

Hexeon™ (fka Neuralys) Service Description

This Service Description describes Coalfire®'s Hexeon software as a service ("Service"). All capitalized terms in this description have the meaning defined in the Agreement or the Definitions sections.

This Service Description, with any attachments included by reference, is part of and incorporated into Client's manually or digitally-signed agreement with Coalfire, which reasonably governs the use of Online Services, or if no signed agreement exists, the Service Agreement found at: <https://www.coalfire.com/agreements/sa> (together, the "Agreement").

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1: Technical/Business Functionality and Capabilities

Service Overview

Hexeon is a web-based platform designed to provide a collaborative environment for Coalfire and Client during performance of the Services. The Service allows Clients to access program-level dashboards, generate and view reports, and collaborate with Coalfire team members. During the Subscription Term, Client may use the Service per the Agreement.

Service Features

- Client can access the Service through a self-service online portal ("Portal").
- Client can view the details and milestones of the Coalfire Project.
- Coalfire and Client can share documents, including but not limited to, sensitive data, artifacts, scan results, and other information related to the Coalfire Project.
- Coalfire and Client can generate and download reports for each Coalfire Project.
- Client can track progress of the Coalfire Project.
- The Service is managed on a business hours basis and is monitored for hardware availability, service capacity, and network resource utilization. The Service is regularly monitored for service level compliance, and adjustments are made as needed.
- Client may configure compliance upload documents and project-related artifacts, provide information relevant to the engagement through web-based forms, and view engagement results and reports.

2: Client Responsibilities

Coalfire can only perform the Service if Client provides required information or performs required actions, otherwise, the performance of the Service may be delayed, impaired, or prevented, and Client may lose eligibility for any Service Level Agreement.

- Setup Enablement: Client must provide information required for Coalfire to begin providing the Service.
- Adequate Client Personnel: Client must provide sufficient personnel to assist Coalfire in delivery of the Service.

3: Entitlement and Subscription Information

Meter Metrics

The Service is available under the following Meter as specified in the Order Confirmation:

- **"Users"**: During the Service term, Client will have access to the Service for up to ten (10) Users for each Coalfire Project.

4: Additional Terms and Disclosures

- No Reverse Engineering. Customer shall not, directly, or indirectly, reverse engineer or aid or assist in the reverse engineering of all or any part of the Service, including without limitation, any evidence mappings of any provided framework, or otherwise deriving source code and/or engagement results and/or framework data.

5: Client Assistance and Technical Support

Client Assistance

Coalfire will assist Client with setup to support each Coalfire Project during Coalfire’s regional business hours.

Technical Support

If Coalfire provides Technical Support to Client, Technical Support is included as part of the Service as specified below.

- Support is available during Normal Business Hours to assist Client with the resolution of reported Service.
- Once a severity level is assigned to Client's submission for Support, Coalfire will make every reasonable effort to respond per the response targets defined in the table below during Normal Business Hours.
- The Support Response and Update Targets are attainable during normal service operations and do not apply during Maintenance to the Service and/or supporting infrastructure as described in the Maintenance section below.
- Issues originating from Client actions or requiring the actions of other service providers are beyond the control of Coalfire and as these issues are specifically excluded from this Support commitment. Response and Update targets are not commitments for resolution.

Problem Severity	Support Response Target	Support Update Target
Severity 1: A problem has occurred where no workaround is immediately available in one of the following situations: (i) Customer’s production server or other mission critical system is down or has had a substantial loss of service; or (ii) a substantial portion of Customer’s mission critical data is at a significant risk of loss or corruption.	8 Hours	Every 48 Hours
Severity 2: A problem has occurred where a major functionality is severely impaired. Customer’s operations can continue in a restricted fashion, however long-term productivity might be adversely affected.	2 Days	Every 4 Days
Severity 3: A problem has occurred with a limited adverse effect on Customer’s business operations.	4 Days	1 Time / Week

Maintenance to the Service and/or supporting Service Infrastructure

Coalfire must perform maintenance from time to time. The following applies to such maintenance:

- **Planned Maintenance:** Planned Maintenance means scheduled maintenance periods during which Service may be disrupted or prevented due to non-availability of the Service Infrastructure. During Planned Maintenance, Service may be diverted to sections of the Service Infrastructure not undergoing maintenance which may result in no disruption of the Service. For Planned Maintenance, Coalfire will provide seven (7) calendar days' notification in writing.
- **Unplanned Maintenance:** Unplanned Maintenance means scheduled maintenance periods that do not allow for seven (7) days notification and during which Service may be disrupted or prevented due to non-availability of the Service Infrastructure. Coalfire will provide a minimum of one (1) calendar day notification in writing. During

Unplanned Maintenance, Service may be diverted to sections of the Service Infrastructure not undergoing maintenance which may result in no disruption of the Service. At times Coalfire will perform Emergency Maintenance. Emergency Maintenance is defined as maintenance that must be implemented as quickly as possible to resolve or prevent a major incident. Notification of Emergency Maintenance will be provided as soon as practicable.

6: Definitions

Coalfire Project	means a unique Coalfire Professional Services project being performed with which access to the Service is provided.
Service Infrastructure	means Coalfire or licensor technology and intellectual property used to provide the Services.
User	means a Client-designated individual.

End of Service Description