



1. **Mirantis Subscription Services.** Mirantis Subscription Services include access to Mirantis Software and Mirantis Support with the Level and Response purchased by Customer on a per Unit basis as described in Table 1, Mirantis Software and Units, for a defined term. In this Exhibit, Mirantis Software means “**Mirantis Container Cloud Software**” consisting of Licensed Software and Open Source Software. “**Licensed Software**” means the software identified on an Order Form (other than Open Source Software) and licensed to Customer pursuant to the terms of this Exhibit and the Agreement or other licensed software from Mirantis that is identified on the Order Form (excluding any Open Source Software included therein). “**Open Source Software**” are open source and other software programs originating from third parties that are provided to Customer under the applicable license agreement, which is in the source code of the software component (“**Open Source License**”) (e.g. Ceph, OpenContrail). Any unauthorized use of Subscription Services is a material breach, such as (a) only purchasing or renewing Units based on some, but not all, of the total number of Units, (b) providing any of the Subscription Services to third parties, (c) using Subscription Services to support or maintain any software without purchasing Subscription Services for each Unit of such software, or (d) using the Licensed Software after the end of the Subscription Services term.

Table 1, Mirantis Software and Units

Mirantis Software	Units
Mirantis Container Cloud on Equinix Metal ¹ Note 1: Mirantis Container Cloud on Equinix Metal requires a separately purchased Equinix Metal subscription.	Per Child Cluster plus Node. “ Child Cluster ” means clusters that are deployed and/or managed by the Mirantis Container Cloud Software. “ Node ” means a virtual machine or computer system with a single motherboard (i.e., “bare metal” node) on which all or a portion of the Mirantis Software is installed or executed or is managed by a component of the Mirantis Software.

Mirantis will use commercially reasonable efforts to provide Customer with the Mirantis Support Level and Response as described below when a Customer submits a proper support ticket for any outage, failure, issue, or problem with Mirantis Software (each, an “**Issue**”). Any unauthorized use of Subscription Services is a material breach, such as (a) only purchasing or renewing Units based on some, but not all, of the total number of Units, (b) using the Licensed Software in excess of the total number of Units purchased, (c) providing any of the Subscription Services to third parties, (d) using Subscription Services to support or maintain any software without purchasing Subscription Services for each Unit of such software.

2. **Mirantis Portal, Software, and Documentation.** Subscription Services include access to the Mirantis Portal, Mirantis Software, and Documentation as provided below.
- 2.1. **Mirantis Portal.** Mirantis hereby grants to Customer a non-exclusive, non-transferable, and limited right, during the Mirantis Subscription Services term, to access and use the Mirantis Portal for access to software, Documentation, and Mirantis Support. Mirantis Portal may be accessed and used solely by authorized users with valid user IDs granted to Customer by Mirantis as provided below and associated passwords. Customer agrees to use the Mirantis Portal, Mirantis Software, and Documentation in accordance with all applicable laws, rules and regulations. To access and use the Mirantis Portal, Customer must register with Mirantis. Customer agrees to provide Mirantis with accurate, current, and

complete information when registering and update such information when any of the information changes. As part of the registration process, Customer will be required to designate the authorized user(s), provide their respective names, titles and contact information, and obtain a user ID and password for each. Each authorized user must use his or her own user ID, and Customer will not permit any person to use a user ID unless it is his or her own user ID. Customer may change, add or remove its authorized users by written notice to Mirantis and obtain a user ID and password for each new authorized user. Customer hereby acknowledges and agrees that (a) it bears sole responsibility for protecting the user IDs and passwords; (b) it will not provide any user ID or password to any third party; and (c) it will remain fully responsible for any use of the Mirantis Portal accessed through its user IDs.

2.2. Software. Mirantis Software is provided as follows:

2.2.1. Licensed Software. Subject to Customer's timely payment of the Fees and compliance with the terms and conditions of this Exhibit and Agreement, Mirantis hereby grants Customer a limited, non-exclusive, non-transferable, non-sub-licensable license during the applicable Subscription Services term to install, copy and use the Licensed Software for Customer's internal business purposes, in connection with the deployment of no more than the number of Units as are set forth in the Order Form. Customer shall not destroy, disable or circumvent, or attempt to destroy, disable or circumvent in any way the Key and/or the use and time limitations set by the Key or the Licensed Software. Customer acknowledges and agrees that any attempt to exceed the use of the Licensed Software beyond the limits configured into the Key will automatically and immediately terminate the licenses granted under this Exhibit. "**Key**" means the license key or similar control mechanism to help ensure compliance with the use and time limitations with respect to the Licensed Software. Customer shall not disassemble, reverse engineer, or decompile the Licensed Software. Upon termination of Subscription Services Customer will discontinue all use of the applicable Licensed Software and will return to Mirantis all copies of such Licensed Software provided by Mirantis to Customer.

2.2.2. Open Source Software Customer acknowledges and agrees to the terms and conditions in each Open Source License for Open Source Software. To the extent there are any conflicts between any terms of the Exhibit or Agreement and any terms of the respective Open Source License, such conflicting terms will not apply. In the event any fees are charged by Mirantis in connection with the Mirantis Software, such fees do not apply to any Open Source Software for which fees may not be charged under the applicable Open Source License.

2.3. Documentation. Documentation is made available under the terms and conditions of the Creative Commons Attribution-ShareAlike 3.0 license at <http://creativecommons.org/licenses/by-sa/3.0/legalcode>, or as set forth in the particular materials.

3. Mirantis Support

3.1. General. Mirantis Support provides commercially reasonable efforts to (i) respond to Issues for the Mirantis Software configuration(s) deployed by the Licensed Software and used on the reference platform(s) at <https://docs.mirantis.com>; and (ii) provide Mirantis Software updates, if or when available, using Usage Data and Health Metrics. Except as explicitly provided in this Section, Mirantis has no obligation to provide any support, maintenance, error correction, bug fix, new release, upgrades, updates or modifications to or for Mirantis Software or Documentation for such use. Customer acknowledges and agrees that Mirantis will use commercially reasonable efforts to contribute enhancements, patches, or other functional developments back to the applicable open source development community upstream; however, some of the fixes may take time to propagate upstream and the open source development community may not accept any such contributions. Solutions to Issues may not be in the form of software code changes, modifications, or enhancements.

3.2. Usage Data and Health Metrics. Usage Data includes the number of Units, vCPU, RAM, and block storage monitored and recorded by Licensed Software. Health Metrics include time series log-based (i) availability monitoring; (ii) Mirantis Software update checks; and (iii) alerting and metrics collection of all of the nodes running the Mirantis Software for components and services such as operating system metrics, Kubernetes services metrics, and Ceph metrics collected and utilized by Mirantis to provide Subscription Services. For Mirantis Software accessed under the Subscription Services, Usage Data and Health Metrics follow a continuous service improvement cycle through which service and component alerts are continuously tuned and adjusted to assist with cloud lifecycle changes and may be available for up to 6-months after collection using Operations Support Systems ("**OSS**") depending upon Customer's available disk storage. Mirantis Support requires that the Customer provides (i) sufficient disk storage to store a minimum of 90 days of Usage Data and Health Metrics for the entire environment; and (ii) outbound HTTPS connectivity with sufficient bandwidth and latency to send Usage Data and Health Metrics every 60 seconds to a Mirantis defined range of IP addresses.

3.3. Maintenance Lifecycle. Mirantis will make commercially reasonable efforts to provide Mirantis Support for releases of

Mirantis Software as provided in Table 3.3, Maintenance Lifecycle. Subscription Services include Mirantis Software update checks and related updates, if or when available. Certain Subscription Services include automated Mirantis Software update checks and related updates, if or when available. If Usage Data or Health Metrics are delayed or prevented from receipt by Mirantis, Mirantis Support, which includes Mirantis Software updates and upgrades, will be delayed or not available, respectively. Please note that at the end of the Subscription Services term Customer may continue to use the Open Source Software but will no longer have access to Mirantis Support or a license to use the Licensed Software.

Table 3.3, Maintenance Lifecycle

Mirantis Software	Maintenance Lifecycle
Mirantis Container Cloud on Equinix Metal	Continuous with active Subscription Services

3.4. Levels and Response. Mirantis will provide the level of support purchased by Customer. This Section, including Table 4.4, Levels and Response, describes the levels of support and response for Subscription Services.

Table 4.4, Levels and Response

	OpsCare		OpsCare Plus	
Support Hours	24 hours x 7 days a week		24 hours x 7 days a week	
# of customer contacts	10		10	
# of incidents	Unlimited		Unlimited	
Monitoring	Yes		Yes	
Service Level Assurance	Yes		Yes	
Customer Success Manager	Aligned		Aligned	
3rd Party Issues	Contact for assistance		Contact for assistance	
Access to new versions	Yes		Yes	
Response Guidelines	Initial Response	Status Updates	Initial Response	Status Updates
Severity 1 (Critical Impact)– A Severity 1 Issue occurs when there is a continued system outage. The system is down and non-functional due to the problem and no procedural workaround exists.	30 min	1 hour	15 min	1 hour

Severity 2 (High Impact) – A Severity 2 Issue occurs when there is a sporadic system outage or a problem that is consistently encountered with significant impact to functionality.	2 hours	4 hours	1 hour	4 hours
Severity 3 (Medium Impact) – A Severity 3 Issue occurs when there is a problem that affects the functionality or features of Customer’s Mirantis Software environment but there is no impact to critical functionality.	4 hours	2 days	2 hours	2 days
Severity 4 (Low Impact) – A Severity 4 Issue occurs when there is a problem that leads to minor loss of functionality or where affects the functionality of a particular feature of the system. Severity 4 Issues may also include information requests, feature requests and cosmetic fixes.	8 hours	4 days	8 hours	3 days

3.5. Customer Success Manager. A Customer Success Manager will become familiar with the Customer’s technical environment, business objectives, Mirantis Software roadmap, coordinate support services, and the following:

- a. Assist with the development and maintenance of Customer plans that outline the critical factors, metrics, potential issues, and action plans;
- b. Coordinate monthly operations reviews;
- c. Establish meetings with Mirantis product team personnel to review status and action plans for open cases, on an if and when available basis;
- d. Be the Customer’s single point of contact for support services, to help drive critical issue management, escalation and resolution;
- e. Coordinate access to the community and Mirantis product team. Communicate Customer’s position(s) for inclusion in future Kubernetes and/or OpenStack software/product releases, if relevant and as necessary;
- f. Provide guidance in Mirantis Software life cycle planning and coordinate impact analysis and approval of change requests; and
- g. Inform Customer on key new features/fixes and assist with planning for new releases of Mirantis Software.

The Customer Success Manager is available during Business Hours (9:00 a.m. through 5:00 p.m. Monday-Friday) in the time zone in which the control plane is installed or the primary location of usage if installed in multiple time zones.

3.6. Support Process. Resolution(s) for an Issue that result in software code enhancements will be regression tested by Mirantis and new test cases will be developed, where applicable. Final resolutions to Issues will be provided in the form of an operational recommendation and/or a patch. To the extent applicable, Customer acknowledges and agrees that Mirantis will use commercially reasonable efforts to contribute enhancements, patches, or other functional developments back to the applicable open source development community upstream; however, some of the fixes may take time to propagate upstream and that the community may not accept any such contributions. Solutions to Issues may not be in the form of software code changes, modifications, or enhancements.

3.7. OpsCare Service Level Assurance.

3.7.1. Control Plane APIs. Mirantis provides a service level assurance for the Kubernetes Application Programming Interface (“API” or “APIs”) in the Mirantis Container Cloud on Equinix Metal cluster control plane (“**Control Plane API**”) under Operational Services. If the Control Plane API(s) are not available as shown in Table 3.7.1, Monthly Availability, Control

Plane API service level credits (“Credits”) are available to Customer as provided in Section 3.7.

3.7.2. Monthly Availability. Mirantis will measure the Monthly Availability of the Control Plane APIs using the Mirantis OSS installed and configured as part of OpsCare Subscription Services. Monthly Availability of the Control Plane API is calculated as Downtime during each month, as follows (represented as a percentage): $1 - (\text{Downtime (minutes)} / \text{month (minutes)})$. Monthly Availability of the Control Plane API is measured separately for all Control Plane APIs. “Downtime” means a period of five (5) consecutive minutes during which Kubernetes API (provided by kube-apiserver) for the Kubernetes API(s), is unreachable or requests are timing out. Downtime does not include periods during which the Control Plane API endpoint is unreachable or requests are timing out that are intermittent (e.g. less than 5 minutes); the result of Mirantis performing maintenance on the services during a maintenance window; or when services respond with any error code. Downtime does not include periods during which a Control Plane API is unreachable or requests are timing out when: caused by factors outside of Mirantis’ reasonable and direct control, including any force majeure events, network access, delayed access or unavailability of logical access to Customer systems, or related problems beyond the demarcation point of OpsCare ; resulting from any actions or inactions of Customer or any third party; planned maintenance; acts of the Customer, its contractors, subcontractors, and/or agents; network underlay services unavailability; or resulting from Customer equipment, software, or other technology and/or third party equipment, software, or other technology (other than third party equipment within Mirantis’ direct control). Credits may be available to Customer based upon the Monthly Availability and Credit Percentage in Table 3.7.2, Monthly Availability.

Table 3.7.2, Monthly Availability

Monthly Availability	Credit Percentage
< 99.9%	5%

Note: In addition to OpsCare Assumptions and Customer Responsibilities, requirements for Credit(s) eligibility are as follows: (a) Customer is responsible for datacenter facilities, hardware, network underlay management and network monitoring, and related 3rd party software management and operations such as 3rd party Software Defined Network not defined in the Standard Configuration, or 3rd party Storage solutions not defined in the Standard Configuration; (b) Customer is responsible for underlying software failures; and (c) Customer shall purchase 24 x 7 / 365 support, facilitate data center remote-hands, and parts replacement for all hardware and 3rd party software components on which the Mirantis Software cloud depend and that are not provided with OpsCare.

3.7.3. Conditions. OpsCare Service Level Assurance will not apply (a) in the event that Customer opts-out of using the Mirantis monitoring tool set for operational services or disables, blocks, removes, or otherwise interferes with Mirantis OSS monitoring and components of the control plane; (b) if Customer chooses to use configurations and 3rd party software that are not the Mirantis Standard Configuration; or (c) if Customer does not provide StackLight data to Mirantis within 7 days after the end of the month’s term.

3.7.4. Credits. In order to receive Credits, Customer will monitor the Monthly Availability of the Control Plane API using StackLight and provide StackLight data to Mirantis no later than 7 days after the end of each month during the applicable Mirantis Subscription Services term (“Credit Period”), in order for Mirantis to confirm whether Credit(s) have been earned Mirantis will review the StackLight data and, if supported, will calculate Credits using the Credit Percentage for the applicable Monthly Availability percentage in Table 3.7.2. Earned Credits will be calculated by applying the applicable Credit Percentage to the OpsCare Subscription Services Fee paid by Customer for the applicable month. Credits may only be applied to an OpsCare Subscription Services renewal and under the following conditions:

- a. Credit(s) requested after the Credit Period will be forfeited;
- b. Notwithstanding anything to the contrary, the maximum total Credit for each month shall not exceed 5% of 1/12th Customer’s annual OpsCare Subscription Services Fees paid for the affected Mirantis Software cloud;
- c. If unused, Credits expire 12 months after earned; and
- d. Credits are Customer’s sole and exclusive remedy for Control Plane API unavailability and any Mirantis Software OpsCare Subscription Services issues.

3.8. OpsCare Plus. OpsCare Plus support level includes access to managed subscription services providing operations and management in Attachment 1 for OpsCare Plus, if not attached, at <https://www.mirantis.com/company/agreements/>.

4. Submission of a Support Ticket.

4.1. Submit a Ticket. To receive Mirantis Support, Customer must submit a support ticket through the Mirantis Portal at <http://support.mirantis.com> or by contacting Mirantis at +1 (925)-808-3835. Mirantis encourages the open development of OpenStack, Kubernetes, and other Open Source Components enhancements and fixes, and therefore, and Customer hereby agrees that, all Issues relating to open source community projects will, by default, be open and available to the applicable open source communities.

4.2. Support Ticket Requirements. When submitting a support ticket, Customer must provide a description of the Issue and other relevant information that will assist Mirantis in solving the Issue, such as:

- System hardware (for Mirantis Software) and software configuration, including precise product version numbers and release configuration information;
- Symptoms of the problem, including end user impact;
- Steps taken to reproduce the problem;
- Conditions under which the problem can be reproduced;
- Any attempts at resolution or progress that has been made toward resolution;
- Any workarounds that exist to reduce the severity of the problem;
- The suspected root cause of the problem;
- Customer's assessment of the impact caused by the Issue on Customer's environment;
- Customer's diagnostics information (e.g., log files); and
- Customer selected "Severity" when submitting a support ticket to Mirantis. Following the submission, Mirantis and Customer may reclassify the severity level depending upon the impact of the Issue experienced by Customer.

Support ticket submissions that are missing any of the critical elements described above will limit the ability of Mirantis to assist in the prompt resolution of an Issue. If relevant information is not provided, Mirantis will inform Customer of what specific information is needed before any work will commence on the Issue.