

**ADDENDUM TO SOLARWINDS SOFTWARE
SUPPORT AND MAINTENANCE TERMS AND CONDITIONS
(SOLARWINDS SMART START)**

This Addendum (“Addendum”) complements the SolarWinds Software Support and Maintenance Terms and Conditions (“Support Agreement”) and is entered into and agreed upon by and between you, either an individual or an entity, and your Affiliates (“Company”) and SolarWinds Worldwide, LLC (“SolarWinds Worldwide”) as of the start date of Smart Start provided for in Section 2.2 of this Addendum (“Effective Date”). All capitalized terms will have the meaning given to such terms in the Support Agreement unless a different meaning is provided in this Addendum. In addition to the terms in the Support Agreement, the following terms apply:

1. Active Maintenance; Applicability. As of the Effective Date, Company represents and warrants that all licenses for which Company is buying Smart Start (as defined below) are under active maintenance and support as of the date hereof. Company acknowledges that Smart Start is only available for the SolarWinds software products designated on the applicable quote.

2. SolarWinds Smart Start. Subject to the terms of this Addendum and the Support Agreement, SolarWinds will devote a commercially reasonable amount of time during the Smart Start Term (defined below) to provide Company with the following additional support (“Smart Start”) for the applicable Software licenses:

- A named SolarWinds customer success representative;
- A welcome telephone call covering SolarWinds product architecture, system requirements and Company goals related to the applicable SolarWinds product, SolarWinds available support resources, and the scheduling of Company’s telephonic success consults;
- Company success consults focusing on assisting the Company implementing and installing the applicable Software according to the Documentation; and
- A success review reviewing recap Company’s objectives and product goals.

2.1 Company Obligations. In addition to Company’s obligations contained in Section 4 of the Support Agreement, Company is required to (a) make a competent representative reasonably available for the welcome call within five (5) days of the start of the Smart Start Term, and (b) timely provision an adequately sized server for software installation.

2.2 Term. Smart Start starts: (a) on the day SolarWinds invoices Company for Smart Start, or (b) if Company is purchasing Smart Start through a reseller, the day SolarWinds notifies Company in writing (including electronic communications) that Company’s order of Smart Start has been processed, and expires in accordance with section 3 (Expiration; Termination) unless sooner terminated in accordance with this Addendum (“Smart Start Term”).

3. Expiration; Termination. This Addendum and Smart Start will automatically expire without notice 90 days after the start of the Smart Start Term. SolarWinds may terminate this Addendum upon fifteen (15) days prior written notice for any material default or breach of the terms and conditions of this Addendum, the SolarWinds End User License Agreement or the Support Agreement, unless the Company has cured such failure or default within such fifteen (15) day period, provided, however, that no such cure period shall be permitted for a violation or misappropriation of SolarWinds’ intellectual property rights.

4. Exclusions. SolarWinds is not obligated to (a) provide any support other than what is offered under the Support Agreement and this Addendum, or (b) perform Smart Start if Company fails to pay all fees when due or fails to perform its obligations under Section 2.1 of this Addendum or Section 4 of the Support Agreement. Company acknowledges that Smart Start does not include developing custom scripts, templates or queries; analyzing or troubleshooting performance issues resulting from or related to third party products, such as SQL or OS performance issues, nor will SolarWinds take control of Company's environment to perform full installations, configurations, migrations or upgrades. SolarWinds will not go on site to the Company to perform any support offered either under this Addendum or the Support Agreement.