

**MSP PRODUCT DELIVERY REQUIREMENTS
FOR
AURORA PRODUCT ONLY OFFERINGS**

These MSP Product Delivery Requirements for Aurora Product Only Offerings ("**Product PDR**") apply to MSP partners ("**Partners**") authorized to sell, use, and/or deliver the Product Only Products ("**Products**") identified in the Product List located at <https://arcticwolf.com/terms/product-list/> which may be updated from time-to-time ("**Product List**"). The terms of the MSP Partner Addendum and all associated terms referenced therein (the "**Addendum**") are incorporated into this Product Only PDR by reference. **ALL CAPITALIZED TERMS USED HEREIN AND NOT OTHERWISE DEFINED SHALL HAVE THE MEANING ASCRIBED TO THEM IN THE ADDENDUM.** Partner understands and agrees that its sale, use and delivery of Products as an MSP partner requires compliance with the following responsibilities and obligations:

- 1. LICENSE.** Partner may access and use the applicable Products set forth in an applicable Order Form solely (i) in Partner's role as an MSP partner; and (ii) on behalf of and for the benefit of known third party End Users, and not for the benefit of Partner's own network or the network of any other third party.
- 2. PARTNER'S OBLIGATIONS.** In addition to any other obligations within the Addendum, Partner agrees to the additional obligations set forth as follows:
 - 2.1. Partner's General Obligations.** In addition to other requirements under this Product PDR, Partner shall:
 - (i) ensure that Customers receive notification of Updates within seventy-two (72) hours of Arctic Wolf making Updates available;
 - (ii) promptly notify Arctic Wolf in writing if Partner becomes aware any misuse or intent to misuse the Product;
 - (iii) not make any warranties, representations or covenants on Arctic Wolf's behalf; and
 - (iv) not agree to any terms and conditions that conflict with the General Terms, Technical Support Services, or Partner's obligations under this Product PDR or enlarge or expand Arctic Wolf's responsibilities or liabilities under the General Terms and Technical Support Services.
 - 2.2. Credential Verification.** Partner shall be responsible for verifying account details intended to authenticate the relevant user, such as usernames and passwords, prior to Customer access to and use of the Products. Partner will use commercially reasonable efforts to prevent any unauthorized use of the Products, MTC, or Partner Portal. In the event of actual or suspected unauthorized use of the Products, MTC, or Partner Portal, Partner will immediately notify Arctic Wolf in writing and take all steps necessary to terminate the unauthorized use. Partner will cooperate and assist with any actions taken by Arctic Wolf to prevent or terminate unauthorized use of the Products, Multi-Tenant Console, or Partner Portal.
 - 2.3. Alert Messages.** Upon receipt of any alert messages from Arctic Wolf, Partner shall promptly communicate such alert messages to its Customers in accordance with the terms agreed upon between Partner and Customer within the Transaction. Partner acknowledges and agrees that Partner is responsible for checking regularly for alert messages received from Arctic Wolf and is solely responsible for communicating such alert messages to Customers. Arctic Wolf shall have no liability to Customer for Partner's breach of this Section 4.3.
 - 2.4. Security Measures and Safeguards.** Partner shall, at Partner's sole expense, implement such security measures as Partner considers are appropriate, and which are, at all times, compliant with all applicable laws, lawful access, and data protection laws, to: (i) prevent any unauthorized access to or copying of the Product or unauthorized access thereto; and (ii) safeguard the data of Customers that comes into the possession of, or under the control of, Partner by virtue of providing the Products from unauthorized use or modification.
 - 2.5. Support Obligations for Products.** Technical Support Services shall be provided to Customer by Arctic Wolf and Partner in accordance with the AWTSS Terms and, with respect to Partner only, the AWPTSS Terms. Partner shall ensure that all Transactions with Customers expressly allow Arctic Wolf to communicate directly with Customers.