

## CHRONOSPHERE ADDENDUM

This addendum for Chronosphere Services (“**Addendum**”) amends and forms part of the End User License Agreement found at <http://www.paloaltonetworks.com/legal/eula> (the “**Agreement**”). This Addendum sets forth additional terms and conditions under which the Customer is entitled to access and use Chronosphere Services (as defined below). To the extent that any of the terms or conditions contained in this Addendum contradict or conflict with any of the terms or conditions of the Agreement, the terms of this Addendum shall prevail. Except as set forth in this Addendum, all of the terms and conditions of the Agreement remain in effect. Capitalized terms used but not defined herein shall have the meaning set forth in the Agreement except as otherwise stated.

### 1. SUPPLEMENTAL DEFINITIONS AND RELATED TERMS

- 1.1. **Chronosphere Services.** Subject to Customer’s ongoing compliance with this Agreement (including timely payment of all applicable fees), Chronosphere grants Customer and its Authorized Users a non-exclusive, non-transferable right, during the license term purchased, to access and use, solely for Customer’s internal business purposes, Chronosphere’s hosted services expressly identified on each mutually executed order form where applicable (each, an “**Order**” or “**Order Form**”) and any associated software components (collectively, the “**Chronosphere Service(s)**”), subject to the usage limitations set forth on the applicable Order. “**Authorized User**” means an employee, agent or contractor of Customer who has been supplied user credentials for the Chronosphere Service by Customer or by Chronosphere at Customer’s request.
- 1.2. **Software.** If the Customer receives a license to downloadable software from Chronosphere in connection with the Chronosphere Service (“**Chronosphere Software**”), then Chronosphere hereby grants to Customer a non-exclusive, non-transferable, non-sublicensable right and license under Chronosphere’s rights in the Chronosphere Software to install and operate the Chronosphere Software in accordance with all applicable Chronosphere Documentation and the restrictions set forth in this Agreement (including the applicable Order).
- 1.3. **APIs.** If an Order indicates that Customer will receive access to an application programming interface, or if Chronosphere provides credentials to Customer that enable Customer to access a Chronosphere-provided application programming interface in connection with the Chronosphere Service (each, a “**Chronosphere API**”), then Chronosphere hereby grants Customer a non-exclusive, non-transferable and non-sublicensable right to access and use such API solely (i) for the license term purchased as set forth in such Order and (ii) in accordance with the restrictions set forth in this Agreement (including the applicable Order). Without limiting the foregoing, Customer will comply with any volume or other usage-based restrictions described in the Order.
- 1.4. **Documentation.** To the extent that the Chronosphere Technology (as defined below) is accompanied by any Chronosphere-provided user manuals, help files, specification sheets, or other documentation, in whatever form (“**Documentation**”), Chronosphere hereby grants to Customer a non-exclusive, non-transferable, non-sublicensable right and license under Chronosphere’s rights in the Documentation to use such Documentation solely to enable Customer to exercise its rights to the Chronosphere Technology under this Agreement.
- 1.5. **Service Levels, Technical Consultation Services, Customer Success Services.** Chronosphere will make the Chronosphere Service available in accordance with the service levels set forth in attachments to an Order Form as applicable (the “**SLA**”). Customer’s sole and exclusive remedy for Chronosphere’s failure to meet the SLA will be the service credits set forth in the SLA. Chronosphere may make Technical Consultation Services and Customer Support Services available in accordance with the terms set forth in attachments to an Order Form as applicable.
- 1.6. **Chronosphere Technology.** Chronosphere Services, Chronosphere Software, Chronosphere APIs, Chronosphere Documentation and evaluation offerings, as applicable (including all technology constituting or used to provide such service) and Chronosphere’s data (collectively, “**Chronosphere Technology**”), shall be considered a Product as defined in the Agreement.

### 2. CUSTOMER RESPONSIBILITIES

Customer represents and warrants that it has obtained and shall maintain for the license term purchased any required rights, authorizations, and consents from applicable third parties that are required for Palo Alto Networks to process Customer Data via third-party technologies or services on Customer’s behalf or to provide integrations with third-party technologies or services in connection with Chronosphere Services in accordance with the terms of this Agreement (collectively, “**Integrations**”). Customer agrees that, by using an Integration, Customer hereby consents to and instructs Palo Alto Networks to share any Customer Data with or via such Integrations as would reasonably be expected to facilitate the purpose of such Integration. Customer is responsible

for complying with all applicable terms, policies and licenses governing access and use of such Integrations and associated data (collectively, “**Third-Party Terms**”) in connection with Chronosphere Services. Customer will defend, indemnify, and hold Palo Alto Networks harmless against all liabilities, damages, losses, costs, fees (including legal fees), and expenses to the extent arising from violation of this Section or any Third-Party Terms, without being subject to limitation of liability that may be set forth in the Agreement; provided that Palo Alto Networks will provide Customer with (i) prompt written notice of, and (ii) all information and assistance reasonably requested by Customer in connection with the defense or settlement of, any such claim. Customer shall not enter any settlement that includes admissions affecting Palo Alto Networks without Palo Alto Networks’ prior written consent.

### **3. PAYMENT**

The following payment terms may not apply for purchases made through authorized resellers, which may be subject to separate purchasing terms agreed upon by Customer:

- 3.1. Fees.** Customer agrees to pay Chronosphere the fees and any other amounts owing under this Agreement and as specified in the applicable Order (“**Fees**”). Fees are calculated based on Customer’s usage in accordance with the pricing set forth in the Order.
- 3.2. Payment.** Fees are due and payable in United States dollars on the terms set forth in the applicable Order Form, without deduction or setoff. Interest accrues from the due date at the lesser rate of 1.5% per month or the highest rate allowed by law. Customer will reimburse any costs or expenses (including, but not limited to, reasonable attorneys’ fees) incurred by Chronosphere to collect any amount that is not paid when due. Amounts due from Customer under this Agreement may not be withheld or offset by Customer against amounts due to Customer for any reason.
- 3.3. Taxes.** Customer must pay all federal, state, local, sales, use, value added, excise, or other taxes, fees, or duties arising out of this Agreement or the transactions contemplated by this Agreement (other than taxes based on Chronosphere’s net income).