



OnDEMAND PLUS SERVICE SOW

This Statement of Work (“**SOW**”) is entered into as of the effective date the Order that references this SOW (the “**SOW Effective Date**”) by and between the customer identified on the Order (“**Customer**”) and the Lacework entity identified on the Order (“**Lacework**”) and describes the Technical Services to be performed for Customer. This SOW supplements the [Lacework Terms of Service](#) (or other written agreement covering the same subject matter executed by Lacework), including the Technical Services Addendum thereto (collectively, the “**Agreement**”). Capitalized terms not specifically defined in this SOW shall have the meaning as described in the Agreement.

Each SOW is intended by the parties as the final, complete, and exclusive terms of their agreement and supersedes all prior agreements and understandings (whether oral or written) between the parties with respect to the subject matter of that SOW. In the event of any inconsistency or conflict between the terms and conditions of this SOW and the Agreement, the terms and conditions of this SOW shall govern with respect to the subject matter of this SOW only.

1. Description of On-Demand Technical Services

The Technical Services described herein will commence on the start date of the Subscription Term. During the Subscription Term, Lacework will provide On-Demand Plus Technical Services during week (M-F):

- **On-Demand Plus Technical Services:** Up to 1/2 of a full time employee for the duration of the Subscription Term.

Engagement Structure

During the Subscription Term, the SA will work with Customer to jointly establish the overall engagement plan with near and longer-term priorities. The SA will provide weekly project status and quarterly project meetings to review progress and to jointly adjust and define priorities.

OnDemand Plus Service Scope

1. Provide ongoing technical guidance for configuration, security, tuning, and optimization.
2. Provide product advocacy and customer enablement / hand-holding.
3. Work with Customer resources as a primary technical advisor, providing guidance on the following matters:
 - Reference architecture;
 - Architectural guidance;
 - Integrations;
 - Reporting and Dashboards; and
 - Lacework best practice considerations related to Lacework configuration, accounts, security guidance, data management and other topics as agreed upon by the parties.

4. Serve as a primary technical lead with access to Lacework technical experts that can facilitate collaboration on broader technical items.
5. Facilitate Customer access to Lacework support resources that will allow Customer to directly post support questions and help with technical guidance pursuant to Customer's support agreement.
6. Engage with other Lacework technical leaders.

Technical Services will be delivered remotely, unless otherwise agreed to in advance in writing by the parties.

Deliverables:

None. This is a time-based services agreement.

2. Pricing and Payment Terms.

The Technical Services described in this SOW will be provided on a fixed price basis pursuant to the fees and payment terms set forth on the Order Form or other order documentation referencing this SOW.

Change Orders: Any modifications or changes from the scope of work or terms that are not specifically included and described in an SOW will be considered outside the scope and must be procured separately through a formal, written, signed amendment or change order to the SOW, which may result in additional cost or modified terms.

Reseller Orders. If Customer is procuring these Technical Services through a Reseller, then Customer will pay all applicable fees directly to Reseller and different terms regarding invoicing, payment and taxes may apply as specified in the Order between Customer and Reseller. Reseller is not authorized to make any changes to this SOW on behalf of Lacework, including, but not limited to additional warranties, representations, promises or commitments.

3. **Expenses.** No expenses will be charged to Customer under this SOW.
4. **Scheduling and Term.** All Technical Services must be performed during the Subscription Term. Customer shall not be due any credit or refund for any Technical Services not consumed during the Subscription Term.
5. **Assumptions and Dependencies**
The parties agree on the following:
 - a. Customer may not record, film, stream or otherwise capture in video or audio format any performance or aspect of the Technical Services.
 - b. Customer will assign a Project Manager for the duration of the project who will coordinate meeting schedules and availability of Customer personnel reasonably needed for the delivery of the Technical Services.
 - c. Customer is solely responsible for testing, deploying, maintaining, and supporting Technical Services provided or recommended by Lacework. Customer will be responsible for determining if, how, and when it will implement any recommendations made by Lacework.

- d. Lacework does not provide legal or compliance advice, and Customer is responsible for making its own assessment of whether its use of the Technical Services meets applicable legal and regulatory requirements.
- e. Lacework is not precluded from developing, using, or selling products or services that are similar or related to the Technical Services and Deliverables.
- f. The Technical Services will be provided on business days (holidays excluded) during regular business hours (8am to 5pm local time).
- g. Onsite Technical Services shall be delivered at the ship-to address listed on the Order.

