

QUICKSTART LITE 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 QuickStart Lite Technical Services.** During the Term, Lacework shall provide the following Technical Services:

Technical Service Overview

The Lacework QuickStart Lite Service (“**QuickStart Lite**”) is delivered remotely or onsite and designed to assist Customer in the initial setup QuickStart Lite through a series of interactive workshops, working sessions and hands-on configuration and implementation in Customer’s non-production environment. During or at the conclusion of the QuickStart Lite engagement, Lacework will provide project plan document, content delivered during the workshop, and configurations performed (if any), and will deliver a final presentation of the QuickStart Lite results and recommended next steps.

QuickStart Lite Technical Services are planned for one (1) continuous week (M-F). While this is a typical recommended timeline and schedule, the actual schedule may be adjusted as required and as mutually agreed upon by the parties.

Lacework will assist Customer with the following Technical Services in Customer’s non-production environment:

- Kickoff
 - Review use cases and validate scope (resources, configurations, agent deployment and methodology, automation)
 - Review business objectives and success criteria as provided by Customer
 - Review Quickstart Lite project plan
 - Align on engagement cadence and schedule
- Existing / PoV configuration validation and fine tuning

- Provide general guidance on following topics as agreed:
 - Authentication, organizational setup, and access control
 - Configuration (cloud accounts and container registry)
 - Agent deployment automation and deployment assistance
 - Alert channel configuration
 - Implementation Knowledge Transfer / Documentation
- Review of next steps

Deliverables:

- QuickStart Lite project plan
- Next Step General Recommendations document

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 scheduled in advance in one-week or two-week increments and must be completed within one (1) month from the Effective Date of this SOW ("**Term**"). Customer shall not be due any credit or refund for any Technical Services not consumed during the Term.

Rescheduling Policy. There will be no rescheduling fee for Technical Services that are rescheduled more than thirty (30) days in advance. For Technical Services rescheduled more than fourteen (14) days, but fewer than thirty (30) days in advance, Customer will be charged for any non-refundable travel expenses and/or change fees incurred by Lacework. For Technical Services rescheduled fourteen (14) days or fewer in advance, Customer will be charged: (a) a rescheduling fee of ten-thousand dollars (\$10,000 USD) (or its equivalent amount if charged in a different currency) and (b) for any non-refundable travel expenses and/or change fees incurred by Lacework. The fees set forth in this section are in addition to any fees set forth above in Section 2 and will be billed separately.

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.

