

FORESCOUT TECHNOLOGIES, INC
ACTIVECARE MAINTENANCE AND SUPPORT POLICY

1. DEFINITIONS.

“**ActiveCare**” means ForeScout’s support and maintenance services as described herein that are either ActiveCare Basic or ActiveCare Advanced.

“**Affiliate**” means an entity that controls (i.e. parent), is controlled by (i.e. subsidiary), or under common control with (i.e. sister) a party to this Agreement.

“**Device Count**” is the maximum number of Devices monitored by the Products, as specified in the Order, using either a MAC address and/or IP address, whether onsite, offsite or detected by the Products via third-party integrations. For purposes of this definition, “**Devices**” include user endpoints (e.g., laptops, tablets and smartphones), network infrastructure devices (e.g., switches, routers and access points), non-user devices (e.g., printers, IP phones, security/medical/manufacturing equipment), and virtual machines. A Device may be counted more than once if it uses multiple MAC addresses and/or IP addresses. Device information is retained by the Products, whether the Device is online or offline, from initial detection until the information is purged, based on policies selected by Customer. The terms “**endpoint**” or “**device**” used in any documentation provided by ForeScout shall mean a Device for the purposes of the Device Count.

“**Error**” means any of the three (3) severity level errors in the Products, as more fully described in **Exhibit A (Technical Support and Escalation Process)**.

“**Fix**” means the repair or replacement of Product(s), including the Hardware, or the object or executable code of the Software, to remedy an Error.

“**Hardware**” means ForeScout’s proprietary hardware appliance or applicable hardware component.

“**Plugin(s)**” means the plugins that are included in the Software without any additional charge to Customer and any plugins in any software modules ordered by Customer from ForeScout for use with the Software which provide additional functionality.

“**Premier Hours**” means twenty-four (24) hours a day, seven (7) days a week, and three hundred and sixty-five (365) days a year during the Term.

“**Product(s)**” means the Hardware and the Software provided by ForeScout.

“**Regular Hours**” means 8:00AM to 5:00PM in Customer’s local time zone during the Term. If the Products are in multiple locations with different time zones, Customer shall designate the controlling time zone for determining Regular Hours.

“**Service Packs**” means a single installable package of minor updates, fixes and enhancements for the CounterACT software.

“**Software**” means the CounterACT software programs installed on the Hardware or downloaded electronically which provide the network scanning functionality, the Plugins, Service Packs, bug fixes, and any other updates provided by ForeScout under this Agreement.

“**Term**” means the duration of the initial Term, as specified in the ActiveCare Certificate provided by

ForeScout to Customer, and any renewal terms of the applicable ActiveCare services.

“**Workaround**” means a change in the procedures or instructions provided by ForeScout to Customer in writing to avoid an Error without substantially impairing Customer’s use of the Products.

2. FEES.

2.1. Scope. The terms of this Section 2 (*Fees*) only apply if Customer purchases ActiveCare directly from ForeScout. If Customer purchases ActiveCare from a distributor or reseller, the applicable price and payment terms are determined by Customer’s agreement with such distributor or reseller.

2.2. Fees and Payment. ForeScout shall invoice Customer for the applicable ActiveCare fees under this Agreement. All invoices shall be payable by Customer within thirty (30) days of the date of each invoice. ForeScout shall subject all past due payments of undisputed amounts to interest accruing thereafter at the lesser of 1.5% per month or the highest lawful rate.

2.3. Taxes. ActiveCare fees are exclusive of all taxes, including sales, use, personal property, value-added, excise, customs fees, import duties, stamp duties and any other similar taxes and duties, including penalties and interest, imposed by any United States federal, state, provincial or local government entity or any non-US government entity. Customer agrees to pay all such taxes due in respect of the ActiveCare services which will be added to the total amount invoiced to Customer, unless Customer furnishes ForeScout with a valid resale or exemption certificate. If Customer is required by law to make any deduction or to withhold from any amount payable to ForeScout hereunder, then the amount payable by Customer upon which the deduction or withholding is based shall be increased to the extent necessary to ensure that, after such deduction or withholding, ForeScout receives and retains, free from liability for such deduction or withholding, a net amount equal to the amount ForeScout would have received and retained in the absence of such required deduction or withholding. In the event that ForeScout is required to or does pay any taxes for which Customer is responsible, Customer, upon being advised of these payments, will immediately repay the amount thereof to ForeScout.

3. TERM.

3.1. Initial Term. Provided that Customer has paid the applicable ActiveCare fees, the initial Term for each Product shall commence on the date such Product is shipped or, for a virtual Product, the date on which it is first made available electronically. A Product’s shipment date is set forth on the ForeScout packaging material.

3.2. Renewal Term. Licensee may elect to renew its ActiveCare Term and, if ActiveCare is purchased directly from ForeScout, all renewal Terms shall be at ForeScout’s then-current prices unless otherwise agreed in writing by ForeScout. ForeScout will invoice Customer for the renewal Term ninety (90) days prior to the expiration of the then-current Term. Renewal Terms are only available in twelve (12) month

increments. All renewal Terms, including those following a Lapsed Coverage Period (as defined below), shall commence on the day after the expiration date of the previous Term.

3.3. Lapsed Coverage Period. Customer shall ensure that its ActiveCare Terms are contiguous so there are no gaps in ActiveCare coverage. In no event shall ForeScout be responsible for providing ActiveCare support for any Products during any period of time in which ActiveCare has lapsed due to Customer’s failure to pay applicable fees (“**Lapsed Coverage Period**”). In order for Customer to resume ActiveCare after a Lapsed Coverage Period, Customer must (i) renew ActiveCare for a minimum of a one (1) year term; and (ii) pay the then-current ActiveCare fees for duration of the Lapsed Coverage Period, prorated as applicable; and (iii) pay an amount equal to five percent (5%) of the amount set forth in subsection (ii) to compensate ForeScout for costs incurred to bring Customer’s implementation into compliance with current Software and Hardware releases. After Customer pays the foregoing amounts in full, the effective date of the renewal Term shall be the date following the expiration date of the previous ActiveCare Term.

3.4. Termination. Either party may terminate this Agreement for the other party’s material breach that is not cured within thirty (30) days of the date of receipt of notice of the breach from the non-breaching party. In the event of any termination of this Agreement, Customer agrees to pay ForeScout, within fifteen (15) days from date of termination, all earned and unpaid fees for ActiveCare services, whether invoiced or work in process, up to the effective date of termination. Any unearned payments made in advance to ForeScout are non-refundable. Sections 3.4 (*Termination*), 9 (*Ownership and Use*), 10 (*Warranties; Disclaimer*), 11 (*Confidential Information*), 13 (*Limitation of Liability*), 14 (*Non-Solicitation*), 15.3 (*Compliance with Laws*) and 16 (*General*) shall survive termination or expiration of this Agreement for any reason.

4. SCOPE OF ACTIVECARE.

4.1. Upon payment of the ActiveCare fees, ForeScout will provide ongoing maintenance and support services for Products as detailed below and address any Error in accordance with Section 5 (*Error Severity Levels*). All services provided under ActiveCare shall be conducted in the English language. ForeScout shall use commercially reasonable efforts to provide the services set forth in this Section 4 during Regular Hours for ActiveCare Basic or Premier Hours for ActiveCare Advanced, as applicable.

4.1.1. ForeScout Support

(i) Customer shall have direct access to ForeScout’s support team (“**ForeScout Support**”) through a list of persons designated by Customer in writing (“**Authorized Contact Persons**”). If Customer needs to add additional names to its Authorized Contact Persons list, Customer must notify ForeScout in advance, and the parties shall mutually determine an arrangement. Such Authorized Contact Persons must have adequate technical expertise or otherwise be trained in administering or managing the Products



to assist ForeScout Support in troubleshooting Errors. All inquiries to ForeScout Support must be made by an Authorized Contact Person and ForeScout will have no obligation to accept calls directly from, or otherwise interact directly with personnel other than an Authorized Contact Person.

(ii) For ActiveCare Basic, ForeScout Support will respond to Customer during Regular Hours within three (3) business hours of Customer's contacting ForeScout. For ActiveCare Advanced, ForeScout Support will respond to Customer during Premier Hours within three (3) hours of Customer's contacting ForeScout. Contact methods are provided in **Exhibit A** (*Technical Support and Escalation Process*).

4.2.1. Software Updates

(i) Customer shall receive software releases or updates that ForeScout, in its discretion, makes generally available without additional charge.

(ii) Use of certain Software updates, including those related to Plugins, may require Customer to purchase additional Products and/or third party products, which are not provided to Customer under ActiveCare. In addition, Customer shall pay any Third-Party Sublicensing Fee(s) require for use of a Plugin or other Software, as applicable. A "Third-Party Sublicensing Fee" means any licensing fee required by a third party to allow the Plugin or other Software to interoperate with products or functionality provided by such third party.

(iii) ForeScout will make commercially reasonable efforts to accommodate Customer's requests for modifications to the Software; however, ForeScout is under no obligation to incorporate those requests in future releases of any Software.

(iv) In the event that Customer's ActiveCare Term has expired or is otherwise no longer valid, and Customer downloads and uses Plugins, Service Packs, or other Software releases or updates that ForeScout makes generally available under ActiveCare, ForeScout will invoice Customer for the then-current list price for one (1) year of ActiveCare fees.

4.3.1. Advanced Hardware Replacement

(i) ForeScout will provide Hardware replacement for a defective Product in advance of Customer's return of the defective Product, provided that Customer immediately notifies ForeScout in writing of such defect and requests a Return Material Authorization ("RMA"). If ForeScout approves the return request and issues the RMA, (a) for shipments to U.S. locations under ActiveCare Basic, ForeScout will deliver the replacement Hardware within five (5) business days from ForeScout's issuance of the RMA; (b) for shipments to U.S. locations under ActiveCare Advanced, ForeScout will deliver the replacement Hardware within two (2) business days from ForeScout's issuance of the RMA. ForeScout cannot guarantee delivery times for shipments outside the U.S. as transportation issues, alternative routing, and customs clearance may delay delivery.

(ii) Customer shall pack the Hardware to protect it from damage while in transit and ship the defective Hardware to ForeScout, with the RMA number clearly displayed on the exterior of the package.

(iii) If, after attempting to repair the Hardware, ForeScout finds no Error in the Hardware, ForeScout

reserves the right to charge Customer a reasonable replacement charge.

(iv) If ForeScout does not receive the defective Hardware within thirty (30) days of ForeScout's issuance of the RMA, ForeScout will invoice Customer a replacement fee equal to the then-current list price of the applicable Product.

5. ERROR SEVERITY LEVELS.

5.1. ForeScout will exercise commercially reasonable efforts to correct any Error reported to ForeScout by Customer in the Products. Upon ForeScout's receipt of notice of an Error, ForeScout will assign the Error one of the severity levels and may escalate the Errors in accordance with **Exhibit A** (*Technical Support and Escalation Process*).

5.2. Customer is responsible for providing sufficient information and data as reasonably requested to allow ForeScout to correct the Error. Customer acknowledges that ForeScout will not be responsible for any loss or damages resulting from a failure by Customer to provide such information or data, or otherwise assist ForeScout as and when reasonably requested. If ForeScout believes that any Error reported by Customer is not an Error caused by the Products, ForeScout will so notify Customer and will not be under any further obligation whatsoever to remedy the error.

5.3. If ForeScout fixes an Error in the most current Software release, then ForeScout shall have no obligation to fix the same Error in any prior Software release. Customer acknowledges that it will need to upgrade to the current Software release in order to obtain the benefit of such fix.

6. SUPPORT OF SOFTWARE VERSIONS.

6.1. CounterACT. ForeScout will always support the two (2) most recent CounterACT software releases that ForeScout makes generally available ("GA") to its customers. In addition, all GA CounterACT software releases are supported for at least twelve (12) months from their initial release date. Customer acknowledges that the resolution of any Error may require Customer to upgrade the CounterACT software to its current version. To allow Customer the time to upgrade to a supported CounterACT software release, any CounterACT release moving out of support will remain supported for an additional ninety (90) days following the release date of the most recent supported GA CounterACT release. CounterACT software releases are numbered x.y.z, where "x", "y" and "z" represent major, medium and minor releases respectively.

6.2. Plugins. For each Plugin, ForeScout will always support the most recent version. In addition, ForeScout will continue to support a previous version of any given Plugin for twelve (12) months following the initial release date of its next version.

6.3. Service Packs. ForeScout will always support the most recent Service Pack version. In addition, ForeScout will continue to support a previous Service Pack version for twelve (12) months following the initial release date of the next version.

7. CUSTOMER RESPONSIBILITIES.

7.1. Customer agrees to: (i) ensure that its environment complies with all applicable ForeScout published system specifications; (ii) follow ForeScout's procedures, including those specified herein, when

contacting ForeScout Support; (iii) provide ForeScout reasonable access to all necessary information, systems and personnel to resolve Errors; (iv) promptly implement all Software updates and Fixes provided by ForeScout under this Agreement; (v) update Software to its supported versions; and (vi) use reasonable efforts to internally resolve any support questions prior to contacting ForeScout Support.

7.2. During the Term, ForeScout may collect information regarding Customer's support inquiries and communications. Customer agrees that, as a condition to entering into this Agreement and ForeScout's commitment to providing ActiveCare, ForeScout may use such information to generate aggregate data so long as the source or content of the communications are not disclosed.

8. EXCLUSIONS.

ForeScout shall have no obligation to support the Products in the following events: (i) Product(s) is altered or damaged by acts not attributed to ForeScout; (ii) the installation of or use of the Products (or any portion thereof) with other hardware or software not provided by ForeScout; (iii) the Software is not supported in accordance with Section 6 (*Support of Previous Software Versions*) of the Agreement; (iv) any errors caused by Customer's negligence, abuse, misapplication, or use contrary to the written instructions specified by ForeScout or as expressly specified in the applicable Product documentation; (v) any errors caused by circumstances that are beyond ForeScout's control; (vi) any issues related to unauthorized access or any security breach to Customer's network; (vii) the Hardware is no longer supported by ForeScout in accordance with ForeScout's then-current end of life policy; (viii) Customer is not current on its ActiveCare payments; (ix) Customer has exceeded the applicable Device Count; (x) Customer's failure to implement all updates to the Software made available under this Agreement; (xi) any error that is not reproducible by ForeScout; or (xii) any issues with the Products caused by a third party service provider. In addition, ForeScout shall have no obligation to support any third party software or hardware, whether or not such third party software or hardware is provided by ForeScout.

9. OWNERSHIP AND USE.

All Software updates and other changes, improvements, Fixes or other modifications to the Software provided under this Agreement shall be deemed included in the Software and shall be subject to the terms and conditions of ForeScout's standard end user license agreement ("EULA") available at www.forescout.com/eula.

10. WARRANTIES; DISCLAIMER.

10.1. ForeScout represents and warrants that it will provide the ActiveCare services in a professional and workmanlike manner.

10.2. THESE TERMS AND CONDITIONS DEFINE A SERVICE ARRANGEMENT AND NOT A PRODUCT WARRANTY. ALL SOFTWARE AND MATERIALS RELATED THERETO ARE SUBJECT EXCLUSIVELY TO THE WARRANTIES SET FORTH IN THE FORESCOUT'S STANDARD END USER LICENSE AGREEMENT. THESE TERMS AND CONDITIONS DO NOT CHANGE OR SUPERSEDE ANY TERM OF ANY SUCH AGREEMENT.

10.3. EXCEPT AS SPECIFICALLY PROVIDED IN SECTION 10.1, THERE ARE NO WARRANTIES WITH RESPECT TO THE SERVICES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE OR NON-INFRINGEMENT.

11. CONFIDENTIAL INFORMATION.

11.1. Confidential Information. “Confidential Information” means any information which is disclosed by a party (the “Discloser”) in connection with this Agreement, directly or indirectly, in writing, orally or by drawings or inspection of equipment or software, to the other party (the “Recipient”) or any of its employees or agents and that is designated or marked as “confidential” or “proprietary” at the time of disclosure or that, based on the circumstances surrounding the disclosure, the Recipient knows or reasonably should know is considered confidential. The restrictions on disclosure set forth in this Section shall not apply to Confidential Information which: (i) becomes publicly known without breach of this Agreement; or (ii) the Recipient can show by written records was rightfully in its possession prior to the disclosure by the Discloser or becomes rightfully known to the Recipient without confidential or proprietary restriction from a source other than the Discloser; (iii) is approved for disclosure without the restriction in a written document which is signed by a duly authorized officer of the Discloser, or (iv) is independently developed by the Recipient prior to disclosure without reference to the Discloser’s Confidential Information.

11.2. Obligations. Recipient may use the Discloser’s Confidential Information solely for the purpose of exercising its rights and performing its obligations under this Agreement. Recipient agrees to take the same care with the Discloser’s Confidential Information as it does with its own information of a similar nature, but in no event with less than a reasonable degree of care. Recipient shall limit access to the Confidential Information to those persons having a need to know such information in order to exercise Recipient’s rights and obligations under this Agreement. Recipient may disclose Confidential Information: (i) insofar as disclosure is reasonably necessary to carry out and effectuate the terms of this Agreement; (ii) insofar as the Recipient is required by law or legal proceedings to disclose such information provided that the Recipient provides the Discloser with prompt written notice of such requirement to enable the Discloser to seek a protective order; (iii) insofar as disclosure is necessary to be made to the Recipient’s independent accountants for tax or audit purposes; and (iv) insofar as the parties may mutually agree in writing upon language to be contained in one or more press releases. In addition, neither party will disclose to any third party the terms of this Agreement without the prior written consent of the other party.

12. INDEMNITY.

12.1. Each party shall indemnify, defend and hold the other party harmless from the associated costs and fees (including reasonable attorneys’ fees and expenses) finally awarded by a court of competent jurisdiction or agreed to in settlement or compromise, to the extent that such fees and costs arise from a third party claim, proceeding or suit which is based on the grossly negligent acts or willful misconduct of its

employees or agents, that directly causes damage or bodily injury to persons or property, real or tangible, and such damage or bodily injury directly arises out of performance of this Agreement (“Claim”).

12.2. Procedures. ForeScout’s obligations hereunder shall be conditioned on Customer promptly notifying ForeScout of any such Claim and permitting ForeScout to assume full control over the defense and settlement of such Claim; provided however, that: (i) ForeScout shall keep Customer informed of, and consult with Customer in connection with the progress of such litigation or settlement; and (ii) ForeScout shall not have any right, without Customer’s written consent (which shall not be unreasonably withheld), to settle any such Claim if such settlement contains a stipulation to or admission or acknowledgment of any liability or wrongdoing (whether in contract, tort or otherwise) on Customer’s part, or requires any specific performance or non-pecuniary remedy by Customer.

12.3. Exceptions. Notwithstanding the foregoing, ForeScout will have no obligation to Customer under this Section 12 to the extent that any such Claim arises or results from (i) the unauthorized or improper use by Customer of the ActiveCare services or any deliverables thereof provided by ForeScout under this Agreement; (ii) the combination of the ActiveCare services or any deliverables thereof provided by ForeScout under this Agreement with other products or services not provided by ForeScout, to the extent that such Claim would not have resulted except for such combination; (iii) the alteration or modification of the ActiveCare services or any deliverables thereof by or for Customer without ForeScout’s written consent, if such Claim would have been avoided in the absence of such alteration or modification; or (iv) the Claim could be avoided by Customer’s use of alternative Services or deliverables provided to Customer by ForeScout and which performs in a substantially similar fashion as the ActiveCare services or deliverables at issue.

13. LIMITATION OF LIABILITY.

13.1. EXCEPT FOR BREACHES OF SECTION 11 (CONFIDENTIALITY), NEITHER PARTY SHALL HAVE ANY LIABILITY TO THE OTHER WITH RESPECT TO ITS OBLIGATIONS UNDER THIS AGREEMENT FOR SPECIAL, INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR EXEMPLARY DAMAGES, EVEN IF THAT PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

13.2. EXCEPT FOR BREACHES OF SECTION 11 (CONFIDENTIALITY), IN NO EVENT SHALL FORESCOUT’S LIABILITY FOR ANY REASON AND FOR ANY CAUSE OF ACTION WHATSOEVER EXCEED THE CUMULATIVE AMOUNTS PAID OR PAYABLE BY CUSTOMER FOR ACTIVECARE SERVICES IN THE TWELVE MONTHS IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO THE LIABILITY.

13.3. THE LIMITATIONS OF LIABILITY AND THE DISCLAIMERS OF WARRANTIES SET FORTH IN THIS AGREEMENT FORM AN ESSENTIAL BASIS OF THE BARGAIN BETWEEN THE PARTIES. THIS LIMITATION OF LIABILITY IS CUMULATIVE AND NOT PER INCIDENT (I.E., THE EXISTENCE OF TWO OR MORE CLAIMS WILL NOT ENLARGE THIS LIMIT). TO THE EXTENT ALLOWED UNDER LOCAL LAW, FORESCOUT AND CUSTOMER AGREE THAT THIS SECTION FAIRLY ALLOCATES THE RISKS IN THIS AGREEMENT BETWEEN THE PARTIES.

14. NON-SOLICITATION.

During this Agreement, and for a period of one (1) year immediately following the termination or expiration of this Agreement, Customer agrees not to solicit or induce any employee or independent contractor of ForeScout involved in the performance of this Agreement to terminate or breach an employment, contractual or other relationship with ForeScout.

15. COMPLIANCE WITH LAWS.

15.1. General. Each party will comply fully with all international and national laws and regulations that apply to the Products and to Customer’s use thereof

15.2. Export Controls. Customer represents that it is not a “Restricted Person,” which shall be deemed to include any person or entity: (i) located in or a national of Cuba, Iran, Libya, North Korea, Sudan, Syria, or any other countries that may, from time to time, become subject to U.S. export controls for anti-terrorism reasons or with which U.S. persons are generally prohibited from engaging in financial transactions; or (ii) on any restricted person or entity list maintained by any U.S. governmental agency. Unless authorized by U.S. regulation or license, neither party will, in connection with the activities contemplated by this Agreement, export or re-export, directly or indirectly, any products, including without limitation, any technical data, computer software, or any product (or any part thereof), process, or service that is the direct product of any such technical data or computer software that has been received from the other party in connection with the activities contemplated by this Agreement (hereinafter referred to collectively or individually as, “Controlled Products”) (a) to any country (or nationals thereof) in Country Group E of the Export Administration Regulations of the United States (“EAR”) or any other country subject to sanctions administered by the Office of Foreign Assets Controls (the then-current list can be found at <http://www.treasury.gov/resource-center/sanctions/Pages/default.aspx>); (b) to any non-civil (i.e., military) end users or for any non-civil end uses in any country in Country Group D:1 of the EAR, as such list may be modified from time to time (the then-current lists can be found at <http://www.bis.doc.gov/index.php/regulations/export-administration-regulations-ear>); or (c) in violation of the International Traffic and Arms Regulation. The parties understand that countries other than the U.S. may restrict the import or use of strong encryption products or other items and may restrict such exports. The parties agree to comply with any such import or other restrictions. Each party represents and warrants that it is not currently debarred, suspended, or otherwise prohibited or restricted from exporting, re-exporting, receiving, purchasing, or otherwise obtaining any item, product, article, commodity, software or technology regulated by any agency of the U.S., and will immediately notify the other party in the event that any of the foregoing occurs.

15.3. Customer will indemnify, to the fullest extent permitted by law, ForeScout from and against any fines or penalties that may arise as a result of its breach of this Section 15.

16. GENERAL.

16.1. Independent Contractors. The relationship of ForeScout and Customer is that of independent



contractors. There is no relationship of agency, partnership, joint venture, employment or franchise between the parties. Neither party has the authority to bind the other or to incur any obligation on the other's behalf or to represent itself as the other's agent or in any way that might result in confusion as to the fact that the parties are separate and distinct entities.

16.2. Force Majeure. Neither party shall be liable for any loss, damage, or penalty resulting from delays or failures in performance resulting from acts of God, material shortages, or other causes beyond such party's remedy or control.

16.3. Governing Law. This Agreement will be governed and construed under the laws of the State of California without giving effect to any choice of law principles that would require the application of the laws of a different jurisdiction. Customer irrevocably and unconditionally (i) consents to submit to the exclusive jurisdiction of the state and federal courts located in Santa Clara County, California, USA ("Venue") for the resolution of any dispute between the parties concerning the Products or ActiveCare services; (ii) agrees not to commence any such proceedings except in such courts; and (iii) waives any objection to the laying of venue of any such proceedings in the state or federal courts located in the Venue.

16.4. Notices. All notices under this Agreement are required to be sent either via electronic delivery or to the principal addresses specified above by commercial overnight courier with written verification of delivery. All notices so given will be deemed received upon the date of receipt if by electronic delivery or two (2) days after dispatch for courier deliveries. If to ForeScout, all notices shall be sent to generalcounsel@forescout.com or to 900 East

Hamilton Avenue, #300, Campbell, CA, USA; Attention: General Counsel.

16.5. Severability. If any provision of this Agreement is held invalid by the final determination of any court or other tribunal of competent jurisdiction, such provision shall be reformed only to the extent necessary to make it enforceable, and shall not affect the enforceability of (i) such provision under other circumstances or jurisdictions, or (ii) any other provision under all circumstances or jurisdictions. The invalid or unenforceable provision will be construed by such judicial body so as to be enforceable to the maximum extent compatible with applicable law.

16.6. Headings. The headings used in this Agreement are for ease of reference only and will not be used to interpret any aspect of this Agreement.

16.7. Assignment. Customer may not assign or transfer this Agreement, nor any rights or obligations under this Agreement without the prior written consent of ForeScout. Any attempted assignment in violation of the foregoing shall be void and of no effect. However, notwithstanding the foregoing, either party may assign this Agreement in its entirety to (i) any entity under common control with that party; (ii) any successor in interest to such party by way of merger or consolidation located in the United States; or (iii) a purchaser of all or substantially all of the assets of such party, provided that the assignee agrees in writing to be bound by all of the terms and conditions of this Agreement. This Agreement shall be binding on and inure to the benefit of the successors and permitted assigns of the parties.

16.8. Entire Agreement. This Agreement constitutes the entire agreement between ForeScout and Customer with respect to the subject matter hereof, and supersedes all prior agreements, understandings and negotiations, both written and oral, between the

parties with respect to such subject matter. No waiver, amendment or modification of any provision of this Agreement shall be enforceable against ForeScout unless it is in writing and signed by ForeScout. Notwithstanding the foregoing, ForeScout may amend the terms and conditions of this Agreement or any other documents and policies referenced herein at any time, including without limitation by posting such revised terms on its website (www.forescout.com) or the location of such other document or policy. Such amended terms and conditions shall be binding on Customer on the effective date of such change and shall supersede any prior version (including this Agreement) which may have been embedded in or packaged with the Product itself. Except for the exclusive remedies specified herein, each party will have all rights and remedies available to it at law or in equity for the protection of its rights hereunder, including an injunction enjoining the breach or threatened breach of this Agreement. This Agreement is not governed by the United Nations Convention of Contracts for the International Sale of Goods or the Uniform Computer Information Transactions Act, the application of each of which is hereby expressly excluded.

16.9. Counterparts. If applicable, this Agreement may be executed in two (2) counterparts, both of which taken together shall constitute one (1) single agreement between the parties. The parties may execute this Agreement by electronic signature which shall be deemed an original signature for all purposes. The parties agree that a version of this Agreement transmitted by means of electronic message or electronic record (electronic mail, electronic data interchange), once duly signed by the authorized representatives of each party, shall constitute a binding agreement and shall have the same force and effect as a document bearing original signatures.

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EXHIBIT A
TECHNICAL SUPPORT AND ESCALATION PROCESS

HOW TO OPEN A WITH FORESCOUT SUPPORT TICKET

ForeScout Support can be contacted through the following methods:

- Via phone: (001) 866-377-8773 or (001) 708-237-6591
- Via email: Support@ForeScout.com
- Via Support Portal: <https://support.forescout.com/>

PRIORITIES AND INTERNAL ESCALATION PROCESS

- **Ticket Generation**
 - Customer notifies ForeScout of an Error by (i) email, (ii) phone, or (iii) generating a ticket on ForeScout’s Support Portal. To receive proper attention, Customer must designate the Error severity level in its notification. For Severity 1 Errors, Customer should notify ForeScout by phone in order to establish the urgency of the ticket as soon as possible.
 - Ticket is received at ForeScout by email, phone, or through the Support Portal and is entered into the ForeScout ticket tracking system.
- **Ticket Routing and Communication**
 - Ticket is routed either to the North American Support Center in the United States or to the EMEA Support Center.
 - Once a Technical Support Engineer (“TSE”) receives the ticket, the TSE begins to work on the issue and will update Customer within three (3) hours (during Regular Hours for ActiveCare Basic and Premier Hours for ActiveCare Advanced, as applicable) from ForeScout’s receipt of the ticket or notice of the Error.
- **Ticket Escalation**
 - Ticket escalation occurs when either (i) the current tier can no longer make progress or (ii) the applicable escalation timeframe has elapsed, as specified below, whichever occurs first. For Severity 1 Errors, if Tier 1 cannot immediately provide a Fix or Workaround, the ticket is escalated to Tier 2. Ticket escalations occur following the standard escalation timeframes specified below (during Regular Hours for ActiveCare Basic and Premier Hours for ActiveCare Advanced, as applicable).

SEVERITY	DEFINITION	ESCALATION TIMEFRAME
1	An issue that renders the Products inoperative.	1 hour from Tier 1 to Tier 2 2 hours from Tier 2 to Tier 3
2	An issue in which major functionality in the Products is experiencing a problem that causes major hindrance to Customer.	4 hours from Tier 1 to Tier 2 4 hours from Tier 2 to Tier 3
3	An issue in the products where an important function is experiencing an intermittent problem or a common non-essential operation is failing consistently.	24 hours from Tier 1 to Tier 2 24 hours from Tier 2 to Tier 3
4	A non-error request (e.g. a request for a new login, password reset, documentation, or a new feature or enhancement request)	No required escalation

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FORESCOUT SUPPORT TIERS

- “Tier 1” means a ForeScout Technical Engineer
- “Tier 2” means a ForeScout Escalation Engineer
- “Tier 3” means a ForeScout R&D Engineer

UPDATES AND COMMUNICATION WITH FORESCOUT

- Once a ticket is entered for an Error, the TSE will update Customer as needed, per severity level, or as agreed until the ticket is closed.
- When a WebEx or equivalent troubleshooting session is held between ForeScout and Customer, verbal communication is supplemented by a “chat box” where the dialog that is taking place is typed by the speaking party into the chat box. This is required to minimize any verbal language barriers.
- Once a ticket is entered for an Error, a severity level is assigned by the TSE in consultation with Customer. If Customer and the TSE cannot agree on the severity level, then Customer may immediately escalate the issue to ForeScout Support management and, if necessary, to the VP of Global Services and Support.

FORESCOUT SUPPORT MANAGEMENT VISIBILITY

- All Severity 1 Errors are reported to the Manager of Customer Support, Director of Support, and the VP Global Services and Support.
- All Severity 2 Errors and other Errors that are not meeting response time frames are reported to the Manager of Customer Support.
- Any issue that is escalated to Tier 3 is reported to the Manager of Customer Support, Director of Support, VP Global Services and Support, and VP R&D.

DEFECT FIXES AND FEATURE REQUESTS

- ForeScout will make commercially reasonable efforts to resolve Errors in accordance with this **Exhibit A**. Customer acknowledges that the timeline for a Fix depends on the Severity level, Error complexity, availability of a Workaround, and availability of the information and systems necessary to analyze and determine root cause of the Error.
- Feature requests can be submitted to ForeScout Support or the ForeScout Sales Team, and ForeScout may evaluate such requests according to ForeScout’s then business needs.