

TECHNICAL SERVICES POLICY

OWL Cyber Defense Solutions, LLC, a Maryland Limited Liability Company (“Seller”) provides software support and maintenance services (herein collectively referred to as “Software Technical Services”) and hardware warranty services (herein referred to as “Hardware Warranty Services”) (Software Technical Services and Hardware Warranty Services are collectively referred to herein as “Technical Services”), as set forth in this Technical Services Policy (the “TSP Policy”).

1. DEFINITIONS. For purposes of this TSP Policy, the following terms have the following meanings:

Customer – the end user of any Product, Seller Hardware or Seller Software.

Documentation – user manuals, technical manuals, and other materials provided by Seller, in print, electronic or other form, that describe the installation, operation, use, maintenance, technical specifications and deinstallation of Seller Software and Seller Hardware, excluding any Third Party Materials.

Error – a situation reported by or on behalf of a Customer where (i) the media on which the Seller Software was provided (“Media”) is defective in materials and workmanship, or (ii) the Seller Software does not substantially conform to the Seller’s Documentation in all material respects.

Failure – a situation reported by or on behalf of a Customer where the Seller Hardware is defective in materials and workmanship or does not substantially conform to the Seller’s Documentation in all material respects.

Fix – a repair or replacement of binary or executable code versions of the Seller Software to remedy an Error, including corrections to the related Documentation.

Product – a system, appliance, device or solution that includes Seller Software and/or Seller Hardware and may include Third Party Materials bundled therewith and offered for sale and/or license by Seller.

Seller Hardware – the computer hardware, appliances and peripheral devices manufactured by or for Seller and supplied by Seller to Customer under an order, but expressly excluding any software integrated therein or associated therewith and any Third Party Materials.

Seller Software – software produced by or on behalf of Seller for which Customer has a license as set forth in a Seller Software End User License Agreement (“EULA”), excluding any Third-Party Materials.

Software License – the Seller Software EULA between Seller and Customer pursuant to which Customer may use Seller Software.

Third Party Materials – all hardware, equipment, components, accessories, software, content, data or other materials, including related documentation, that are manufactured, produced, branded and/or provided by third parties and supplied by Seller

to Customer under an order.

Workaround – a change in procedures followed by the Customer to avoid or overcome an Error without substantially impairing use of the Seller Software.

2. SELLER’S PROVISION OF TECHNICAL SERVICES.

Seller provides Technical Services (as applicable) as provided herein: (a) during the term of any Software Maintenance Plan (as hereinafter defined) for which the applicable fees have been paid to Seller, (b) during the term of any Hardware Warranty Plan (as hereinafter defined) for which the applicable fees have been paid to Seller, and (c) on a ”time and materials” basis at the prevailing rates of Seller or its authorized service providers during any period for which no Software Maintenance Plan or Hardware Warranty Plan is in effect (and/or applicable fees have NOT been paid to Seller). Except as otherwise provided in this TSP Policy, fees paid for Technical Services are not refundable.

Seller may subcontract the provision of Technical Services under this TSP Policy to third parties whose location and operating hours are more convenient to certain Customers. Customers affected by this decision will be provided the appropriate contact information to obtain Technical Services. Such local Technical Services provider will have access to the Technical Services Team at Seller to insure timely and proper resolution of Customer requests for Technical Services.

SELLER MAKES NO REPRESENTATIONS OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, REGARDING THE TECHNICAL SERVICES PROVIDED UNDER THIS TSP POLICY, ALL OF WHICH ARE PROVIDED “AS IS.” TO THE MAXIMUM EXTENT PERMITTED UNDER APPLICABLE LAW, SELLER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, WITH RESPECT TO SUCH TECHNICAL SERVICES.

3. SOFTWARE TECHNICAL SERVICES.

A. SOFTWARE SUPPORT AND MAINTENANCE SERVICES.

If Customer has purchased software support and maintenance services for Seller Software for a specified term (a “Software Maintenance Plan”) and Customer is current in paying all sums due Seller for such plan, then during the term of such Software Maintenance Plan (including any renewal or extension thereof on terms approved by Seller), Seller will provide Customer with the software support and maintenance services set forth in Sections 3.A(i)-(iii) below for such Seller Software, subject to the exclusions and limitations set forth in Section 3.B below.

(i) SOFTWARE UPDATES.

Seller will distribute or make available to Customer, at such intervals and in such form as Seller deems appropriate, software corrections, upgrades, improvements or modifications (collectively, “Software Updates”) for the most current version of the Seller Software, such as patches, improvements and security updates. Seller will provide Customer with all such Software Updates that (a) Seller makes generally available to Seller customers

that are eligible for Software Technical Services and (b) Seller does not market as independently priced Products, options, or modules. Customer is responsible for installing any Software Updates provided by Seller, which shall be considered part of the Seller Software being updated and shall be subject to all of the terms of the Software License for such Seller Software.

(ii) TELEPHONE and ELECTRONIC SERVICES.

Software Technical Services provides 24x7x365 access to telephone and electronic messaging systems for all Seller Products. Technicians are normally available for problem solving between the hours of 8:00 AM and 5:00 PM Eastern Time Monday through Friday except for Seller Holidays. A voice messaging system is available at all times and responses by technicians to voice messages will occur during the next business day or as otherwise provided in Section 6 below.

Software Technical Services include troubleshooting and Workaround assistance, along with limited installation and configuration advice. The information required to permit a response includes: Seller Product name, Seller Communication Card serial numbers, Seller Product serial number, Operating System version number, and Seller Software version number. If the Customer's educational or consulting needs are outside the scope of Software Technical Services, Seller may offer the Customer on-site training and installation support services at its standard prices.

Software Technical Services include answering questions and providing a reasonable level of guidance to the Customer about the use of the Seller Software, responding to reports of Errors and determining if the Error is a result of a problem in the operation of the Seller Software or an environment or installation problem. The Customer is responsible for providing information and documentation sufficient for Seller to reproduce the Error, including a detailed written description of the problem, log files, core dumps, data files, and any other information reasonably requested by Seller.

Software Technical Services are provided for the most current and immediately preceding version(s) of the Seller Software. In some cases, resolving an issue may consist of advising Customer to upgrade to the most current version of the Seller Software which may require the payment of appropriate fees, if applicable, to Seller.

(iii) SOFTWARE ERROR CORRECTIONS.

Seller will use commercially reasonable efforts during normal Technical Services hours to provide a Fix or correct Errors in the most current and immediately preceding versions of the Seller Software in a timely manner by providing, at Seller's option, the repair or replacement of object or executable code versions of the Seller Software at Seller's cost. A Seller technician will endeavor to resolve suspected Errors at the time of the initial call or electronic inquiry. If the technician cannot resolve the matter during the initial call or electronic inquiry, the request will be logged in the issue tracking tool Seller uses in support of its Technical Services Policy and the technician will continue to investigate the incident with support by other Seller technical personnel. An Issue Tracking Number will be

provided to the Customer for future reference.

In connection with an Error report, at Seller's request and cost, Customer shall return the claimed defective Seller Software or Media to Seller (at such location as Seller directs) with a copy of Customer's receipt therefor (including proof of purchase from an authorized source). If Seller repairs or replaces the Seller Software or the Media, any repaired or replacement Seller Software or Media will be delivered to Customer by Seller at Seller's cost. In the event the Seller Software or Media is replaced, Seller shall retain the original, returned Seller Software or Media. If Seller determines that the claimed Error is not covered under a Software Maintenance Plan because it falls under the exclusions or limitations set forth in Section 3.B below, Seller will so notify Customer and will (a) return such Seller Software or Media to Customer at Customer's expense, or (b) on Customer's written authorization, Seller will endeavor to resolve the Error on a time and materials basis (at the then-prevailing rates of Seller or its authorized service providers) or upon such other pricing basis as Seller and Customer shall mutually agree in writing.

Customer acknowledges that the Seller Software is of such complexity that it may be impossible or impracticable to effectuate a Fix or correction of an Error. If an Error is, in the opinion of Seller, not reasonably capable of correction, Seller will use commercially reasonable efforts to provide Customer with a Workaround. Seller does not guarantee the results of any Software Technical Services provided hereunder or that any Errors will be corrected, overcome or avoided.

B. SOFTWARE SUPPORT AND MAINTENANCE EXCLUSIONS/LIMITATIONS.

Seller's obligation to provide the software support and maintenance services described in Sections 3.A(i)-(iii) above is conditioned on Customer's proper use of the Seller Software, and Seller shall have no such obligations if Customer: (i) is in material breach or default of the Software License or Software Maintenance Plan for such Seller Software; (ii) improperly installs or installs and uses the Seller Software on or in connection with any hardware, software or system not specified in the Documentation; (iii) modifies or damages the Seller Software or the Media, including abnormal physical or electrical stress; (iv) misuses the Seller Software, including any use or operation of the Seller Software other than as specified in the Documentation; or (v) has the Seller Software serviced by any one other than Seller or its authorized representatives.

Additionally, Technical Services do not include support or maintenance services for any Third Party Materials unless such Third Party Materials were licensed from or provided by Seller as an integrated module or component of a Seller Product, in which case Seller's obligation will be limited to providing Customer with an "initial-point-of-contact", i.e., the first level of support, for such Third Party Materials as described in this paragraph. Seller will use commercially reasonable efforts to obtain or facilitate support for Customer from the third party vendor as a convenience to Customers who have purchased Products from Seller that incorporate Third Party Materials. Seller does not warrant any Third Party Materials. The warranty terms and conditions (if any) of the vendors of the Third Party Materials will apply. Seller will rely on the third party vendors to provide Seller and Customer with any support and warranty services relating to the Third Party Materials as specified in such third party's documents, a copy of which will be

provided to Customer upon request. Seller has no obligation to update any Third Party Materials, but if Seller receives updates to third party software embedded or integrated into Seller's Products, Seller will provide such updates to Customer and Customer will be responsible for installing them.

C. FEES FOR SOFTWARE SUPPORT AND MAINTENANCE SERVICES.

Seller's fees for software support and maintenance services may be changed for subsequent annual or other periods. Additionally, the nature and scope of such services may be modified or discontinued by Seller for any renewal period on at least 30 days prior written notice to Customer. If Seller discontinues software support and maintenance services, Seller shall refund Customer a pro-rata portion of any pre-paid fees for a Software Maintenance Plan based on a percentage equal to the number of unused days remaining on the plan following its discontinuance divided by the total number of days in the plan. Seller's obligation to provide software support and maintenance services under any Software Maintenance Plan shall terminate upon the expiration of such plan if not timely renewed. Seller will provide Customer with its then-current pricing for the renewal or entry into any new Software Maintenance Plan. If Customer wishes to renew or enter into any new Software Maintenance Plan, there can be no lapse in coverage, so the effective date of such plan must commence on the day following expiration of the prior plan and Customer must pay associated fees from such effective date.

4. HARDWARE WARRANTY SERVICES.

A. HARDWARE WARRANTY SERVICES.

If Customer has purchased a hardware warranty plan for Seller Hardware for a specified term (a "Hardware Warranty Plan") and Customer is current in paying all sums due Seller for such plan, then during the term of such Hardware Warranty Plan (including any renewal or extension thereof on terms approved by Seller), Seller will provide Customer with the hardware warranty services set forth in Sections 4.A.(i)-(ii) below for such Seller Hardware, subject to the exclusions and limitations set forth in Sections 4.B and 4.C below.

(i) HARDWARE FAILURE CORRECTIONS.

Seller will use commercially reasonable efforts during normal Technical Services hours to correct any Failure in Seller Hardware in a timely manner by providing, at Seller's option, the repair or replacement of such Seller Hardware as provided in this TSP Policy.

A Hardware Failure will be handled following the Software Technical Services procedure to identify the location and nature of the claimed Failure. Failures are reported the same way as Errors are reported. Following receipt of a reported Hardware Failure, Seller technicians will attempt to diagnose the problem and resolve the issue with Customer by telephonic or electronic communication. If appropriate, Seller technicians will instruct Customer to restore the associated Seller Software settings to the original default settings.

(ii) HARDWARE RETURN FOR EVALUATION, REPAIR OR REPLACEMENT.

If after troubleshooting, the Seller technician cannot resolve the Hardware Failure, the Seller will initiate a return of the Seller Hardware at Seller's expense, so that Seller can further evaluate the Seller Hardware to determine whether it is eligible for repair or replacement under a Hardware Warranty Plan. To enable Seller to proceed with the Seller Hardware return, the Customer must provide the following information:

- (a) Seller Hardware serial number(s),
- (b) Customer name and ship-to address, and
- (c) Name, phone number, and email address of the contact person at the Customer's location.

Upon receipt of the above information, Seller will issue a return merchandise authorization ("RMA") number to the Customer contact and instructions for the Customer to return the Seller Hardware to Seller for further evaluation. No Seller Hardware or Products shall be returned to Seller for any reason or purpose until Seller has been notified of the proposed return and Customer has received from Seller a Return Merchandise Authorization (RMA) number.

If Seller determines that a Failure exists and the Seller Hardware is covered under a Hardware Warranty Plan, Seller will repair or replace, at Seller's option, the defective Seller Hardware without charge to Customer and will ship the repaired or replacement Seller Hardware to Customer's location prepaid at Seller's expense. Replacement Seller Hardware may be new, reconditioned, or functionally equivalent. Seller will use commercially reasonable efforts to insure that delivery of the repaired or replacement Seller Hardware occurs within a reasonable period.

If Seller has sent replacement Seller Hardware to Customer without requiring or receiving the return of the defective Seller Hardware with respect to which the replacement Seller Hardware was sent, then Customer, upon receipt of the replacement Seller Hardware, must return to Seller the defective Seller Hardware in the shipping box and with the prepaid return shipping label. In certain circumstances US Government customers may not be able to return the damaged hardware and may substitute a letter from the Commanding Officer/Department Head certifying that the Seller Hardware is defective, stating the serial numbers of the defective Seller Hardware, and indicating the Seller Hardware cannot be returned because of national security requirements.

In the event defective Seller Hardware is not received from Customer in good condition (except for defects discovered during troubleshooting) within twenty-one (21) calendar days of delivery of the replacement Seller Hardware, Seller may cancel the applicable RMA and invoice the Customer the list price for the replacement Seller Hardware plus applicable Seller Hardware Warranty Plan fees for the replacement Seller Hardware. Customer's Software License to use Seller Software with the defective Seller Hardware automatically terminates on the date the RMA is cancelled; it being understood that the Customer's Software License will transfer to replacement Seller Hardware upon compliance with the RMA process or upon payment of list price for the replacement Seller Hardware plus applicable Seller Hardware Warranty Plan fees due to non-compliance by the Customer with the RMA process. Defective Seller Hardware that is returned by Customer and replaced by Seller in connection

with a Hardware Failure becomes the sole property of Seller upon its receipt. Seller is under no obligation to accept Seller Hardware returned by Customer without a valid RMA. Seller does not guaranty the results of any Hardware Warranty Services provided hereunder, or that any Failure will be corrected.

If Seller determines that any Seller Hardware returned for evaluation, repair or replacement is not covered under a Hardware Warranty Plan, either because it is not defective or it falls under the exclusions or limitations set forth in Section 4.C below, Seller will so notify Customer and will be entitled to charge Customer for the return, handling, inspection, testing, and repair of such Seller Hardware at its prevailing rates or those of its authorized service providers. Such Seller Hardware, whether or not repaired by Seller, shall be returned to Customer at Customer's expense, including shipping charges.

B. END OF LIFE ("EOL")

As technology and business needs evolve, it may become necessary for Seller to end the production and distribution of certain Products. Seller's decision to discontinue a Product is based on several factors, including the availability of manufacturing components needed to continue production or the introduction of a product with more advanced features and functionality.

Products shall be deemed to have reached EOL in Seller's sole discretion, including when they are unsustainable to support, are no longer upgradeable, and/or cannot accommodate important patches, requiring the discontinuation of Product availability and maintenance.

To the extent practicable, Seller will endeavor to continue to provide support for EOL Products as follows:

(i) After the End-of-Sale ("EOS") date (the date a Product can no longer be ordered) Seller will make available, under an applicable Software Maintenance Plan and this TSP Policy, bug fixes, maintenance releases, Workarounds, and patches for a minimum of 3 years following the EOS date, for operating system support. Customer may be required to purchase a Software Update to correct a problem.

(ii) Prior to the expiration of the third anniversary of the EOS date, Customer may purchase a continuing Software Maintenance Plan and/or Hardware Warranty Plan (as applicable) for Products then covered under such plans if Seller has not published an EOL notice for, or otherwise discontinued its support plans for, such Products.

(iii) Seller will endeavor to maintain the availability of comparable spares or replacement parts for EOL Products for a minimum of 3 years from such Product's EOS date.

Customer must have a current and fully paid Software Maintenance Plan and Hardware Warranty Plan in order to receive the support described in subsections 4.B(i) through (iii) above.

C. HARDWARE WARRANTY SERVICES – EXCLUSIONS/LIMITATIONS.

Seller's obligation to provide the Hardware Warranty Services set forth in this Section 4 are conditioned on Customer's proper use of the Seller Hardware and, notwithstanding anything to the contrary herein, Seller shall have no such obligations if (i) the Seller Hardware has been modified or repaired other than by Seller or its authorized representatives; (ii) Customer fails to use all Product enhancements, updates and releases provided by Seller; (iii) the Seller Hardware has not been installed, used, operated or maintained in accordance with Seller's instructions or Documentation; (iv) the Seller Hardware has been subjected to abnormal physical or electrical stress, abnormal environmental conditions, misuse, negligence or accident; (v) Customer has failed to use the Seller Hardware with software, hardware or systems approved for use with such Seller Hardware as specified in Seller's Documentation; or (vi) the Seller Hardware has been licensed, leased or loaned for demonstration, evaluation or trial purposes or other circumstances for which Seller does not receive any payment. Additionally, Seller's obligation to provide Hardware Warranty Services with respect to the below Products is further conditioned on the specific requirements set forth below:

(a) Communication cards - must be installed in computers that are in good operating condition and with operating systems at version levels supported by Seller.

(b) Seller "small form factor" (1U) enclosures, Seller appliances and other Seller devices and Products – must be installed and operated in the hardware and software configuration delivered by Seller and in accordance with limits defined in the applicable product technical specifications published by Seller.

Technical Services do not include any Hardware Warranty Services for any Third-Party Materials. Seller's obligations with respect to Third Party Materials is limited as set forth in Section 3.B of this TSP Policy.

D. EXTENDED HARDWARE WARRANTIES.

(i) FEES FOR EXTENDED HARDWARE WARRANTY PLANS. Seller's fees for Hardware Warranty Plans may be changed for subsequent annual or other periods. Additionally, the nature and scope of such services may be modified or discontinued by Seller for any renewal period. Seller's obligation to provide Hardware Warranty Services shall terminate upon the expiration of a Hardware Warranty Plan if not timely renewed or extended. Seller will provide Customer with its then-current pricing for the renewal or extension of any Hardware Warranty Plan on Seller Hardware.

(ii) LAPSE AND REINSTATEMENT OF HARDWARE WARRANTIES. If Customer wishes to renew any Hardware Warranty Plan, there can be no lapse in coverage, and any requested plan renewal or extension shall be subject to any limitations established by Seller and shall be subject to Seller's approval in its sole discretion.

5. CUSTOMER PRIMARY DESIGNATED CONTACT.

Access to Seller Technical Services by telephone or through electronic communications is limited to Customer's Technical Point-of-Contact ("TPOC"). Assigning designated contacts and keeping the information current in Seller's records is Customer's responsibility and ensures that only authorized personnel are provided information to install Software Updates and to install replacement Seller Hardware. Further, having a designated contact allows the Customer to manage support issues more efficiently by using a centralized approach. Each Customer must designate one (1) contact as the TPOC. The TPOC will be the addressee for all Software Updates sent to eligible Customers.

6. CLASSIFICATION OF ERRORS, FAILURES AND RESPONSE TIMES.

Any suspected Error or Failure that is reported to Seller is classified in accordance with the priority levels defined below:

PRIORITY 1 (P1) – CRITICAL PRIORITY – A Critical Priority Error or Failure renders inoperable Seller Software or Seller Hardware that has been working in an operational environment, or causes the Seller Software or Seller Hardware to substantially fail.

Examples of Critical Priority issues may include:

- Data not being received
- No connectivity
- Data received in error
- System(s) does not boot
- Critical hardware failure

PRIORITY 2 (P2) – HIGH PRIORITY - A High Priority Error or Failure substantially degrades the performance and/or causes serious limitations in the use of Seller Software or Seller Hardware that has been working in an operational environment.

Examples of High Priority issues may include:

- Lack of functionality as designed
- Software Update failures
- Substantial performance degradation

PRIORITY 3 (P3) – Medium PRIORITY – A Medium Priority Error or Failure is preventing Seller Software or Seller Hardware that has not previously been working in an operational environment from operating or causes the Seller Software or Seller Hardware to substantially fail upon

installation.

Examples of Medium Priority issues may include:

- Data not being received
- No connectivity
- Data received in error
- System(s) does not boot
- Critical hardware failure

PRIORITY 4 (P4) – Customer Requests – The issue has no impact on overall Seller Software or Seller Hardware use or performance.

Examples of Customer Requests issues may include:

- Enhancement requests
- Information requests
- Documentation requests

Response times noted in the table below are for Seller Software Errors only. Seller will endeavor to respond to all Error or Failure reports from Customers as promptly as technicians are available consistent with the priority of reports received.

Seller will use commercially reasonable efforts to do the following:

P1 (Critical)
<ul style="list-style-type: none">• Have a technician initially respond by telephone or email message to a reported Error within three (3) business hours of the time the incident is reported, subject to Seller’s normal hours of operation• Provide Customer with daily or periodic reports on the status of the issue and Seller’s efforts to find a Workaround or Fix• Include a Fix for the Error in the next major release of the Application

<p>P2 (High)</p> <ul style="list-style-type: none"> • Have a technician initially respond by telephone or email message to a reported Error within four (4) business hours of the time the incident is reported, subject to Seller’s normal hours of operation • Provide Customer with daily or periodic reports on the status of the issue and Seller’s efforts to find a Workaround or Fix • Include a Fix for the Error in the next major release of the Application
<p>P3 (Medium)</p> <ul style="list-style-type: none"> • Have a technician initially respond by telephone or email message to a reported Error within eight (8) business hours of the time the incident is reported, subject to Seller’s normal hours of operation • Provide Customer with periodic reports on the status of the issue and Seller’s efforts to find a Workaround or Fix • Include a Fix for the Error in the next major release of the Application
<p>P4 (Low)</p> <ul style="list-style-type: none"> • Have a technician initially respond by telephone or email message to the request within forty eight (48) business hours of the time the incident is reported, subject to Seller’s normal hours of operation • Provide Customer with periodic reports on the status of the issue and Seller’s efforts to find a Workaround or Fix • Include a Fix for the Error in the next major release of the Application

Subject to the terms of this TSP Policy, Seller will use commercially reasonable efforts to deliver repaired or replacement Seller Hardware in response to a reported Failure within a reasonable period.

7. GENERAL.

Seller is not responsible for Errors, Failures or other problems due to Third Party Materials, misuse, negligence, accident, damage, modification, failure to maintain proper physical or operating environment, or other matters which are expressly identified as exclusions from Seller’s obligations hereunder. If Seller reasonably believes that a problem reported by the Customer may not be due to an Error or Failure, Seller will so notify the Customer, and Seller shall not proceed further unless instructed to do so in writing by the



Customer. If, upon resolution of the problem, it is determined the Failure or Error is not covered by a Hardware Warranty Plan or Software Maintenance Plan, the Customer will be invoiced for time and materials at the prevailing rates of Seller or its authorized service providers for the time spent in the resolution process, and Customer will be obligated to pay the same within thirty (30) days of the invoice date. Notwithstanding anything to the contrary herein, if Seller determines that an Error or Failure cannot be corrected by a repair, replacement or Workaround, Seller reserves the right in its sole discretion to refund to Customer, as its sole and exclusive remedy, a pro rata portion of any pre-paid fees for a Software Maintenance Plan or Hardware Warranty Plan (as applicable) based on a percentage equal to the number of unused days then remaining on such plan divided by the total number of days in the plan.

Customer is responsible for backing up all data before returning any Product to Seller. Seller is not responsible for any data loss, corruption or damage or associated data restoration costs, in connection with any return, repair or replacement process. Customer must ensure that no confidential, proprietary or personal information remains on any Product before returning it to Seller.

Seller will furnish Technical Services to Customers only using the English language.

In connection with its provision of Technical Services, Seller may collect personal information regarding users of Seller's Products. Seller will collect and maintain personal information in accordance with its privacy policy.

From time to time Seller may email additional communications to Customer representatives regarding various Product offerings. Customer or its representatives may unsubscribe by contacting Seller at sales@owlcyberdefense.com and directing the email address to be removed.

This Seller Technical Services Policy is subject to change from time to time, in Seller's sole discretion, as Seller updates its Technical Services offerings.