

v5.0 End User License Agreement (EULA)

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SUPPORT

Definitions:

Problem: A Reproducible instance where Data Embassy does not substantially conform in accordance with the Documentation.

Reproducible: A repeatable test case that isolates a specific behavior in an approved operating environment specified in the Documentation. If a Problem is not Reproducible, Anonos will use reasonable efforts to identify and provide a maintenance modification or provide a Workaround to the Problem.

Workaround: a temporary resolution to a Problem.

Support Channel:

Where You acquired Data Embassy through an Authorized Distributor, You must initially contact the support number indicated on the Order. The Authorized Distributor's personnel will assess the source of the Problem and, if the Problem relates to Data Embassy, will log the call, verify entitlement to support, route the inquiry to Anonos for resolution, and close the matter out with You after Problem resolution.

Where You acquired Data Embassy directly from Anonos or through an Authorized Cloud Marketplace, You must submit Problems directly to Anonos using the online support request form at <https://anonos.com/support> (the "Data Embassy Support Portal"). Problems must be submitted in writing through that form; no telephone support number is provided for these acquisitions. Response times run from Anonos' receipt of Your Problem report.

The Data Embassy Support Portal is monitored 8:00 AM to 5:00 PM US Eastern Time, Monday through Friday, excluding Anonos-observed US holidays ("Support Hours"). All response times, Start Times for Resolution and other periods for Anonos performance stated below run only during Support Hours, and a business day means a day on which Support Hours occur. Where a Problem report is received outside Support Hours, the applicable period begins at the start of the next Support Hours; where such a period would otherwise expire outside Support Hours, it is suspended and resumes at the start of the next Support Hours. Anonos will use commercially reasonable efforts to respond to reports received outside Support Hours sooner where practicable. All support is provided in English.

Support Levels:

Level 1 Support: Anonos will provide You with the following assistance via the Data Embassy Support Portal in English in response to initial notification of a suspected Problem: initial Problem analysis, determination of whether a solution is contained in the Documentation, and closing the Problem out.

Level 2 Support: Anonos will provide You with assistance via the Data Embassy Support Portal in English in connection with: detailed installation problems, configuration issues, problem isolation, compatibility information, troubleshooting, and determination of whether there is a Problem, and closing the Problem out.

Level 3 Support: Anonos will resolve Problems via the Data Embassy Support Portal in English that cannot be resolved with Level 2 Support or that are determined to be, or are highly probable to be, the result of a design or implementation defect (or related to compatibility because of complex interaction between Data Embassy and a third-party vendor's product approved for use in the Documentation).

Severity and Responsiveness:

Severity 1 Problem: an identified Problem that makes the continued use of one or more Data Embassy functions impossible (or severely restricted) on a critical system and prevents You from continued production or severely risks Your critical business operations. Response Time: Anonos will respond to You via the Data Embassy Support Portal in English within two (2) hours after receipt of a Problem report. Start Time for Resolution: Upon receipt of the Problem report and Anonos' initial contact with You, Anonos will commence an immediate effort to verify, diagnose,

replicate and resolve the reported Problem and provide continuous effort to arrive at Problem resolution.

Severity 2 Problem: an identified Problem that severely affects or restricts major Data Embassy functionality. The Severity 2 Problem is of a time sensitive nature and important to Your long-term productivity but is not causing an immediate work stoppage. No workaround is available, and operations can continue in a restricted fashion. Response Time: Anonos will respond to You via the Data Embassy Support Portal in English within four (4) hours after receipt of a Problem report. Start Time for Resolution: Upon receipt of the Problem report and Anonos' initial contact with You, Anonos will commence an immediate effort to verify, diagnose and replicate the reported Problem and will use reasonable efforts to promptly provide You with a Problem resolution.

Severity 3 Problem: either: (i) a minor Problem that does not have major effect on business operations; or (ii) a major Problem for which a workaround that is acceptable to You exists. Response Time: Anonos will respond to You via the Data Embassy Support Portal in English within eight (8) hours after receipt of a Problem report. Start Time for Resolution: Anonos will begin work on Problem identification and verification within two (2) business days of receipt of the initial Problem report. Anonos will use reasonable efforts to provide You with a Problem resolution as soon as commercially possible and within a mutually agreed upon time frame to limit any adverse impact on You.

Severity 4 Problem: either (i) a minor condition or Documentation error that has no significant effect on Your operations; or (ii) requests for new feature suggestions, which are approved by Anonos as new functionality. Response Time: Anonos will respond to You via the Data Embassy Support Portal in English within the next business day after receipt of the Problem report. Start Time for Resolution: Anonos will review each Severity 4 issue to determine if the issue should be considered for a Data Embassy update or enhancement in a future release.

Disclaimer: Anonos shall not be obligated to meet response times, workaround, or resolution times due to missing information, problems resulting from unauthorized use, improper conditions, errors, malfunction, or malicious code on third-party or client components, or force majeure.

The Anonos Data Embassy® platform, data protection powered by advanced tokenization, is protected by one or more of the following patents: United States Patent Nos. US 12,614,034 (2026); US 12,591,709 (2026); US 12,417,317 (2025); US 12,093,426 (2024); US 11,790,117 (2023); US 11,030,341 (2021); US 10,572,684 (2020); US 10,043,035 (2018); US 9,619,669 (2017); US 9,361,481 (2016); US 9,129,133 (2015); US 9,087,216 (2015); and US 9,087,215 (2015); and international Patent Nos. EP 3,063,691 B1 (2020), validated and in force in Austria, Belgium, Croatia, France, Germany, Ireland, Italy, Luxembourg, the Netherlands, Switzerland, and the United Kingdom (11 national patents); CA 3,104,119 C (2023); CA 3,061,638 C (2022); CA 2,975,441 C (2020); CN 111,149,332 B (2022); JP 7,064,576 B2 (2022); and AU 2018258656 B2 (2021). This list may not be all-inclusive; additional patents may apply to Anonos products, and additional patent applications are pending. Current patent information is maintained at <https://www.anonos.com/patents> in accordance with the virtual patent marking provisions of 35 U.S.C. § 287(a).