MONALYTIC FEDERAL DEPLOYMENT ADDENDUM TO THE
SOLARWINDS SOFTWARE SUPPORT AND MAINTENANCE TERMS AND CONDITIONS

This Federal Deployment Addendum ("Addendum") is governed by the SolarWinds Software Support and Maintenance Terms and Conditions under the SolarWinds End User License Agreement (the "EULA", and collectively with the EULA, the "Support Terms") and is entered into and agreed upon by and between you and your Affiliates ("Company" or "you") and Monalytic, Inc., a wholly owned SolarWinds subsidiary ("Monalytic"). This Addendum is for deployment assistance as identified in your Order Form or invoice and is limited to the scope below based the level of service ordered (the "Deployment Services"). This Addendum shall be effective: (a) if Company is a direct customer, as of the Monalytic invoice date for the order containing Deployment Services or (b) if Company is an indirect customer, on the date of your welcome email from the Monalytic deployment manager inviting you to schedule your first call (as applicable, the "Effective Date"). Monalytic will perform (or may elect to subcontract) all services set forth in this addendum.

All capitalized terms will have the meaning given to such terms in the Support Terms unless a different meaning is provided in this Addendum. The parties agree that the following terms shall apply to Your purchase of Deployment Services. If there is a conflict between this Addendum and the Support Terms, the Addendum shall control.

1. **Active Maintenance.** Company agrees that Deployment Services are only available for the SolarWinds software products designated on the applicable quote. Company acknowledges that Monalytic will provide Deployment Services for Company’s licenses under an active maintenance and support plan only.

2. **Scope of Federal Deployment Services.** Subject to the terms of the Support Terms, Monalytic will, during the Federal Deployment Term (defined in Section 4 below), provide Company with the following Deployment Services based on the package selected by You and reflected in your Order form or invoice. The three service packages are described below:

<table>
<thead>
<tr>
<th>Category</th>
<th>Federal Deployment Services 1</th>
<th>Federal Deployment Services 2</th>
<th>Federal Deployment Services 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Allotted Hours (Up to)</td>
<td>30</td>
<td>75</td>
<td>125</td>
</tr>
<tr>
<td>Platform Planning</td>
<td>• Up to 3 hours</td>
<td>• Up to 4 hours</td>
<td>• Up to 8 hours</td>
</tr>
<tr>
<td></td>
<td>• Welcome Call</td>
<td>• Welcome Call</td>
<td>• Welcome Call</td>
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<tr>
<td></td>
<td>• Use Case Review</td>
<td>• Use Case Review</td>
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<tr>
<td></td>
<td>• Deployment Planning Form</td>
<td>• Deployment Planning Form</td>
<td>• Deployment Planning Form</td>
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<tr>
<td></td>
<td>• Deployment Project Plan</td>
<td>• Deployment Project Plan</td>
<td>• Deployment Project Plan</td>
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<tr>
<td>Platform Installation</td>
<td>• Up to 3 hours</td>
<td>• Up to 6 hours</td>
<td>• Up to 10 hours</td>
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<tr>
<td></td>
<td>• On-Premises Instance</td>
<td>• On-Premises or Cloud Based Instance</td>
<td>• On-Premises or Cloud Based Instance</td>
</tr>
<tr>
<td></td>
<td>• Covers Install of Core Modules</td>
<td>• Covers Install of Core Modules</td>
<td>• Covers Install of Core Modules</td>
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<tr>
<td></td>
<td>• Covers Install of Advanced Modules</td>
<td>• Covers Install of Advanced Modules</td>
<td>• Covers Install of Advanced Modules</td>
</tr>
<tr>
<td></td>
<td>• Scalability Engines – Additional Polling Engines (APWE) or Additional Web Server (AWS)</td>
<td>• Scalability Engines – APE</td>
<td>• Scalability Engines – AWS</td>
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<td>• Scalability Engines – High Availability</td>
<td>• Scalability Engines – High Availability</td>
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<td>• Scalability Engines – Enterprise Operations Console</td>
<td>• Scalability Engines – Enterprise Operations Console</td>
</tr>
<tr>
<td>Category</td>
<td>Federal Deployment Services 1</td>
<td>Federal Deployment Services 2</td>
<td>Federal Deployment Services 3</td>
</tr>
<tr>
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</tr>
</tbody>
</table>
| **Platform Configuration** | - Up to 5 hours  
- SNMP & WMI Credentials Provisioning  
- Basic Web Portal Accounts  
- Node Discoveries  
- Node Import from Discoveries | - Up to 12 hours  
- SNMP & WMI Credentials Provisioning  
- Basic Web Portal Accounts  
- Credential Integration w Active Directory or Azure  
- Node Discoveries  
- Node Import from Discoveries  
- Validate Database Maintenance Job | - Up to 22 hours  
- SNMP & WMI Credentials Provisioning  
- Basic Web Portal Accounts  
- Credential Integration via Security Assertion Markup Language (SAML)  
- Node Discoveries  
- Node Import from Discoveries  
- Validate Database Maintenance Job  
- TLS (Transport Layer Security) Configuration for SolarWinds Enterprise Operations Console or Web Console |
| **Observability & Alerts** | - Up to 14 hours  
- Groups & Dependencies  
- Maps  
- Custom Properties  
- Alerts  
- Reports  
- Dashboard Views with Up To 3 Widgets  
- NetPath  
- PerfStack  
- UnDP  
- Manual Node Imports | - Up to 43 hours  
- Groups & Dependencies  
- Maps  
- Custom Properties  
- Alerts  
- Reports  
- Dashboard Views with Up To 3 Widgets  
- NetPath  
- PerfStack  
- UnDP  
- Manual Node Imports  
- Application Component Monitor Templates | - Up to 67 hours  
- Groups & Dependencies  
- Maps  
- Custom Properties  
- Alerts  
- Reports  
- Dashboard Views with Up To 3 Widgets  
- NetPath  
- PerfStack  
- UnDP  
- Manual Node Imports  
- Application Component Monitor Templates  
- Custom Hour-Long Virtual Training Session |
| **Platform Training** | - Up to 3 hours  
- Working With Support & Escalations Overview Training  
- Thwack  
- SolarWinds Academy Virtual Classrooms*  
- Online Best Practices Articles | - Up to 8 hours  
- Working With Support & Escalations Overview Training  
- Thwack  
- SolarWinds Academy Virtual Classrooms*  
- Online Best Practices Articles  
- Custom Hour-Long Virtual Training Session | - Up to 15 hours  
- Working With Support & Escalations Overview Training  
- Thwack  
- SolarWinds Academy Virtual Classrooms*  
- Online Best Practices Articles  
- Custom Hour-Long Virtual Training Session  
- Virtual Hour-Long Product Training Session |
| **Journey Success** | - Up to 2 hours  
- Deployment Summary  
- Customer Survey  
- Optimization  
- Opportunities  
- Customer Success Manager (CSM) Hand-Off Call | - Up to 2 hours  
- Deployment Summary  
- Customer Survey  
- Optimization  
- Opportunities  
- CSM Hand-Off Call | - Up to 3 hours  
- Deployment Summary  
- Customer Survey  
- Optimization  
- Opportunities  
- CSM Hand-Off Call |

* Additional fees may apply for some classes and certification exams.

3. **Company Obligations.** Company is required to (a) make a competent representative available for the welcome call, which will be scheduled within five (5) days of the start of the Federal Deployment Term and have the required infrastructure, system requirements and adequately sized server as set forth in the Documentation available for software installation.
4. **Federal Deployment Term; Expiration; Termination.**

   4.1. **Federal Deployment Term.** Federal Deployment Services begins on the Effective Date and shall expire in accordance with Section 4.2 (“Expiration”) unless sooner terminated in accordance with the Support Terms (“Federal Deployment Term”).

   4.2. **Expiration.** The Deployment Services will automatically expire one hundred eighty (180) days after the Effective Date. Unused services will not carry over beyond the Federal Deployment Term or be subject to any refund.

   4.3. **Termination.** In addition, SolarWinds may also terminate this Addendum as set forth in the Support Terms.

5. **Exclusions.** This Addendum does not include performing the deployment on Company’s behalf. Company acknowledges that this Addendum 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. Monalytic will not go on-site to the Company to perform any support offered under this Addendum.