.

**Partner Support Engineer** or **PSE** means a Channel Partner employee who has completed the required Our technical training and certifications in “Attachment 1” in order to perform Tier I or Tier II Support for Licensed Product.

**Return Material Authorization** or **RMA** means an authorization received by Channel Partner from Us prior to returning failed Hardware, as diagnosed, and confirmed by Us, which includes a return authorization number. Hardware sent to Us without an RMA number may be rejected by Us and returned to Channel Partner at Channel Partner’s expense.

**ServicePortal** means Our online support portal for the Company Advanced Partner Support Program. The Enterprise ServicePortal is a web-based service that allows Channel Partner to access a database of Licensed Product releases, technical tools, frequently asked questions, documentation and information, bug reporting, and bug resolution. The Enterprise ServicePortal is available for Channel Partner at: <https://www.trellix.com/en-us/support.html>.

**Service Request** or **SR** means a request for Support assistance with Licensed Product, identified by a unique identifier or number for tracking purposes.

**Software** means each Company software program in object code format and components licensed by Us or its partners to the End User.

**Support** or **Technical Support** means the purchased support services for Licensed Products provided by Us to Channel Partner, which includes access to Updates and Upgrades.

**Support Account Manager** or **SAM** means Our individual assigned to manage the support relationship with the Channel Partner as described herein.

**Support Period** means the effective time period during which a purchased Support entitlement is confirmed in a Grant Letter.

**Support Region(s)** means Our five support regions, including North America; Europe, Middle East, and Africa (“EMEA”); Asia Pacific (“APAC”); Japan, and Latin America (“LTAM”).

**Technical Support Engineer** means Our advanced support engineer that receives and troubleshoots Service Requests Escalated by authorized Partner Support Engineers.

**Tier I Support** or **Tier I** means the initial contact point for End Users to receive End User Support, as further defined in Section 7.

**Tier II Support** or **Tier II** means the Escalation point from Tier I of unresolved Service Requests, as further defined in Section 7.

**Tier III Support** or **Tier III** means the Escalation point from Tier II of unresolved Service Requests, as further defined in Section 8.

**Updates** mean content of the Licensed Product and include without limitation all DATs (“DATs” or detection definition files, also referred to as signature files, are the code anti-malware software uses to detect and repair viruses, Trojan horses and potentially unwanted programs), signature sets, policy updates, database updates for the Products which are made generally available to Our customer base as a part of purchased Support and which are not separately priced or marketed by Us.

**Upgrade** means any and all improvements in the Licensed Products which are made generally available to Our customer base as a part of purchased Support and which are not separately priced or marketed by Us.

## 2. Appointment

- 2.1 During the Term and provided all training and certification requirements are met and maintained, Channel Partner agrees to provide End User Support as set forth in this Agreement. Channel Partner may not delegate any of its End User Support obligations under this Agreement to any third party. Without limiting the generality of the foregoing, all rights not specifically granted herein are reserved by Us.
- 2.2 Channel Partner is solely responsible for all verbal and written contact, correspondence, and maintenance with its End Users of Licensed Products. Channel Partner must communicate to the End User customers that all End User Support calls should go to Channel Partner, not Us.
- 2.3 In order to receive Support from Us, Channel Partner must purchase and renew Support for all Licensed Products in use at each End User or Channel Partner location.
- 2.4 The Support Period either begins (i) at the date the Licensed Product was purchased or (ii) at the renewal date of the expiration of a previous Support Period. In the event Support expires, any reinstatement of Support must be purchased by Channel Partner to cover the lapsed Support since expiration and be renewed until the Support is current. Support must be purchased within one (1) year after expiration of the previous Support Period. An additional out of compliance fee is required for lapsed Support, subject to Our then current list price. We reserve the right to (i) inspect Hardware for which Support has lapsed for more than ninety (90) days by itself or by its agents in consideration of a separate mutually agreeable fee and (ii) to request Channel Partner agrees to install the most current Upgrades and Updates before We agree to renew Support.

## 3. Channel Partner Resourcing, Training and Certification Requirements

- 3.1 Channel Partner agrees to promptly achieve and maintain the Resourcing, Training and Certification Requirements defined in Attachment 1 (“Accreditation Requirements”) with regard to applicable Licensed Products before any End User Support is provided.

## 4. Channel Partner Support Engineers

- 4.1 Channel Partner shall ensure that a minimum number of PSEs as defined in Attachment 1, Resourcing, Training and Certification Requirements are available at any given time within the agreed Support hours, to support Tier I and Tier II Service Requests.
- 4.2 Channel Partner may designate Partner Support Engineers (“Authorized Contacts”) who can Escalate Service Requests to Us. PSEs must complete the Training and Certification Requirements for the Licensed Product, for which they are Escalating, prior to Escalating Service Requests. The number of Authorized Contacts are indicated in the pricing table in Attachment 2. Additional Authorized Contacts may be purchased per Support Region.

## 5. Advanced Partner Support Program Entitlement

- 5.1 Provided Channel Partner meets the relevant requirements defined herein and remains current on Licensed Product support and Advanced Partner Support (pricing defined in Attachment 2), Channel Partner shall be entitled to the following:
  - a. Access to Technical Support Engineers to resolve Licensed Product issues, incompatibility with other applications, severe system problems, and major application problems with communications or malware.
  - b. Access to an assigned SAM per purchased Support Region. The SAM provides account management and escalation resource for Channel Partner and is not responsible for providing technical assistance in relation to an Escalated Service Request.
  - c. Access to use and distribute Updates and Upgrades.

## **6. Updates and Upgrades**

During the Support Period, We shall make Updates and Upgrades available to Channel Partner. All Updates should be promptly distributed and installed as released by Us during the Support Period. We strongly suggest that all Upgrades are downloaded, distributed, and installed as released by Us during the Support Period and Channel Partner acknowledges that any failure to do so could result in an inability to receive Updates and Support and therefore could cause major security risks. An Upgrade may require a hardware upgrade or new platform conversion to function properly.

## **7. Tier I and Tier II Support by Channel Partner**

- 7.1 Channel Partner shall be responsible for all Tier I and Tier II Support to End Users.
- 7.2 As part of its support obligations, Channel Partner shall provide the support mechanism for End Users to obtain End User Support, which may include:
  - a. Telephone access;
  - b. Electronic access via Web, email or chat; and
  - c. Online access to FAQs, known issues lists and other self-assistance tools and utilities.
- 7.3 Prior to escalating to Us for Support, Channel Partner shall provide the following activities, which include without limitation:
  - a. Perform industry-standard Tier I Support and Tier II Support to End Users by utilizing best efforts to diagnose and resolve End User Service Requests;
  - b. Use commercially reasonable efforts to reproduce issue and list steps to reproduce the issue;
  - c. Apply workarounds or patches provided by Us for known issues;
    - i. Utilize Our available troubleshooting tools and knowledge bases;
    - ii. Obtain troubleshooting/install logs;
    - iii. Collect minimum escalation requirements (“MER”), as provided by Us; and
    - iv. Provide detailed problem description including troubleshooting steps taken.

## **8. Escalation Procedures**

- 8.1 In the event that Channel Partner is required to Escalate the Service Request to Our Technical Support, Channel Partner shall:
  - a. Report the Product(s) error or problem to Our Technical Support. Channel Partner should be prepared to provide Us with (i.) the Grant Number and End User’s support Grant Number (if applicable), (ii.) a detailed description of the problems or errors, (iii.) a description of the hardware meeting published Our specifications on which the Product(s) is loaded, and (iv.) and the names and versions of any operating systems, networks, and software running with the Product(s) including patches and fixes. We may request that Channel Partner take certain actions to determine whether the problem or error is related to the Licensed Products, hardware, or other item.
  - b. Escalate the End User Service Request in English, by contacting Our Technical Support via web portal or telephone in accordance with Our Advanced Escalation and Response Charter. Channel Partner may escalate all Severity 1 and 2 End User Service Requests via telephone.

8.2 We reserves the right to refer an Improper Escalation back to Channel Partner if We determine that the Escalated Service Request should be addressed by Channel Partner. We shall provide Channel Partner information as to why the Escalated Service Request is being referred back to Channel Partner for resolution.

## **9. Tier III Support by Company**

9.1 We shall be responsible for all Tier III Support to Channel Partner.

9.2 Tier III Support is provided in the Support Region by Our Technical Support Engineers.

9.3 As part of its Tier III Support obligations, We shall perform the following activities, which include without limitation:

- a. Receive and maintain Escalated End User Service Requests including additional data collection and data integrity;
- b. Respond to and communicate with Authorized Contacts for Escalated End User Service Requests. Tier III can contact the End User directly if requested by Authorized Contacts and mutually agreed upon by both parties. Authorized Contact must participate in such instances.;
- c. Analyze and use commercially reasonable efforts to isolate, reproduce and resolve Escalated End User Service Requests;
- d. Escalate the Service Request to Our engineering in the event that a Technical Support Engineer finds a known issue or program error;
- e. Use commercially reasonable efforts to provide any available workaround, resolution, or product patch to Channel Partner for the Service Requests;
- f. Use commercially reasonable efforts to reproduce such problems on Hardware currently in Our possession, which in Our discretion meets minimum specifications for compatibility with the End User Product(s). If We are unable to reproduce such problems, Channel Partner should reasonably assist Us such efforts; and
- g. In the event the Parties agree that Our Support resource needs to travel to Channel Partner's facilities, Channel Partner shall pay Our resource travel and expense costs, as mutually agreed in writing.

## **10. Company Support Availability**

10.1 Access to Technical Support Engineers is available 24 hours a day, 7 days a week for Severity 1 and Severity 2 Service Requests, or standard business hours in the local geography providing support, excluding holidays and weekends, for all other Service Requests. SAMs are available during standard business hours in the local geography where they are based in. We shall provide Channel Partner with the required Support contact details upon Advanced Partner Support payment.

10.2 Support shall be provided in English only.

10.3 We shall provide access to the online Enterprise Service Portal.

## **11. Company Categorization of Service Requests**

11.1 We shall categorize Service Requests for Tier III Support escalations in accordance with the Severity Levels available at:  
<https://supportm.trellix.com/SPR/WebContent/ProgramsAndPolicies/documents/csg-service-level-goals.pdf>

- 11.2 We shall use commercially reasonable efforts to respond to issues escalated by Channel Partner in accordance with the Service Level Goals available at the webpage set forth in Section 11.1 above.
- 11.3 We may schedule meetings or conference calls with Channel Partner support organization to ensure effective sharing of knowledge and information. This will be conducted in English only.
- 11.4 We may request from Channel Partner End User authorization to perform remote diagnostics to determine and resolve a Service Request.

## **12. Channel Partner Infrastructure**

- 12.1 Channel Partner shall maintain a case tracking system to log and track End User Service Requests.
- 12.2 Channel Partner shall maintain a support lab where it can replicate problems.

## **13. Channel Partner Performance Metric**

Channel Partner shall ensure that no more than twenty percent (20%) of total Service Requests Escalated to Us are Improper Escalations, as determined by Us.

## **14. Channel Partner Performance Management**

- 14.1 If the above Performance Metric threshold is not met:
  - a. If Channel Partner exceeds the threshold for a rolling three (3) month period, We will notify Channel Partner in writing and Channel Partner will provide Us a written report detailing the cause and an action plan to remedy this within thirty (30) days of notification from Us.
  - b. If Channel Partner exceeds the threshold for two (2) consecutive quarters, We may place Channel Partner on a remediation plan and escalations may be directed to Our Tier I support organization.
- 14.2 We reserve the right to change the Performance Metric on a periodic basis.
- 14.3 We reserve the right to terminate this Exhibit with Channel Partner in accordance with the termination provisions contained herein in the event Channel Partner fails to fulfill its obligations under this Exhibit.

## **15. RMA Hardware Returns**

Channel Partner must request all RMA returns for End Users (if applicable), provided End User or Channel Partner has a valid Hardware support entitlement with Us. Return instructions will be provided to Channel Partner at the time the RMA number is assigned. Channel Partner shall provide instructions to the End User to return the defective Hardware or parts to Us and then the defective Hardware or parts will be repaired or replaced at the discretion of Us. The repaired or replaced parts may be shipped directly to the End User. For more details on Hardware Support, please refer to the Hardware Support User Guide located at: <https://supportm.trellix.com/SPR/WebContent/ProgramsAndPolicies/documents/wp-hardware-support-user-guide.pdf>

## **16. Self-Help Documentation for End-User**

- 16.1 We shall provide Channel Partner any available and adequate self-help documentation in English and where possible in Channel Partner's supported language. Where Channel Partner's supported language is not available, it is Channel Partner's responsibility to localize the self-help documentation.
- 16.2 We reserve the right to review and approve any self-help documents which are developed or localized by Channel Partner as it relates to Licensed Products before posting to any public web page.

## **17. Backup and Restore**

Our ability to provide Support may be limited if Channel Partner does not keep adequate backup copies of data.

## **18. Supported Versions and End of Life**

- 18.1 The provision of Support is limited to (i.) the current version and the one most recent version of the Licensed Products and (ii.) problems that can be reproduced in operating the Licensed Products in a configuration meeting published Our specifications. Channel Partner understands and agrees that it is Channel Partner's responsibility to review Our Product Support Lifecycle webpage at [https://supportm.trellix.com/webcenter/portal/supportportal/pages\\_knowledgecenter?s=true&lang=en-us&sm=false&tab=SCtdl&facets=End+of+Life+Notices@ZFACET\\_SEARCH\\_CATEGORIES&sb=mostRecent&sbv=Date&scps=q](https://supportm.trellix.com/webcenter/portal/supportportal/pages_knowledgecenter?s=true&lang=en-us&sm=false&tab=SCtdl&facets=End+of+Life+Notices@ZFACET_SEARCH_CATEGORIES&sb=mostRecent&sbv=Date&scps=q) to determine whether a Licensed Product qualifies for Support.
- 18.2 Notwithstanding any of the foregoing, Our support of a Licensed Product is subject to Our End-of-Life Policy available at: <https://trellix.com/en-us/assets/docs/legal/support-policy-product-support-eol.pdf>. Channel Partner acknowledges it is their responsibility to sign up for SNS to receive Support alerts, notices, and weekly bulletins, located at: <https://www.trellix.com/en-us/contact-us/sns-preferences.html>.

## **19. General**

In providing Support, We may record all or part of telephone calls between (i.) Channel Partner and Us and/or (ii.) End User customer and Us for quality assurance and training purposes in compliance with applicable laws.

**Attachment 1**  
**Resourcing, Training and Certification Requirements**

**1. Partner Support Engineers**

- 1.1. Channel Partner shall maintain an adequate number of Our designated PSEs to perform End User Support for Licensed Products. PSEs should be different individuals from personnel employed by Channel Partner to perform pre-sales activities or Product installation (e.g. system engineers).
- 1.2. Each Channel Partner PSE shall have the following skill sets before beginning Our training and certification:
  - a. Experience in a wide range of computer operating systems and desktop software;
  - b. A strong working knowledge of networking, as well as installation, troubleshooting, upgrading, integration, and client/server operations;
  - c. At least three (3) years of full-time experience in customer care/customer support;
  - d. CompTIA Security+ certification and CISSP certification are highly recommended;
  - e. Networking knowledge and/or certification;
  - f. Mail system knowledge (Exchange);
  - g. Ability to read network logs/captures;
  - h. Database knowledge;
  - i. SQL and/or MSDE certification required or equivalent work experience;
  - j. Exchange certification required or equivalent work experience;
  - k. Windows, Linux and/or Mac certification required or equivalent work experience;
  - l. Security and Networking certifications;
  - m. Fluent command of the English language.
- 1.3. Channel Partner shall use commercially reasonable efforts to ensure PSEs complete the Licensed Product training described in Section 2 prior to engaging in End User Support.
- 1.4. Channel Partner shall submit to Us a list of PSEs (should include name and email address) and other personnel to be trained, which will be used for registration on Our electronic training environment.

**2. Training Requirements**

- 2.1. Channel Partner PSEs shall complete all relevant courses and course updates for the Licensed Products being supported within ninety (90) days of availability, including:
  - a. Review the applicable training material for the Licensed Products to be supported;
  - b. Review all relevant Licensed Product guides located at <https://www.trellix.com/en-us/support.html>; and
  - c. Complete, with a minimum pass rate of eighty percent (80%), the respective Licensed Product exams which include: written exams and/or lab exercise exams (where available). The student is certified upon successful completion of all applicable class exams.
- 2.2. Channel Partner shall ensure that operational, laboratory and training hardware and systems meet the minimum systems requirements for the Licensed Products being supported.

2.3 If additional training is required in Our sole and reasonable discretion, Channel Partner shall work with Us to define such supplemental training requirements.

### **3. Licensed Product Training**

3.1 We shall provide Channel Partner with training (where available) in English to support Licensed Products, which may include (but may not be limited to) the following:

- a. e-Learning (free of charge) and instructor-led training, remote or classroom (at a mutually agreeable fee);
- b. Licensed Product usage, Licensed Product install/re-install procedures, troubleshooting steps and procedures and Licensed Product FAQs and known issues; and
- c. “Train-the-trainer” courses upon request, will be priced separately and mutually agreed upon in writing.

3.2 We shall provide Channel Partner a training plan with login credentials upon execution of this agreement, provided Channel Partner submits to Us a list of PSEs, as defined in Section 1.4.

### **4. Technical Evaluation**

We reserve the right to perform a comprehensive technical evaluation of Channel Partner PSEs.

**Attachment 2**  
**Advanced Partner Support Pricing**

One of the two following pricing models will be utilized based on Channel Partner's discretion at the time of initial purchase and each renewal term.

**Prepaid Service Request Pricing Model**

Channel Partner must enroll in the Advanced Partner Support Program ("Program") for Primary Support Region, as described in this Exhibit, Advanced Support Terms. The Advanced Partner Support Program is to be used for Channel Partner managed services as defined herein and not internal usage. Channel Partner agrees to pay this fee on an annual basis in advance of the term in accordance with the payment terms in the Agreement. The enrollment renews on a yearly basis unless terminated in compliance with the Advanced Support Terms. The renewal of this support shall be at the price set forth below for one (1) year of support. We reserve the right to revise the Program or pricing with sixty (60) days written notice prior to the next renewal term.

The Program provides Support coverage for all Licensed Products; available in the Support Regions. Channel Partner is required to purchase one (1) year Advanced Partner Support upon execution of the Agreement. The one (1) year Advanced Partner Support term will begin thirty (30) days after the Effective Date. Uplifts are available for Support Account Managers and Authorized Contacts in additional Support Regions.

**Advanced Partner Support Fees in USD (conversion rates may apply)**

One (1) year Advanced Partner Support (All Products) Includes partner SAM for primary Support Region

<b>Band</b>	<b>Service Requests</b>	<b>Price per Prepaid Service Request</b>	<b>True-Up Price per Service Request</b>	<b>Maximum Authorized Contacts</b>
A	35-40	\$725	\$725	10
B	41-70	\$650	\$725	10
C	71-125	\$575	\$650	15
D	126-250	\$500	\$575	20
E	251-500	\$425	\$500	25

\*Authorized contact limitation can be removed if all registered contacts are trained on the products they support.

<b>Indicate Quantity or Inform Account Manager (as applicable)</b>	<b>Annual Optional Uplifts</b>		
	Each Additional Support Region	\$25,000	For each additional Support Region purchased by Channel Partner, Advanced Partner Support includes a Partner SAM and 10 additional Authorized Contacts within the Support region.
	Up to three (3) Additional Authorized Contacts	\$7,000	One (1) year three (3) additional Authorized Contacts (Maximum quantity of two [2] additional Authorized Contact SKUs for a total of six [6] additional Authorized Contacts allowed for purchase)

Advanced Partner Support Regions		
Mark Selection or Inform Account Manager (as applicable)	Indicate "P" = Primary Support Region for SAM or "S" = Secondary Support Region for SAM	Description
		North America (the United States and Canada)
		Latin America
		Japan
		Europe, Middle East and Africa (EMEA)
		Asia Pacific (APAC) (excluding Japan)

The Annual Price referenced above for Advanced Partner Support is an annual prepaid amount for the number of Service Requests in the table above. If Channel Partner does not utilize all Service Requests within the twelve (12) month Support Period, unused Service Requests will expire and will not carry over into subsequent Support Periods.

If Channel Partner exceeds the purchased number of Service Requests prior to the end of the Support period, Channel Partner shall be required to issue a purchase order to Us at the True Up Price Per Service Request for the corresponding Band in the table above multiplied by the number of Service Requests in excess of the number of prepaid Service Requests. Upon receipt of an invoice from Us, Channel Partner shall pay the invoice in accordance with the payment terms in the Agreement.

### Monthly Royalty Pricing Model

Channel Partner must enroll in the Advanced Partner Support Program (“**Program**”) for Primary Support Region, as described in this Exhibit, Advanced Support Terms. The Advanced Partner Support Program is to be used for Channel Partner managed services as defined herein and not internal usage or resale. Channel Partner agrees to pay this fee monthly, per the table below, and in accordance with the payment terms in the Agreement. The enrollment renews on a yearly basis at the monthly prices set forth below unless terminated in compliance with the Advanced Support Terms. We reserve the right to revise the Program or pricing with sixty (60) days written notice prior to the next renewal term.

The Program provides Support coverage for all Licensed Products available in the Support Regions. Channel Partner is required to purchase one (1) year Advanced Partner Support upon execution of the Agreement. The one (1) year Advanced Partner Support term will begin on the first day of the calendar month following thirty (30) days from the Effective Date. For each additional Advanced Partner Support Region purchased by Channel Partner, the minimum monthly fee will increase by \$2,100 per Support Region. If Channel Partner purchases additional Advanced Partner Support Regions, Channel Partner is entitled to a SAM and ten (10) additional Authorized Contacts in each purchased Support Region.

Annual, Aggregated Volume				
Band	Minimum	Maximum	Price (\$)	Authorized Contacts
A	\$1	\$99,999	\$2,100.00	10
B	\$100,000	\$249,999	\$2,500.00	10
C	\$250,000	\$499,999	\$3,125.00	15
D	\$500,000	\$999,999	\$5,000.00	20
E	\$1,000,000	\$2,4999,999	\$7,500.00	25

Indicate Quantity or Inform Account Manager (as applicable)	Annual Optional Uplifts		
	Uplift Type	Cost	Description
	Each Additional Support Region	\$2,100 per month	For each additional Support Region purchased by Channel Partner, Advanced Partner Support includes a Partner SAM and ten (10) additional Authorized Contacts within the Support region.
	Up to three (3) Additional Authorized Contacts	\$600 per month	One (1) year three (3) additional Authorized Contacts (Maximum quantity of two [2] additional Authorized Contact SKUs for a total of six [6] additional Authorized Contacts allowed for purchase)