

Outsourcer Authorization Form

Access to Customer Carbon Black Products

Customer Name: _____

Outsourcer (Partner) Name: _____

Select the Outsourcer Access level from the options below:

- 1a) MONITORING PARTNER** - Customer and Outsourcer may both submit support cases *via* the Carbon Black User Exchange.
- 1b) PARTNER MANAGEMENT ACCESS TO CONSOLE** - In addition to the above (1a), Customer also seeks to have their org associated with the Partner org on Carbon Black Cloud.
- 2) REMOVE MONITORING PARTNER ACCESS** - Customer seeks to remove Outsourcer's authorization to their Carbon Black account.
- 3) SUPPORT SERVICES** - Customer seeks to have all support cases opened and resolved through its current/selected Outsourcer.

Carbon Black Product(s) the above authorization applies to: _____

Customer represents that it: (i) currently has a valid license to use the applicable Carbon Black Product(s) for Customer's own internal use, and (ii) has an agreement with Outsourcer whereby Outsourcer provides certain managed security products or services to Customer. Customer authorizes Carbon Black to give Outsourcer all rights and privileges to Customer's Carbon Black account to the same extent as Customer's administrative users currently have under Customer's license with Carbon Black. Customer may authorize Outsourcer to utilize the Products solely on Customer's behalf pursuant to the applicable Product license agreement. Customer acknowledges and agrees that Carbon Black is providing Outsourcer access to Customer's Carbon Black account at the direction of Customer, and therefore, Customer is fully responsible for Outsourcer's compliance with terms and conditions of Customer's license with Carbon Black and any breach of Customer's license agreement by Outsourcer shall be deemed to be a breach by Customer. If Customer chooses to have support cases opened and resolved through Outsourcer, Customer (i) acknowledges and agrees that all support cases must be opened and resolved through its Outsourcer and not directly with Carbon Black or its affiliates; (ii) hereby relinquishes direct support rights from Carbon Black and its affiliates as of the date of signature of this Outsourcer Authorization Form; and (iii) acknowledges that neither Carbon Black nor any of its affiliates are liable for services performed by Outsourcer. If, at any time, Customer revokes Outsourcer's authorization, Customer must contact Carbon Black and Carbon Black will disable Outsourcer's access to Customer's Carbon Black account. Additionally, if Customer revokes such authorization, Customer shall notify Outsourcer that it has revoked authorization and Outsourcer will cease use of the Carbon Black Product(s). Following the termination or expiration of Customer's subscription to the Product(s), Customer shall direct Outsourcer to immediately cease use of the Product(s). The licensing terms applicable to the Products are those terms set forth in the standard Carbon Black end user terms and conditions, which may be found at <https://www.vmware.com/agreements.html>.

Executed by an authorized representative of the Customer as indicated by the signature below:

Signature: _____

Printed Name: _____

Title: _____

Date: _____