

Security Operations Bundle Descriptions

These Security Operation Bundle Descriptions (the “Bundles”) set forth the Solutions, features/functionality, and Concierge Security™ Tier level that may be included on an Order Form. Each Element of a Bundle, if purchased by Customer as evidenced by Customer’s election on an Order Form, will be provided in accordance with the terms set forth in the applicable agreement made by and between Customer and Arctic Wolf Networks, Inc. (“Arctic Wolf”) and will include the Components and features set forth in the Solutions Terms pertaining to the specific Solution. Any capitalized terms not otherwise defined herein shall have the meaning set forth in the Solutions Agreement, or such other applicable product agreement, located at <https://arcticwolf.com/terms/> (or such other agreement executed by the parties governing the delivery of the Solutions to Customer).

What’s included:	<u>Bundle Level</u>		
	<u>Core</u>	<u>Plus</u>	<u>Total</u>
Elements of the Bundle:	MDR Data Explorer Lite for MDR	MDR Data Explorer Lite for MDR MR	MDR Data Explorer Lite for MDR MR MA ¹ JumpStart Retainer ²
Security Operations Warranty ³	Three (3) year Committed Term qualifies for \$100K Security Operations Warranty	One (1) year Subscription Term qualifies for \$500K Security Operations Warranty ⁴ Three (3) year Committed Term qualifies for \$1M Security Operations Warranty	One (1) year Subscription Term qualifies for \$750K Security Operations Warranty ⁵ Three (3) year Committed Term qualifies for \$1.5M Security Operations Warranty
Concierge Security™ Tier ⁶	See Concierge Security™ Tier Descriptions below	See Concierge Security™ Tier Descriptions below	See Concierge Security™ Tier Descriptions below

¹ Customer may elect to license MA+ or MA CCP, subject to applicable terms and payment of additional fees, all as set forth on an Order Form.

² The terms governing Incident360 Retainer, including the JumpStart Retainer offering, can be found at <https://arcticwolf.com/terms/>. Existing Customers with a subscription to IRJS Retainer (as reflected on a previously issued Order Form) are subject to the IRJS Retainer Agreement located at <https://arcticwolf.com/terms/>.

³ If Customer’s Order Form includes the Arctic Wolf Security Operations Warranty (the “**Service Warranty**”), upon finalization of the Order Form and for initial enrollment in the Service Warranty, Customer will receive a link with an embedded token from Arctic Wolf’s third-party warranty provider. CUSTOMER MUST ENROLL IN THE SERVICE WARRANTY, RECEIVE AN ENROLLMENT CONFIRMATION EMAIL, AND AGREE TO THE SUBSCRIBER TERMS LOCATED AT <https://arcticwolf.com/terms/subscriber-terms/> (the “**Subscriber Terms**”) TO RECEIVE THE SERVICE WARRANTY BENEFIT. Execution or acceptance of the Order Form or the Solutions Agreement DOES NOT constitute enrollment in the Service Warranty. Indemnification amounts will be included on the enrollment and are subject to change in accordance with the Subscriber Terms in the event of any change in product subscriptions during the Subscription Term (or any Committed Term, as defined on the Order Form) and re-enrollment in the Service Warranty following the change may be required as more fully set forth in the Subscriber Terms. If the qualifying Order Form is renewed, Customer’s initial enrollment in the Service Warranty will continue provided the qualifying indemnification level remains the same. Dollar values are reflected herein in USD. Please see the Subscriber Terms for currency equivalents.

⁴ A two (2) year Committed Term may qualify, subject to Arctic Wolf’s determination in its sole discretion, for such Security Operations Warranty in each of the annual periods during the Committed Term.

⁵ A two (2) year Committed Term may qualify, subject to Arctic Wolf’s determination in its sole discretion, for such Security Operations Warranty in each of the annual periods during the Committed Term.

⁶ Customer will purchase the Concierge Security™ Tier it elects. The purchased Concierge Security™ will be set forth on an Order Form as part of the Bundle selected.

Concierge Security™ Tier
Descriptions

These Concierge Security™ Tier Descriptions describe the Concierge Security™ Tiers available to Customer. Each Concierge Security™ Tier, as evidenced by Customer's election on an Order Form and/or included in a Bundle, will be provided in accordance with the terms set forth in the Agreement made by and between Customer and Arctic Wolf and specifically the applicable Solutions Terms. Any capitalized terms not otherwise defined herein shall have the meaning set forth in the Solutions Agreement located at <https://arcticwolf.com/terms/sa/> (or such other agreement executed by the parties governing the delivery of the Solutions to Customer).

	Concierge Security™ Tier		
What's included:	<u>Silver</u>	<u>Gold</u>	<u>Platinum</u>
Concierge Security Team	Included	Included	Included
Security Expertise On-Demand with Security Operations Center ("SOC") 24x7x365 Availability	Included	Included	Included
Security Touchpoints	Four (4) per year (delivered in combination with Customer's quarterly business review)	Twelve (12) per year (four (4) delivered in combination with Customer's quarterly business review, plus eight (8) additional)	Eighteen (18) per year (four (4) delivered in combination with Customer's quarterly business review, plus fourteen (14) additional)
SPiDR Library	Includes SPiDRs, to the extent Customer has subscribed to a particular Solution, such as: <ul style="list-style-type: none"> - MDR Customization - MR Customization - MA Configuration - Security Best Practices - Cloud Security Posture Management - Pentest Response - Breach Recovery 	Includes SPiDRs, to the extent Customer has subscribed to a particular Solution, such as: <ul style="list-style-type: none"> - All applicable SPiDRs at the Silver level - Comprehensive - Cloud/SaaS - Threat & Attack - Compliance - Assessment - BEC 	Includes SPiDRs, to the extent Customer has subscribed to a particular Solution, such as: <ul style="list-style-type: none"> - All applicable SPiDRs at the Silver and Gold levels - Cloud Apps (specific integrations) - Decoy - Anomalous Traffic Analysis - Executive/Board Focused Reports