Schedule E - Quickstart Services

Version: 20210915

This Schedule E - Quickstart Services shall constitute a "Schedule", as defined in that certain Master Software License and Services Agreement (and all related Schedules thereto) by and between Anchore, Inc. and the entity or individual identified as "Customer" in the applicable Order Form (collectively, "Master Agreement"), all the terms and conditions of which hereby are incorporated by reference in this Schedule E. All capitalized terms used but not defined in this Schedule E shall have the respective meanings ascribed to such terms in the Master Agreement, other applicable Schedules, or applicable Order Form, as the case may be. Quickstart Services shall constitute "Professional Services", as defined in the Master Agreement and further described in Schedule C - Anchore Professional Services ("Schedule C"). As relates specifically to Quickstart Services, to the extent of any conflict or inconsistency in the terms and conditions of this Schedule E and those of Schedule C, the terms and conditions of this Schedule E shall govern.

1. Definitions

1.1. "Products" means Anchore Enterprise or Anchore Federal, as the case may be.

1.2. "Engineer" means the Anchore technical representative designated by Anchore to be the primary contact for providing Quickstart Services to Customer.

2. Quickstart Services

2.1. Quickstart Services Commencement Date. Within one (1) week after the applicable Order Form Effective Date, Anchore shall send Customer a welcome packet, which will contain the Engineer's name and contact information. Provision of the Quickstart Services in accordance with the schedule set forth in Section 2.2 below will begin (starting with Phase 1) (i) within 3 weeks after the applicable Order Form Effective Date or (ii) at the Phase 1 kickoff meeting, whichever event occurs first.

2.2. Schedule of Quickstart Services (8 weeks maximum)

 2.2.1. Phase 1 - Kickoff and Information Meeting

 2.2.1.1. 5 hours (max.) - week 1

 2.2.1.2. 5 hours (max.) / week. Hours will expire at the end of the week

 2.2.2. Phase 2 - Anchore Product Usage Education

 2.2.2.1. 10 hours (max.) - weeks 2 & 3

 2.2.2.2. 5 hours (max.) / week. Hours will expire at the end of each week

 2.2.3. Phase 3 - Deployment to Production

 2.2.3.1. 25 hours (max.) - weeks 4 through 8

 2.2.3.2. 5 hours (max.) / week. Hours will expire at the end of each week

2.2.4. The above schedule is subject to modification upon written agreement by both Parties; provided, however, that in no event shall any such modification require Anchore to provide Quickstart Services for more than 20 hours per week or 40 hours in totality.

2.3. Quickstart Services are provided by the Quickstart Engineer in accordance with the provisions of Section 2.2 above and as further described below:

2.3.1. Phase 1

2.3.1.1. Compute environment resource planning

2.3.1.2. Configuration planning

2.3.2. Phase 2

2.3.2.1. Production deployment walkthrough and guidance

2.3.2.2. Anchore configuration walkthrough

2.3.3. Phase 3

2.3.3.1. Deployment of Anchore to production environment

2.3.3.2. Configuration of Anchore internals including

2.3.3.2.1. SSO and accounts

2.3.3.2.2. Registry access

2.3.3.2.3. Notifications

2.3.3.2.4. Vulnerability feeds

2.3.3.2.5. Reporting service

2.3.3.3. Anchore Policy review and build-out

2.3.3.4. Anchore configuration for observability (logs, metrics)

2.4. Onsite Services. All Quickstart Services provided under this Schedule E shall be provided remotely. In the event that Customer requests Anchore to provide, and Anchore agrees to provide, additional Quickstart Services issues onsite at Customer's facilities, such onsite Quickstart Services will be set forth in an SOW and charged on a time and materials basis at Anchore's then-current rates for each. To ensure Anchore's availability to provide any such onsite Quickstart Services that Anchore agrees to provide, Customer must schedule such onsite Quickstart Services at least 3 weeks in advance of the requested service date.

3. Exclusions

Quickstart Services do not include services which are generally provided as Anchore Professional Services (as defined in the Master Agreement) pursuant to Schedule C, such as but not limited to:

3.1. direct hands-on installation, modification and/or configuration of Anchore Software or other non-Anchore supplied software;

3.2. non-Anchore related system architecture and design;

3.3. formal training;

3.4.   API scripting;

3.5.   custom development or engineering.

4.   Obligations

Quickstart Services are subject to Customer's:

4.1.   payment of all applicable fees under the Master Agreement and all applicable Schedules;

4.2.   designation from time to time of a reasonable number of authorized Customer personnel who can work with the Quickstart Engineer;

4.3.   receipt of all Products from Anchore, and provision of (i) prompt written notice to Anchore (a) of the number of locations at which Customer has installed the Product in a development, staging, or production mode as of the TAM Commencement Date (each an "Installation Location") and (b) for each such Installation Location, whether the related software environment is for development, staging, or production of the Product ("Software Environment") and (ii) reasonable advance written notice of any changes in or additions to any such Installation Locations and/or Software Environments;

4.4.   use of the Products in a supported configuration that can be maintained and supported through Anchore's provision of Support Services (as defined in the Master Agreement);

4.5.   changing Product settings or configurations reasonably recommended by Anchore;

4.6.   ensuring that Customer (i) has obtained all licenses required by Anchore to access and use all Products and Software and (ii) adheres, and causes all its Authorized Users to adhere, to all licensing and other terms and conditions applicable to such Products and Software, including without limitation those set forth in the Master Agreement, all applicable Schedules, and the applicable Order Form;

4.7.   making available to Anchore access and data reasonably required by Anchore to provide the Quickstart Services requested by Customer, the accuracy of which data shall be Customer's sole responsibility.

4.8.   acknowledgement and agreement, as hereby given by Customer, that nothing in this Schedule E will, or will be deemed to, restrict or limit Anchore's right to perform similar services for any other party or to assign any employees or subcontractors to perform similar services for any other party.

5.   Service Fees

Customer shall pay Anchore the Fees set forth in the applicable Order Form for Quickstart Services provided by Anchore under this in accordance with the provisions of such Order Form and the Master Agreement.