

# Schedule H - Complete Success Plan

Version: 20260414

This Schedule H - Complete Success Plan 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. ("Anchore") and the entity of 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 H. All capitalized terms used but not defined in this Schedule H 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.

## 1. Definitions

- 1.1. "Product" means Anchore Enterprise or Anchore Enterprise (Federal Edition)
- 1.2. "Anchore Software" or the "Software" refers to the combined open source software and Anchore's proprietary software as explained in more detail in Schedules A,, A-1, or B, as applicable, and the link embedded therein.
- 1.3. "Customer Success Representative" means the Anchore technical representative designated by Anchore to be the primary contact for the provision of Services to the Customer
- 1.4. "Services" means the collection of services set forth herein that are provided by Anchore to the Customer as part of the Complete Success Plan
- 1.5. "Anchore Support Portal" refers to the web-based application available at <https://anchore.zendesk.com>
- 1.6. "Out-of-Scope Services" means any services requested by Customer which: (a) are not included in the Subscription or Product purchased by

Customer as set forth in the applicable Order Form, or (b) are Subscriptions or Products requested or scheduled to be purchased by Customer subsequent to the expiration or termination of the then-current Subscription Term.

- 1.7. "Service Establishment" refers to the processes provided by Anchore so that contacts identified in advance to Anchore in writing by Customer have access to the Anchore Support Portal and any other associated tools or access methods provided by Anchore and to which Customer requires access in order to use the Products in accordance herewith and with the Master Agreement.
  - 1.8. "Named Contact" is an individual employee or agent of the Customer, with sufficient technical skills to perform basic administrative tasks in a Linux environment.
2. Complete Success Plan Services
    - 2.1. The availability of Services for use by Customer shall commence promptly after the Order Form Effective Date of the applicable Product Order Form ("Services Commencement Date") and will be signified by an onboarding meeting between Customer and the Anchore Customer Success Representative. For clarity, (i) to receive any Services hereunder, Customer must initially contact the Customer Success Representative and identify the Services that Customer desires so that Customer and the Customer Success Representative can discuss the details regarding Anchore's provision of such Services and (ii) Services availability may be contingent on Anchore's staffing levels at the time of Customer's applicable Services request.
    - 2.2. Anchore will at its discretion make a Customer Success Representative available to the Customer as the primary contact for Services. For clarity, Customer and Anchore acknowledge and agree that this contact will be a shared resource and may be assigned to other customer accounts.
    - 2.3. All Services are provided remotely. However, if Customer requests Anchore to provide, and Anchore agrees to provide, additional Services onsite at the Customer's facilities ("Onsite Services"), the terms and conditions governing such Onsite Services will be set forth in a mutually

agreed upon and executed Statement of Work (“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 Services, Customer must schedule such Onsite Services at least 3 weeks in advance of the requested commencement date therefor.

3. Services are provided hereunder by Anchore at the direction of the Customer Success Representative as described below in this Section 3:
  - 3.1. Customer acknowledges and agrees that its participation in any such interactions described below is completely voluntary
  - 3.2. Onboarding, consisting of:
    - 3.2.1. Services to allow Customer to raise support tickets in the Anchore web-based support portal
    - 3.2.2. Services which allow Customer to locate documentation and key information about the Product
  - 3.3. Guided Setup & Configuration, consisting of:
    - 3.3.1. Kickoff and Planning
      - 3.3.1.1. Services to plan compute and environment requirements for a deployment of the Product
      - 3.3.1.2. Services to plan the configuration of a Product deployment following Anchore recommended best practices for a supported version of and environment for the Product in accordance with Schedules A, A-1, or B, as applicable, to the Master Agreement
    - 3.3.2. Pre-production Product Use Education
      - 3.3.2.1. Services to guide Customer in the deployment of the Product
      - 3.3.2.2. Services to guide Customer in the configuration and maintenance of the Product
    - 3.3.3. Production Deployment and Configuration Guidance
      - 3.3.3.1. Services to guide Customer in the deployment of a Production environment
      - 3.3.3.2. Services to guide Customer in the configuration of a Production environment

- 3.3.3.3. Services to guide Customer in configuration of single sign on (“SSO”) and accounts prior to usage
  - 3.3.3.4. Services to guide Customer in configuration of container registries in the Product environment
  - 3.3.3.5. Services to guide Customer in configuration of notifications in the Production environment
  - 3.3.3.6. Services to guide Customer in configuration of vulnerability feeds in the Product environment
  - 3.3.3.7. Services to guide Customer in usage of the reporting capabilities of the Product
  - 3.3.3.8. Services to guide Customer in usage of the Product Policy features
  - 3.3.3.9. Services to guide Customer in operational maintenance of the Product deployment
- 3.4. Anchore Expert On-demand
- 3.4.1. Services to allow Customer to book a remote meeting with a Customer Success Representative for reasonable best practice recommendations for a supported version of the Product in accordance with Schedules A, A-1 or B, as applicable, to the Master Agreement
  - 3.4.2. Services are restricted to fielding Customer questions regarding Product functionality and usage
  - 3.4.3. Bookings made by Customer shall be limited to a total of 3 hours per month
  - 3.4.4. Customer acknowledges and agrees that its participation in any such interactions is completely voluntary
- 3.5. Upgrade assistance
- 3.5.1. Services to guide Customer in remaining current with Product releases
  - 3.5.2. Services are restricted to Anchore providing remote assistance for Customer-led upgrade activities
- 3.6. Healthchecks
- 3.6.1. Services to validate the overall health for Customer’s Product deployment

- 3.6.2. Services to produce recommendations for Customer according to the activity described in 3.5.1
- 3.7. Quarterly Business Reviews (“QBRs”)
  - 3.7.1. Services to provide regular support and operational health reviews for Customer, reviewing support tickets, feature requests and overall health for Customer’s Product deployment
  - 3.7.2. Services are restricted to Anchore participating in a QBR once quarterly together with Customer after the Services Commencement Date
  - 3.7.3. Services will commence on a mutually-agreed upon date after the applicable Order Form Effective Date
  - 3.7.4. Customer acknowledges and agrees that its participation in any such interactions is completely voluntary
- 3.8. Workshop Support
  - 3.8.1. Services which deliver workshops to educate Customer practitioners on usage of Product, such as developers or operators
  - 3.8.2. Services are restricted to two half-day workshops within the Customer’s then-current Subscription Term.
  - 3.8.3. Services are restricted to remote delivery unless otherwise agreed upon between Anchore and Customer per Section 2.3.
- 3.9. Designated Customer Success Manager (“DCSM”)
  - 3.9.1. The provision of a DCSM hereunder shall commence on a mutually-agreeable date within a reasonable time after the applicable Order Form Effective Date and will continue for the then-current Subscription Term. Prior to or concurrent with such commencement, Anchore shall send Customer a welcome packet, which will contain the DCSM name and contact information
  - 3.9.2. Anchore will make a DCSM available to Customer as (i) the primary contact for Support Services and (ii) at Anchore’s discretion, the primary contact for all Services listed in Section 3 of this Schedule H

- 3.9.3. For clarity, Customer and Anchore acknowledge and agree that this DCSM will be a shared resource and may be assigned to other customer accounts
  - 3.9.4. DCSM availability to Customer shall be during US or UK business hours according to best-effort alignment with Customer's location
  - 3.9.5. Multiple Personnel. Anchore may, at its sole discretion, choose to engage different engineering personnel in support of DCSM activities; provided, however, that, in accordance with Section 3.9.3 above, each such personnel will be a shared resource and may be assigned to other customer accounts
  - 3.9.6. The Anchore DCSM will additionally provide general education on the Product and its features and capabilities and advocate for feature enhancements and bug fixes.
  - 3.9.7. Anchore will provide Support Services to Customer pursuant to and in accordance with Section 4 (Support Services) below and only via the Anchore Support Portal.
  - 3.9.8. If Customer experiences any Issues with the delivery or availability of the DCSM, including without limitation any such Issues that may require provision by Anchore of Support Services (as defined in the Master Agreement), Customer must contact Anchore Technical Support via the Anchore Support Portal or Anchore VP
  - 3.10. Proactive Escalation Management
    - 3.10.1. Reasonable proactive management of support escalations
    - 3.10.2. Such Services are provided via the Designated Customer Success Manager as described in Section 3.9.
  - 3.11. All Services for which Customer has paid during the then-current Subscription Term must be consumed by Customer during such Subscription Term and in no event will carry over to any future Subscription Term.
4. Support Services
- 4.1. Scope of Support
    - 4.1.1. Support Services consist of assistance and response with respect

to issues, usage, and problem diagnosis for the Anchore Software and supported environments as listed in Appendix A of Schedules A, A-1, or B, as applicable, via the Anchore Support Portal as detailed during Service Establishment. Additional 'Hot-Fix' or defect escalation services are also included. The Support Services do not include assistance for architecture design or review or for performance reviews and/or assessments. The latter are otherwise provided through customer success plans (reference Schedules G H).

- 4.1.2. In order for Anchore to provide Support Services in connection with any issue with the Software, Customer must: (a) make reasonable efforts of its own to correct such issue after consulting with Anchore; (b) provide Anchore with (i) sufficient information and resources to identify, replicate, and attempt to correct such issue and (ii) access to the personnel, hardware, and any additional software involved in discovering and attempting to correct such issue; (c) be running the Software on hardware and an operating system certified or approved in advance by Anchore as being suitable to run the Software; and (d) procure, install and maintain all software, equipment, communication interfaces and other hardware necessary to operate the Software and all other Anchore Products provided to Customer in accordance with instruction and other information provided by Anchore.
- 4.1.3. In no event shall Support Services include any maintenance of, or support for, any hardware or third-party software.
- 4.1.4. Customer is responsible for reading, understanding, and developing the expertise to implement the subject matter set forth in any and all release notes regarding the Software and any available documentation, including without limitation the Documentation, before installing or operating the Anchore Software and for testing the Anchore Software prior to deploying the Anchore Software in a production environment.
- 4.1.5. Anchore is not obligated to provide Support Services when: (a)

the Software has been changed or modified other than by Anchore or accessed or used by Customer or any Users other than in accordance with the Master Agreement or any Order Form; (b) the issue requiring such services arises out of or relates to any negligence, intentional misconduct or breach of the Master Agreement or any Order Form by Customer or any act or omission of any employee, officer, director, agent, contractor, consultant, or other representative (collectively, "Representatives") of Customer, hardware malfunction, or other causes beyond the reasonable control of Anchore; (c) the issue requiring such services arises out of or relates to any third-party software not licensed through Anchore or provided by Anchore in connection with the Master Agreement; or (d) Customer has not paid the Fees when due under, or otherwise is in breach of, the Master Agreement or any Order Form.

#### 4.2. Establishment of Support Services

4.2.1. At the beginning of a Subscription Term for Anchore Enterprise, a Service Establishment procedure will be conducted. During the Service Establishment procedure, Anchore support staff will provide Customer with contact information for potential escalation of support tickets.

#### 4.2.2. Support Contacts

4.2.2.1. The Anchore Customer support center will provide Support Services to designated Named Contacts, as identified by Customer in writing to Anchore during Service Establishment, via the Anchore Support Portal.

4.2.2.2. The Named Contacts must have "read, write and execute" access to the necessary files and configuration, English language communication skills and relevant technical knowledge.

4.2.2.3. Customer may modify its designated Named Contacts at any time during the applicable Subscription Term by notifying Anchore in writing via the processes communicated during the Service Establishment.

4.2.2.4. Named Contacts will be the only interface to the Anchore Customer support center. In an emergency, an Anchore support engineer may respond to a Software-related issue identified by Customer for someone other than a Named Contact, but only on a one-time exception basis, subject to prompt subsequent verification and involvement of a Named Contact.

4.3. Service Level Objectives (SLO) for Complete Support Services

4.3.1. Anchore will make commercially reasonable attempts to provide an initial response to a Support Services ticket initiated by a Named Contact with the following SLO for the applicable Subscription purchased, based on the following table:

SLO	Complete
Time Coverage	24 hours per day, 7 days a week
Initial Response	2 business hours

4.3.2. Initial Response:

4.3.2.1. Initial response is defined as the period of time within which Anchore will receive and acknowledge the issue raised by Customer through the Anchore Support Portal.

4.3.3. Escalation Procedures

4.3.3.1. If Customer is not satisfied with Anchore's provision of any Support Services, Customer may escalate the applicable Support Services request by issuing a formal Escalation Request, which will be handled in the manner described below.

4.3.3.2. The first Escalation Request will cause the applicable Support Services request to be forwarded to an Anchore Support Services supervisor. The supervisor will investigate the problem and respond within the time specified in the SLO while also providing a regular status update on the

request at least every 24 hours thereafter.

4.3.3.3. If, after the first Escalation Request, the Customer (i) is still not reasonably satisfied; (ii) reasonably believes that Anchore has not materially complied with the terms and conditions of this Schedule H; or (iii) the severity of the issue requires extraordinary measures to remediate, the Customer may request escalation of the applicable Support Services Request to an Anchore Vice President (VP). The VP will consider the case and take appropriate measures to mitigate the issue.

4.3.3.4. Contact information on how to reach an Anchore Support supervisor, or the Anchore VP will be furnished to the Customer during the Service Establishment process.

4.3.4. Hot Fixes:

4.3.4.1. Where necessary, Anchore will provide 'Hot Fix' package(s) to the Customer which is a custom-built support package provided in response to an operational problem with, or defect in, the Software specific to, and identified and reported by, Customer in accordance with the process set forth in this Article 4 (Support Services)

4.3.4.2. Anchore 'Hot Fix' packages will be provided directly to the Customer for use only by Customer and shall not be redistributed by Customer to any other Anchore customers or third parties.

4.3.4.3. In the event that a 'Hot Fix' package is provided to Customer, the package will be supported by Anchore until the fix or resolution for the applicable problem or defect is incorporated into and supported as part of the main Anchore Software.

4.4. Defect Escalation

4.4.1. For non-critical bugs, the Customer may request that bugs which have been reported to the Anchore bug tracking system be escalated and fixed by Anchore.

4.4.2. Upon formal request of a bug escalation via a submission to the Anchore Support Portal, Anchore will provide a feasibility, time and priority response for the resolution of the bug.

4.5. Out-of-Scope Services

4.5.1. Notwithstanding any other provision in the Master Agreement, Anchore shall have no obligation to provide Out-of-Scope

Services, including without limitation when the request or need for such Support Services arises or relates to any of the following conditions or events:

- 4.5.1.1. Hardware, including without limitation any equipment that has been mishandled, altered, damaged or rendered inoperable due to willful or negligent acts or omissions, accident, Force Majeure (as defined herein), or operation of any hardware other than as specified in applicable specifications provided by Anchore.
- 4.5.1.2. Any work performed at Customer's site, except work performed by Anchore as specified in a statement of work entered into by and between Customer and Anchore and executed by the Parties' respective duly authorized representatives (each, a "Statement of Work or "SOW").
- 4.5.1.3. Products or components, including without limitation, software or hardware not provided by Anchore, on Anchore's behalf by an Anchore authorized service representative or an Anchore-authorized reseller, or services performed by or on behalf of an entity other than Anchore or an Anchore-authorized service representative.
- 4.5.1.4. Transit or relocation of hardware, including any damages occurring while in transit or related to such relocation, and services accompanying or related to transit or relocation of the hardware.
- 4.5.1.5. Services related to third-party products or services.
- 4.5.1.6. Customer's failure to meet its responsibilities under the Master Agreement or this Schedule H.
- 4.5.1.7. Although Anchore is not required to provide Out-of-Scope Services, Out-of-Scope Services may be available for purchase from Anchore, pursuant to a separate written agreement, including without limitation a Statement of Work, entered into by and between, and executed by the respective duly authorized representatives of Anchore and Customer.

## 5. Exclusions

- 5.1. Direct hands-on installation, modification and/or configuration of the Product

- 5.2. Installation, configuration, backup or management of any non-Anchore supplied software or hardware (such as database, networking, identity management systems) or related materials
  - 5.3. API scripting
  - 5.4. Custom development of the Product or any other software
  - 5.5. Participation from Anchore representatives via instant messaging systems, such as Slack
6. Customer Obligations
- 6.1. Payment to Anchore of all applicable Fees (as defined in the Master Agreement) under and in accordance with the Master Agreement and all applicable Schedules.
  - 6.2. Designation and deployment, from time to time, of a reasonable number of authorized Customer personnel who can work with the Customer Success Representative.
  - 6.3. Receipt of all Product(s) 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 the case may be, as of the Services Commencement Date (each an "Installation Location") and (b) for each such Installation Location, whether the related software environment is for development, staging, or production, as the case may be, 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;
  - 6.4. 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);
  - 6.5. Prompt changing of Product settings or configurations that are reasonably recommended by Anchore;
  - 6.6. Ensuring Anchore in writing , promptly upon Anchore's request, that Customer (i) has obtained all licenses required by Anchore to access and use all Software and Products and (ii) adheres, and causes all of 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, applicable Order Form, and all applicable Schedules;

- 6.7. Making available to Anchore access and data reasonably required by Anchore to provide the Services requested by Customer, the accuracy of which such data shall be Customer's sole responsibility.
  - 6.8. Acknowledgement and agreement, as hereby given by Customer, that nothing in this Schedule H 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.
7. Service Fees
- 7.1. Customer shall pay Anchore the Fee for Services as set forth in and in accordance with the applicable Order Form.