

## Appgate Software-as-a-Service (SaaS) Schedule

This Appgate Software-as-a-Service (SaaS) Schedule (this "Schedule") is entered into by and between Appgate Cybersecurity, Inc., a Delaware corporation ("Appgate"), and Customer, and is effective on the Effective Date for this Schedule. This Schedule is governed by that certain Appgate Master Agreement (the "MA") entered into by and between Customer, or its Affiliate, and Appgate, or its Affiliate, located at <https://www.appgate.com/pdfs/legal/Appgate-Master-Agreement.pdf>. In the event the MA is entered into by an Affiliate of Customer or Appgate, then the MA shall apply to this Schedule as if Customer or Appgate, as applicable, was a party thereto in lieu of the Affiliate of Customer or Appgate, as applicable. In the event the Order Form is entered into by an Affiliate of Appgate or Customer, then this Schedule shall apply to such Order Form as if such Affiliate of Appgate or Customer, as applicable, was a party hereto in lieu of Appgate or Customer, as applicable. Capitalized terms used, but not defined herein, shall have the meaning ascribed thereto in the MA.

### 1. Products; Fees.

a. Products. This Schedule sets forth the terms generally applicable to all SaaS Services and Professional Services purchased hereunder and Support provided hereunder (collectively, the "Products"), as well as terms applicable only to specific Products as noted herein. Appgate's licensed Software and Hosted Services offerings are not covered under this Schedule and require a separate Schedule. Customer, or an Affiliate thereof, may purchase Products from Appgate, or an Affiliate thereof, pursuant to an Order Form or through the Portal.

b. Fees. Customer will pay all applicable fees set forth in the relevant Order Form, any online purchasing website or portal made available by Appgate for Customer's use (the "Portal"), or otherwise agreed to be paid by Customer to Appgate pursuant to the Schedule Agreement. Except as set forth in the applicable Order Form or on the Portal or otherwise in the Schedule Agreement, (i) SaaS Service fees will be billed annually, in advance; (ii) varying or usage-based fees will be billed monthly in arrears; (iii) fees for hourly Professional Services engagements will be billed monthly in arrears; (iv) fees for fixed-fee Professional Services engagements will be billed in advance; and (v) any expenses to which Appgate is entitled to reimbursement hereunder will be billed monthly in arrears.

### 2. Grant of Right to Access and Use; Reservation of Rights.

a. Grant of Right to Access and Use. With respect to SaaS Services purchased by Customer, Appgate grants Customer a non-exclusive, non-transferable (except as expressly permitted in the Schedule Agreement) and non-sublicensable right to access and use such SaaS Service during the SaaS Service Term with respect thereto, solely for use by Authorized Users in accordance with the Permitted Use. A right to access and use a SaaS Service also includes the non-exclusive, non-transferable (except as expressly permitted in the Schedule Agreement) and non-sublicensable right for Customer to use the Documentation applicable to such SaaS Service solely in connection with Customer's use of such SaaS Service.

b. Reservation of Rights. Appgate reserves all rights not expressly granted to Customer in the Schedule Agreement. Except for the limited rights expressly granted under the Schedule Agreement, nothing in the Schedule Agreement grants, by implication, waiver,

estoppel, or otherwise, to Customer or any third party any intellectual property rights or other right, title or interest in or to the Appgate Intellectual Property. Notwithstanding anything in the Schedule Agreement to the contrary, rights to access and use SaaS Services are granted for the applicable term set forth herein, and in no event are SaaS Services sold, even if for convenience Appgate makes reference to words such as *sale* or *purchase* herein.

### 3. Use; Restrictions on Use; Customer Responsibilities; Customer's Accounts.

a. Use; Restrictions on Use. Customer shall not (and shall not allow any Authorized User to) use the SaaS Services or Documentation, as applicable, for any purposes beyond the scope of access with respect thereto granted in the Schedule Agreement. Customer shall not (and shall not allow any Authorized User to), directly or indirectly, (i) copy, modify or create derivative works of the SaaS Services or Documentation, as applicable, in whole or in part, (ii) rent, lease, lend, resell, sell, license, sublicense, assign, distribute, publish, transfer, or otherwise make available the SaaS Services, (iii) reverse engineer, disassemble, decompile, decode, adapt, or otherwise attempt to derive or gain access to any source code or software component of the SaaS Services, in whole or in part, (iv) remove any proprietary notices from the SaaS Services or Documentation, as applicable, or (v) use the SaaS Services or Documentation, as applicable, in any manner or for any purpose that infringes, misappropriates, or otherwise violates any intellectual property right or other right of any person, or that violates any applicable law. Customer acknowledges that a threatened or actual breach by it of this Section 3.a may result in immediate, irreparable harm to Appgate for which monetary damages may not be adequate compensation and, consequently, that Appgate shall be entitled, in addition to all other remedies available to it at law or equity, to seek (without any requirement to post bond) injunctive or other equitable relief to prevent such threatened or actual breach. Appgate may deploy the SaaS Services with technology that prohibits use of the SaaS Services beyond the SaaS Service Term or grant of right to access and use.

b. Customer Responsibilities. Customer is responsible and liable for all uses of the SaaS Services and Documentation, as applicable, resulting from access provided by Customer, directly or indirectly, whether such access or use is permitted by or in violation of the Schedule Agreement. Without limiting the generality of the foregoing, Customer is responsible for all acts and omissions of Authorized Users, and any act or omission by an Authorized User that would constitute a breach of the Schedule Agreement if taken by Customer will be deemed a breach of the Schedule Agreement by Customer.

c. Customer's Accounts. Customer and each Authorized User are responsible for maintaining the confidentiality of all username and password information with respect to the SaaS Services and for ensuring that any such username and password is not used by anyone to access the SaaS Services other than the Authorized User to which such username and password was issued. Customer is entirely responsible for any and all activities that occur under Customer's accounts and all charges incurred from use of the SaaS Services accessed using one of Customer's accounts, in either case resulting from access provided by Customer, directly or indirectly. Upon becoming aware of any unauthorized use of a Customer account or any other breach of security relating to a Customer account or the SaaS Services,

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Customer agrees to immediately notify Appgate. Appgate shall have no liability under the Schedule Agreement for any loss or damage arising from Customer's failure to comply with these requirements.

**4. Installation; Configuration; Instruction; Support.** Unless otherwise specified in an Order Form, Appgate has no responsibility for (a) assisting Customer in installing or configuring any of the SaaS Services, or (b) providing Customer instruction on use set forth in the Documentation with respect to such SaaS Services). Unless otherwise specified in an Order Form, Support is included for the SaaS Services in accordance with the applicable Support Terms with respect thereto.

**5. Professional Services.**

a. Professional Services. Appgate will provide Customer with professional services ("Professional Services") purchased on an Order Form or through the Portal.

b. Reimbursement of Expenses. Customer is responsible for reimbursing Appgate for all pre-approved reasonable, documented, out-of-pocket expenses incurred by Appgate in performing the Professional Services.

c. Customer's Obligations. Customer must: (i) provide Appgate personnel with such information, cooperation and support as may reasonably be required for Appgate to provide the Professional Services, (ii) permit Appgate personnel to access such of Customer's systems, networks, premises and property as is necessary to perform the Professional Services, and ensure that Appgate is granted sufficient consents, authorizations and licenses to access and use any third party systems, programs, or networks necessary to provide the Professional Services, (iii) ensure that all necessary consents, authorizations and licenses have been obtained so that Appgate's provision of the Professional Services does not breach any statutory or regulatory provisions (of whatever jurisdiction) relating to the use of and access to personal data or otherwise breach any applicable law, and (iv) ensure the health and safety of Appgate personnel engaged in providing the Professional Services at Customer's premises.

d. Work Product. Each Order Form may specify "Work Product" to be provided by Appgate. Once Appgate has received full and final payment for "Work Product", anything specified in an Order Form as "Work Product" will become the property of Customer at the moment such item is fixed in a tangible medium, all rights, title and interest therein will vest in Customer and Appgate shall permanently assign and transfer to Customer any and all of Appgate's right, title and interest in the Work Product, provided, that, Appgate retains all right, title and interest in any Appgate Intellectual Property incorporated into Work Product. To the extent any Appgate Intellectual Property is incorporated into Work Product, Customer is hereby granted a perpetual, worldwide, non-transferable (except as expressly permitted in the Schedule Agreement), non-exclusive, royalty-free, fully paid-up license to use such Appgate Intellectual Property solely in conjunction with the Work Product.

**6. Term; Termination; Effect of Expiration or Termination; Suspension.**

a. Term of this Schedule. The term of this Schedule will commence on the Effective Date and continue until terminated in accordance with the terms hereof.

b. Termination Upon Expiration or Termination of all Products. The Schedule Agreement will automatically terminate following expiration or termination of the last effective Product being provided or to be provided under this Schedule.

c. Term of Order Forms and Products. SaaS Services have a minimum term which begins on the billing commencement date ("BCD") and continues for the period set forth in the relevant Order Form or in the Portal (the "Initial Term"). Except as set forth in the applicable Order Form or in the Portal, as applicable, upon conclusion of the Initial Term or a renewal term, as applicable, (i) if the Initial Term is less than one (1) year, each SaaS Service will automatically renew for successive periods equal to the Initial Term, unless either party provides the other party with at least thirty (30) days advance written notice prior to the expiration of the then-current SaaS Service Term, and (ii) if the Initial Term is one (1) year or longer, each SaaS Service will automatically renew for successive periods of one (1) year, unless either party provides the other party with at least sixty (60) days advance written notice prior to the expiration of the then-current SaaS Service Term. With respect to a right to access and use a SaaS Service, the Initial Term and any renewal terms of such SaaS Service are collectively referred to as the "SaaS Service Term".

d. Effect of Expiration or Termination. Upon expiration or earlier termination of a SaaS Service for any reason, the right to access and use such SaaS Service granted by Appgate to Customer will also terminate. Upon termination of the right to access and use, Customer must immediately cease using the applicable SaaS Service and Documentation and, to the extent applicable, return, delete or destroy all copies thereof as well as all other Appgate Intellectual Property relating thereto (in each case, in whatever form). Upon Appgate's request, Customer will certify in writing to Appgate that Customer has performed the foregoing obligation. Except as set forth in the Schedule Agreement, (1) all of Customer's payment obligations under the Schedule Agreement are non-cancellable, non-refundable and non-contingent and (2) in the event of termination of a Product prior to the conclusion of the applicable SaaS Service Term or completion of the Professional Services engagement, as applicable, Customer shall, within thirty (30) days of such termination, be obligated to pay all of the unpaid charges and fees (both relating to periods of time prior to and after the termination date) with respect to such Product that would have been payable by Customer to Appgate had such Product not been terminated early.

e. Suspension of SaaS Services. Notwithstanding anything in the Schedule Agreement to the contrary, Appgate may immediately suspend Customer's and/or any Authorized User's access to all or any portion of the SaaS Services if Appgate reasonably believes that (i) Customer or any Authorized User's use of the Appgate Intellectual Property in violation of the Schedule Agreement disrupts or poses a security risk to the Appgate Intellectual Property or to any other customer or vendor of Appgate, (ii) Customer, or any Authorized User, is using the Appgate Intellectual Property for fraudulent or illegal activities, (iii) Appgate's provision of the SaaS Services to Customer or any Authorized User is prohibited by applicable law, or (iv) Customer or

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any Authorized User is accessing or using any of the Appgate Intellectual Property in violation of the Schedule Agreement. Appgate shall also have the right to immediately suspend Customer's and any Authorized User's access to all or any portion of the SaaS Services if Customer fails to make any payment when due under the Schedule Agreement and such failure continues for ten (10) days after Customer's receipt of written notice of such failure from Appgate. Any suspension by Appgate pursuant to this Section 6.e, shall be deemed a "Service Suspension". Appgate shall exercise commercially reasonable efforts to notify Customer prior to suspending any SaaS Service pursuant to this Section 6.e. In the event Appgate does not notify Customer prior to suspending any SaaS Service in accordance with this Section 6.e, Appgate shall notify Customer of the Service Suspension as promptly as reasonably practical thereafter. In the event of any Service Suspension pursuant to this Section 6.e, Customer shall continue to be obligated to pay the fees for the SaaS Services during such period of suspension. If Appgate suspends a SaaS Service, unless Appgate has subsequently terminated such SaaS Service in accordance with the terms of the Schedule Agreement, Appgate will resume the suspended SaaS Service as soon as reasonably practical after Appgate is reasonably satisfied that the reason giving Appgate the right to suspend has been cured or resolved, as applicable. Appgate will have no liability for any damage, liabilities, losses (including any loss of data or profits), or any other consequences that Customer or any Authorized User may incur as a result of a Service Suspension.

7. **Billing Commencement Date (BCD) (SaaS Services).** The BCD for a SaaS Service is the earlier to occur of (a) the later to occur of (i) if applicable, the date specified in the Order Form as the date on which the SaaS Service Term commences and (ii) the date the SaaS Service is made available to Customer for use and (b) the date that the SaaS Service is used by Customer. In the event an Order Form specifies a date range for the Initial Term of the SaaS Service (e.g., January 15 of year 1 to January 14 of year 2), as applicable, as opposed to a set term (e.g., one (1) year), but the BCD for such SaaS Service is a different date than the date specified in the Order Form as the date on which the Initial Term of the SaaS Service commences (e.g., the BCD is January 5 of year 1 instead of January 15), the Initial Term of such SaaS Service shall commence on the BCD for such SaaS Service and continue for the period of time that the Initial Term of such SaaS Service was intended to be for (e.g., one (1) year commencing on January 5 of year 1 and ending on January 4 of year 2).

8. **INDIRECT/CONSEQUENTIAL DAMAGES WAIVER AND DAMAGE CAP.** NOTWITHSTANDING ANYTHING IN THE SCHEDULE AGREEMENT TO THE CONTRARY, (A) CUSTOMER'S OBLIGATIONS TO DEFEND, INDEMNIFY AND HOLD HARMLESS INDEMNIFIED PARTIES IN SECTION 9 SHALL NOT BE SUBJECT TO THE INDIRECT/CONSEQUENTIAL DAMAGES WAIVER OR DAMAGE CAP (AS EACH SUCH TERM IS DEFINED IN THE MA) AND (B) ALL OF APPGATE'S OBLIGATIONS WITH RESPECT TO CUSTOMER DATA, IF ANY, SHALL BE SUBJECT TO BOTH THE INDIRECT/CONSEQUENTIAL DAMAGES WAIVER AND THE DAMAGE CAP.

9. **Indemnification.**

a. **Customer Indemnification.** Customer will defend, indemnify and hold harmless Appgate, its Affiliates and each of their respective agents, officers, directors, representatives and employees from and against all Claims, to the extent arising from (i) any use of the SaaS Service other than in accordance with the Documentation and the Schedule Agreement, (ii) a modification to the SaaS Service made or

caused by Customer or any other party acting on behalf of Customer, (iii) any customer data, (iv) use of the SaaS Service in violation of applicable law or for any other unauthorized purposes, (v) use of the SaaS Service after termination of the SaaS Service Term with respect thereto, (vi) use of the SaaS Service in combination with any hardware, software, application, equipment, technology or material that was not provided by Appgate, (vii) Customer's (or any Authorized User's) failure to use any new or corrected version of the SaaS Service made available by Appgate to Customer, or (viii) Customer's or any Authorized User's negligence or willful misconduct.

b. **Indemnification Process.** Customer's obligations under this Section 9 are contingent upon the indemnified party (i) providing prompt written notice to Customer of such Claim (provided, however, that any failure or delay in notice shall not affect any of the indemnified party's rights hereunder except to the extent Customer is materially prejudiced thereby), (ii) allowing Customer to control the defense and any related settlement of any such Claim, and (iii) furnishing Customer with reasonable assistance, at Customer's sole cost and expense, in the defense or settlement of any such Claim. The indemnified party shall have the right to participate in the defense of such Claim with counsel of its own choosing at its own expense. Customer shall not enter into any settlement of any such Claim without the prior written consent of the indemnified party (such consent not to be unreasonably withheld, conditioned or delayed) if the indemnified party's rights would be directly and materially impaired thereby. For the avoidance of doubt, any settlement that does not include a full and unconditional release of the indemnified party from any and all liability arising out of the Claim, shall be deemed to directly and materially impair the indemnified party's rights.

10. **Warranties.**

a. **Professional Services Warranties.** Appgate warrants that (i) it and the Appgate personnel performing the Professional Services have the necessary knowledge, skills, experience, and qualifications to perform the Professional Services in accordance with the applicable Order Form(s), and (ii) the Professional Services will be performed in a professional and workmanlike manner in accordance with generally accepted industry standards.

b. **Support Warranties.** Appgate warrants that (i) it and the Appgate personnel performing the Support have the necessary knowledge, skills, experience, and qualifications to perform the Support in accordance with the applicable Support Terms, and (ii) the Support will be performed in a professional and workmanlike manner in accordance with generally accepted industry standards.

11. **Intellectual Property Ownership; Feedback; Customer Data.**

a. **Appgate Intellectual Property.** Customer acknowledges that, as between Customer and Appgate, Appgate owns all right, title and interest, including all intellectual property rights, in and to Appgate Intellectual Property.

b. **Feedback.** Appgate encourages Customer to provide suggestions, proposals, ideas, recommendations and other feedback (collectively, "Feedback") regarding changes or improvements (including, without limitation, new features or functionality relating thereto) to Appgate Intellectual Property. To the extent Customer provides such Feedback, notwithstanding the definition of

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“Confidential Information” in the Schedule Agreement to the contrary, in no event shall any such Feedback be deemed to be Customer’s Confidential Information. Appgate shall have the right to make, use, sell, offer for sale, import and otherwise exploit such Feedback (including by incorporation of such Feedback into Appgate Intellectual Property) without restriction. Customer hereby assigns to Appgate on Customer’s behalf, and on behalf of its employees, contractors and/or agents, all right, title and interest in, and Appgate is free to use, without any attribution or compensation to any party, any ideas, know-how, concepts, techniques or other intellectual property rights contained in the Feedback, for any purpose whatsoever, although Appgate is not required to use any Feedback.

c. **Customer Data.** Appgate acknowledges that, as between Appgate and Customer, Customer owns all right, title and interest, including all intellectual property rights, in and to the Customer Data. Customer hereby grants to Appgate a non-exclusive, royalty-free, worldwide license to reproduce, distribute and otherwise use and display the Customer Data and perform all acts with respect to the Customer Data as may be necessary for Appgate to provide the SaaS Services to Customer. Upon expiration or termination of the SaaS Service Term, Customer shall have no further access to any of the Customer Data used in connection with the SaaS Service or any configurations used in connection with the SaaS Service. Appgate shall provide any such Customer Data to Customer in Appgate’s standard database export format upon receipt of Customer’s request within thirty (30) days of expiration or termination of the SaaS Service Term. After thirty (30) days following expiration or termination of the SaaS Service Term, if Customer has not requested the return of its Customer Data, Appgate shall have no obligation to maintain or provide any Customer Data and shall thereafter, unless legally prohibited, have the right to delete all Customer Data in its systems or otherwise in its possession or under its control.

12. **Auditing Rights and Required Records.** Customer agrees to maintain complete and accurate records in accordance with generally accepted accounting principles during the term of the Schedule Agreement and for a period of two (2) years after termination or expiration of the Schedule Agreement with respect to matters necessary for accurately determining amounts due by Customer hereunder and Customer’s compliance with the Schedule Agreement. Appgate may, at its own expense, on reasonable prior notice, periodically inspect and audit Customer’s records with respect to matters covered by the Schedule Agreement. If such inspection and audit reveals that Customer has underpaid Appgate with respect to any amounts due and payable during the term of the Schedule Agreement, Customer shall promptly pay the amounts necessary to rectify such underpayment, together with interest in accordance with the MA, and reimburse Appgate for the costs of conducting such audit. In the event any such underpayment is the result of Customer’s use of a SaaS Service expanding beyond the Permitted Use or number of permitted Authorized Users, the amounts owed by Customer to Appgate for such underpayment shall be based on Appgate’s then-current list prices applicable to such expanded use. Such inspection and auditing rights will extend throughout the term of the Schedule Agreement and continue for a period of two (2) years after the termination or expiration of the Schedule Agreement.

13. **Uniform Computer Information Transactions Act and United Nations Convention on Contracts for the International Sale of Goods.** Notwithstanding anything in the Schedule Agreement to the contrary, including, for the avoidance of doubt, the “Governing Law”

and “Venue” sections of the MA, in no event shall the Uniform Computer Information Transaction Act or the United Nations Convention on Contracts for the International Sale of Goods apply to the Schedule Agreement.

14. **Export Regulation.** The Products, the underlying software and technology and the Documentation may be subject to US export controls and sanctions laws and regulations, including, without limitation, the US Export Administration Regulations and the various economic sanctions measures administered by the US Department of the Treasury’s Office of Foreign Assets Control (“OFAC”). Customer shall not, directly or indirectly, sell, export, re-export, transfer, re-transfer, provide or release the Products, the underlying software or technology or the Documentation to, or make the Products, the underlying software or technology or the Documentation accessible from, any jurisdiction, country, person or entity without first securing all applicable U.S. government export authorizations, nor will Customer sell, export, re-export, transfer, re-transfer, provide or release the Products, the underlying software or technology or the Documentation to any jurisdiction, country, person or entity, or for any end-use, that is prohibited by applicable law, rule, or regulation. Customer shall not, directly or indirectly, sell, export, re-export, transfer, re-transfer, provide or release the Products, the underlying software or technology or the Documentation to any party named on OFAC’s Specially Designated Nationals list or any other U.S. government list of prohibited parties, or to any entity owned 50% or more in the aggregate by any sanctioned party or parties, nor shall Customer use the Products, underlying software or technology, or the Documentation, directly or indirectly, in connection with any prohibited party. Customer shall comply with all applicable federal laws, regulations, and rules, and complete all required undertakings (including obtaining any necessary export license or other governmental approval), prior to exporting, re-exporting, transferring, re-transferring, providing or releasing, or otherwise making the Products or the underlying software or technology or the Documentation available outside the US.

15. **Modifications to Support Terms/SLAs.** Unless a modification is required by applicable law or industry standard, if Appgate modifies applicable Support Terms pursuant to the definition of “Support Terms” in Section 16 or an applicable SLA pursuant to the definition of “SLA” in Section 16 (“Support Terms/SLA Change”) and Customer believes that its use of a Product is, or its rights or obligations with respect to a Product are, materially and adversely affected by the Support Terms/SLA Change, Customer may, at any time prior to the effective date of such Support Terms/SLA Change, send written notice to Appgate indicating such Product(s) and including details sufficient to demonstrate the adverse material affect. With respect to any Products set forth in Customer’s written notice that Customer and Appgate mutually agree that the Support Terms/SLA Change materially and adversely affects Customer’s use of such Products, or Customer’s rights or obligations with respect to such Products (the “Affected Products”), Appgate may (a) agree to waive the applicability of the Support Terms/SLA Change with respect to the Affected Products, provided, that, any such waiver shall not be made by Appgate until the parties execute an amendment to the Schedule Agreement setting forth the terms of such waiver, or (b) decline to waive the applicability of the Support Terms/SLA Change with respect to the Affected Products. In the event Appgate declines to waive the applicability of the Support Terms/SLA Change with respect to the Affected Products, Customer may, within thirty (30) days of receipt of Appgate’s written notice of Appgate’s election to do so, terminate the Affected Products by providing written notice of such termination to Appgate, with such

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termination to be effective as of the date set forth in Customer's written notice to Appgate, but no later than ninety (90) days from Customer's receipt of such notice from Appgate. In the event Customer terminates a Product pursuant to this Section 15, Customer will be entitled to a refund of all pre-paid fees with respect to such terminated Product which relate to periods of time following such termination.

## 16. Definitions.

a. "Authorized User" means an employee, representative or agent of Customer who is authorized by Customer to access and use the SaaS Services purchased hereunder and Documentation applicable to such SaaS Service solely in connection with the use of such SaaS Service. In the event an Order Form sets forth limitations on the number and/or type of Authorized Users permitted with respect to the SaaS Service purchased thereunder, Customer shall be required to comply with all such limitations. Each Authorized User shall be required to have a unique username and password. Such username and password shall be personal to such Authorized User and Customer shall not permit an Authorized User to, and an Authorized User shall not, share its username and password with other Authorized Users.

b. "Appgate Intellectual Property" means the SaaS Services, Documentation, any and all intellectual property provided to Customer or any Authorized User in connection with the foregoing and any other Appgate intellectual property.

c. "Customer Data" shall mean data, information, material or other content (but in all cases excluding Appgate's Confidential Information and Appgate Intellectual Property), in any form or medium, that is submitted, posted, uploaded, transmitted, processed or stored by or on behalf of Customer to, through or in, as the case may be, the SaaS Services.

d. "Documentation" means Appgate's then-current user manuals, handbooks, training materials, technical manuals and guides relating to the SaaS Services.

e. "Order Form" means an order form, quote, statement of work or other ordering document that is signed by Customer, or an Affiliate thereof, and Appgate, or an Affiliate thereof, and includes the types and details of the specific Products ordered by Customer and agreed to be provided by Appgate. Any Products purchased by Customer through the Portal will be deemed to be purchased pursuant to an "Order Form" notwithstanding that the Products are purchased through the Portal and neither party physically or electronically executed an actual "Order Form" document.

f. "Permitted Use" means use of the SaaS Service solely in accordance with the Documentation and by an Authorized User for the benefit of Customer in the ordinary course of its internal business operations and in accordance with all of the applicable terms and conditions of the Schedule Agreement, including, without limitation, any terms, conditions and limitations set forth in the Order Form with respect to the SaaS Service (e.g., maximum number of computers that may access the SaaS Service, limitation on locations that the SaaS Services may be accessed from).

g. "SaaS Services" means the Appgate software-as-a-service product offering purchased by Customer from Appgate under an Order

Form. Appgate reserves the right, in its sole discretion, to make any changes to the SaaS Services that it deems necessary or useful including, but not limited to doing so for one or more of the following reasons: (i) maintain or enhance: (a) the quality or delivery of Appgate's SaaS Services to its customers, (b) the competitive strength of or market for Appgate's SaaS Services or (c) the SaaS Services' cost efficiency or performance; or (ii) comply with applicable law.

h. "Schedule Agreement" means (i) the MA (but only to the extent the MA applies to this Schedule), (ii) this Schedule, (iii) all Order Forms and applicable Support Terms, SLAs and Documentation, and (iv) any other document governed by, or that is incorporated by reference into, the MA (but only to the extent such document applies to this Schedule), this Schedule or any of the documents referred to in subclause (iii) hereof.

i. "SLA" means the service level agreement located at <https://www.Appgate.com/legal/product-and-service-terms-and-conditions/cybersecurity-terms-and-conditions>, if any, applicable to the SaaS Services purchased by Customer hereunder which may be modified by Appgate from time to time by posting an updated SLA at such website or a successor website and providing at least thirty (30) days advance notice to Customer. In the event such notice does not specify the date such modification is effective as of, such modification shall be effective thirty (30) days after Customer's receipt of such notice.

j. "Support" means the maintenance and support services specified in the Support Terms.

k. "Support Terms" means the support terms located at <https://www.Appgate.com/legal/product-and-service-terms-and-conditions/cybersecurity-terms-and-conditions>, if any, applicable to the SaaS Services purchased by Customer hereunder which may be modified by Appgate from time to time by posting updated support terms at such website or a successor website and providing at least thirty (30) days advance notice to Customer. In the event such notice does not specify the date such modification is effective as of, such modification shall be effective thirty (30) days after Customer's receipt of such notice. Notwithstanding anything in the Support Terms to the contrary, in no event shall Appgate have any obligation to provide Support to the extent the issue for which Support is being requested resulted from (1) any use of the SaaS Services other than in accordance with the Documentation and the Schedule Agreement, (2) a modification to the SaaS Services made or caused by Customer or any other party acting on behalf of Customer, (3) any customer data, (4) use of the SaaS Services in violation of applicable law, (5) use of the SaaS Services in combination with any hardware, software, application, equipment, technology or material that was not provided by Appgate, (6) Customer's or any Authorized User's failure to use any new or corrected version of the SaaS Service made available by Appgate to Customer (unless the Support Terms expressly state that Support will be provided for a particular older version), (7) a defect in the version of the SaaS Service being used by Customer that has been corrected in a new or corrected version of the SaaS Service that has been made available by Appgate to Customer (regardless of whether the Support Terms expressly state that Support will be provided for such version of the SaaS Service being used by Customer), or (8) Customer's or any Authorized User's negligence or willful misconduct.