

Product & Service Supplement

This Product & Service Supplement (this “Supplement”) sets out product-line-specific terms and conditions that apply in addition to PDF's Umbrella Framework for Orders (the “UFO”). This Supplement is a single published document divided into lettered Parts, one per product or service line. Only the Part(s) identified as applicable on a given Order — based on the Products and/or Services actually purchased — apply to that Order; a Part not identified on an Order does not apply. Capitalized terms used but not defined in this Supplement have the meanings given in the UFO.

Precedence. In the event of a conflict between this Supplement and the UFO as to a subject matter this Supplement addresses, this Supplement controls. In the event of a conflict between two Parts of this Supplement as applied to the same Order, the Part corresponding to the specific Product or Service line item identified on the Order controls for that line item.

How this works on an Order. An Order lists the Products and Services purchased and identifies the corresponding Supplement Part(s) — for example, an Order for a customer purchasing SaaS, on-premise software, and secureWISE services together would state “Applicable Supplement Parts: A, B, D.” That customer should read two incorporated documents in total — the UFO and this Supplement — not a separate freestanding document per product line and reads only the Parts flagged as applicable to its purchase.

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Part A — SaaS / Hosted Software

A.1 Applicability. This Part A applies to Orders that include Hosted Software (including access via a CloudSite) and associated HMS.

A.2 License Grant. Subject to the UFO and timely payment of the applicable fees, PDF grants Customer a revocable, fully paid-up, non-transferable, non-exclusive right (without the right to sublicense), for use by Customer's and its Affiliates' Licensed Users and Authorized Contractors,

during the Term of the License set forth on the applicable Order, to: (a) access and use the included Hosted Software solely through the CloudSite, solely for Customer's internal business purposes and only in connection with Customer's semiconductors; and (b) access, copy, and use the Documentation solely in support of such permitted use.

A.3 Service Description. HMS is described in the ASC referenced in, and attached as an exhibit to, the applicable Order. The ASC sets out the availability/uptime commitments, scheduled maintenance windows, support procedures, and related service levels for the Hosted Software covered by that Order.

A.4 Indemnification. Customer will defend PDF, its Affiliates, and their respective officers, directors, employees, and agents against any third-party claim arising out of or relating to Customer Cloud Data - including any claim that Customer Cloud Data, or PDF's storage, processing, or hosting of Customer Cloud Data as instructed by Customer, infringes or misappropriates a third party's intellectual property rights, violates a third party's privacy rights, or violates applicable law - and will indemnify each such party against any loss, damage, or cost (including reasonable attorneys' fees) finally awarded or paid in settlement of any such claim. This obligation applies whether Customer Cloud Data was uploaded by Customer or generated through Customer's use of the Hosted Software, and is in addition to, and not in lieu of, Customer's indemnification obligations for AI-Related Claims under the UFO. The procedures in Section 9.7 of the UFO (notice, right to participate through separate counsel at Customer's expense, and settlement consent) apply to this indemnification obligation.

A.5 Data Return. Upon expiration or termination of the Term of a License for Hosted Software, PDF will make available for export for thirty (30) days, after which PDF may delete Customer Cloud Data, unless applicable law or a signed data processing agreement between the parties provides otherwise.

A.6 Additional System Resources. CloudSite resources used beyond the quantities specified in the ISR ("ASR") are governed by Section 1.6 of the UFO.

Part B — On-Premise Software (TBL and Perpetual)

B.1 Applicability. This Part B applies to Orders that include On-Premise Software licensed as a TBL or a Perpetual or included as part of a Services offering (e.g., the On-Premise Software parts of secureWISE Services).

B.2 License Grant. Subject to the UFO and timely payment of the applicable fees, PDF grants Customer a revocable, fully paid-up, non-transferable, non-exclusive right (without the right to sublicense), for use by Customer's and its Affiliates' Licensed Users and Authorized Contractors, during the Term of the License set forth on the applicable Order, to: (a) download, install, and use the included On-Premise Software (and any included Hardware), including only at the Designated Site or on the specific host ID identified on the Order, if either one is identified on

the Order; (b) use such Software solely for Customer's internal business purposes and only in connection with Customer's semiconductors; and (c) access, copy, and use the Documentation solely in support of such permitted use.

B.3 Backup Copy. Customer may retain one additional copy of On-Premise Software as reasonably necessary for back-up (emergency recovery) purposes, subject to the license restrictions in the UFO.

B.4 Third-Party Hosting of On-Premise Software. Excepting secureWISE Software, PDF consents to Customer hosting On-Premise Software with a reputable third-party hosting provider (a “BYOC Provider”). The location of the BYOC Provider's servers on which the Software is installed is deemed part of Customer's Designated Site. If Customer wants to re-host the Software to a different host ID or a different authorized BYOC Provider, PDF will provide replacement license file(s) at no cost, provided Customer is current on all M&S Services for the affected Software; otherwise, Customer will pay PDF a fee of \$2,500 for each new license file requested and fulfilled. Customer will hold PDF harmless for any unauthorized disclosure or use of PDF's Confidential Information by a BYOC Provider, notwithstanding any limitation of liability.

B.5. Additional Licensed Users or Copies. Additional Licensed Users, seats, or copies of On-Premise Software beyond the quantity specified in the Order are governed by Section 1.6 of the UFO.

Part C — Hardware License (Equipment Lease)

C.1 Applicability. This Part C applies to Orders that include Hardware licensed to Customer for use with Software or placed at Customer's or an NLF's site in connection with PDF providing Services to Customer (each, “Licensed Hardware”), other than Hardware identified on an Order as “sold” or “passed-through.”

C.2 Delivery. If Licensed Hardware is included in an Order, PDF will deliver it by carrier to the shipping/receiving dock at the Designated Site, on the schedule set out in the Order or an SOW or as otherwise mutually agreed. PDF bears the expense and risk of shipping Licensed Hardware to, and upon return, from the Designated Site's dock.

C.3 License Grant. Subject to the UFO and timely payment of the applicable fees, PDF grants Customer a revocable, non-exclusive, non-transferable right (without the right to sublicense), for use by Customer's and its Affiliates' Licensed Users and Authorized Contractors, during the Term of the License set forth on the applicable Order, to install (with PDF's assistance where included on the Order) and use Licensed Hardware at the Designated Site, solely in connection with the Software licensed under the same Order and for Customer's internal business purposes.

C.4 Ownership; No Fixture. PDF owns and retains exclusive ownership of Licensed Hardware at all times. Licensed Hardware remains PDF's personal property and will not become a fixture or

real estate, regardless of the manner or duration of its installation at Customer's facility. Customer will not take any action inconsistent with PDF's ownership and will promptly notify PDF in writing of any attempted third-party action (including tax assessments or liens) inconsistent with PDF's title. If PDF elects to file a fixture filing or other public ownership notice, Customer will reasonably cooperate.

C.5 Customer Care Obligations. Customer will: (a) keep Licensed Hardware within Customer's facility and security controls at the Designated Site; (b) care for Licensed Hardware using at least the same degree of care it uses for its own similar equipment, and no less than reasonable care; (c) promptly notify PDF of any actual or possible damage or loss; (d) not move, relocate, or alter Licensed Hardware without PDF's prior written consent; and (e) not transfer, sell, lease, sublease, or encumber Licensed Hardware.

C.6 Risk of Loss; Insurance. Risk of loss to Licensed Hardware passes to Customer upon delivery to the Designated Site. Customer is responsible for all physical damage to, and loss or destruction of, Licensed Hardware, except: (a) normal wear and tear; (b) consumables; and (c) loss, damage, or destruction caused by PDF's own acts or omissions. Customer will insure Licensed Hardware for its replacement value and name PDF as loss payee.

C.7 Term; Return. Upon PDF's written request for return in accordance with the Agreement, or upon expiration of the License Term for an Order that includes Licensed Hardware, PDF will cooperate with Customer to confirm the permanent removal of all Customer confidential information from the Hardware, and Customer will enable and cooperate in PDF's removal and return of the Hardware. Customer need return dongle and GPIB interface card Hardware only if PDF requests in writing within sixty (60) days of the end of the applicable License Term; otherwise, Customer must destroy such Hardware. PDF may, upon thirty (30) Business Days' prior written notice, remove any or all Licensed Hardware after the end of the License Term, and Customer will reasonably cooperate with the logistics of that removal.

C.8 Third-Party Claims. Customer will defend PDF against, and indemnify PDF from, any third-party claim for bodily injury or property damage arising out of or relating to Licensed Hardware at the Designated Site, except to the extent caused by PDF's gross negligence or willful misconduct. Customer will maintain commercial general liability or products-liability insurance, as applicable, in an amount not less than two (2) times the replacement value of the Licensed Hardware, covering the claims described in this Section.

C.9. Additional Units. Additional units of Licensed Hardware beyond the quantity specified in the Order are governed by Section 1.6 of the UFO.

Part D — Managed Network Services

D.1 Applicability. This Part D applies to Orders that include any Managed Network Services (as defined in the UFO), meaning PDF's secureWISE Services or Test Data Services (or both).

Sections D.2 through D.9 apply generally to all Managed Network Services included in an Order. Sections D.10 through D.12 apply additionally when the Order includes secureWISE Services (as defined in Section D.10). Sections D.13 through D.15 apply additionally when the Order includes Test Data Services (as defined in Section D.13).

D.2 License Grant. Subject to the UFO and timely payment of the applicable fees, PDF grants Customer a worldwide, revocable, non-exclusive, non-transferable, non-sublicensable right, for use by Customer's and its Affiliates' Authorized Users and Authorized Contractors, during the Term set forth on the applicable Order, to access and use the Managed Network Services and related Software identified in the applicable Order for Customer's internal business purposes in connection with semiconductor manufacturing or test operations, and solely as an element of those Managed Network Services.

D.3 Service Description; SLA. PDF will use reasonable commercial efforts to make the applicable network available, to schedule and perform maintenance, to handle InfoSec Events, and to provide support. Additional service level commitments, if any, are as described in an SLA Exhibit to the Order.

D.4 Restrictions. In addition to the license restrictions in the UFO, Customer will not, and will not permit any third party to: interfere with or degrade the Managed Network Services or related Software; access the Managed Network Services other than through an Authorized User; monitor Managed-Network-Services-related network traffic beyond Customer's network boundary; or install or remove any application on Managed Network Services hardware without PDF's prior written approval.

D.5 Data Use. PDF has the right to access, process, and use Network Data as necessary to provide the Managed Network Services and to comply with law. Customer acknowledges and agrees that Network Data associated with a manufacturing facility may be accessed, received, viewed, downloaded, and used by the entity that owns or operates that manufacturing facility and by users authorized by that entity, regardless of whether that entity is Customer. Customer authorizes PDF to make such Network Data available accordingly through the Managed Network Services and related Software and Services. Customer will not transmit or make Network Data available through the Managed Network Services unless Customer has all rights, permissions, notices, and consents necessary to permit PDF to process and disclose the Network Data as described in the Agreement. PDF may process, transmit, route, cache, store, copy, and display Network Data as reasonably necessary to provide, secure, support, maintain, and improve the Managed Network Services and related Software and Services, and as otherwise expressly permitted by the Agreement. Customer is responsible for configuring its use of the Managed Network Services and for obtaining any agreement required between Customer and the applicable manufacturing-facility owner or operator concerning access to, use of, and rights in Network Data. PDF is not responsible for resolving ownership or access disputes between Customer and such owner or operator and may suspend access to disputed Network Data pending resolution. PDF has the right to use Usage Data to assess, monitor, or improve PDF's products and services.

D.6 Indemnification. Customer will defend PDF, its Affiliates, and their respective officers, directors, employees, and agents against any third-party claim arising out of or relating to Network Data transmitted, processed, or made available through the Managed Network Services by or on behalf of Customer - including any claim that such Network Data, or PDF's transmission or processing of it as instructed by Customer, infringes or misappropriates a third party's intellectual property rights, violates a third party's privacy rights, or violates applicable law - and will indemnify each such party against any loss, damage, or cost (including reasonable attorneys' fees) finally awarded or paid in settlement of any such claim. The procedures in Section 9.7 of the UFO (notice, right to participate through separate counsel at Customer's expense, and settlement consent) apply to this indemnification obligation. This indemnification obligation also extends to any claim brought by an NLF, or a person acting on behalf of an NLF, arising out of or relating to Customer's unauthorized access to, or unauthorized use, transfer, or storage of, information belonging to that NLF or such person in connection with the Managed Network Services.

D.7 Authorized Sharing. The Managed Network Services entail sharing Confidential Information with NLFs. Each Party may share the other Party's Confidential Information with an NLF to the extent reasonably necessary to provide or receive the Managed Network Services. Customer is responsible for ensuring that each NLF with which Network Data or Usage Data may be shared in connection with the Managed Network Services is bound by confidentiality obligations satisfactory to such Customer; PDF is not liable for an NLF's failure to comply with such obligations.

D.8 NLF Dependency. Customer will assist PDF in entering into separate, written agreements with each NLF. PDF's obligations to provide Services under an Order for any NLF without such an agreement are excused without liability.

D.9. Additional Servers or Capacity. Additional secureWISE Servers, network nodes, or Test Data Services capacity beyond the quantity specified in the Order are governed by Section 1.6 of the UFO.

Additional Terms for secureWISE Services.

D.10 secureWISE Services Description. The secureWISE Network ("secureWISE Network" or "secureNET") and related secureWISE Software, secureWISE Servers, or connectivity services (collectively, "secureWISE Services") are a form of Managed Network Services. A "secureWISE Server" is the combination of secureWISE Software and the computer hardware on which it is installed (excluding manufacturing or test equipment), whether that hardware is provided by PDF, Customer, or an NLF. Cloud-hosted components of the secureWISE Services (e.g., the Business Management Portal) are Hosted Software governed by Part A, in addition to this Part D, and on-premise components of the secureWISE Services (e.g., Tool Console Server ("TCS"), Collaborative Client) are On-Premises Software governed by Part B, in addition to this Part D. The license granted in Section D.2 includes, for secureWISE Services, the right for Customer to support its end customers' use of Customer's equipment related to semiconductor

manufacturing. Server hardware specifications for Customer- or NLF-provided hardware for secureWISE Servers are set out in an exhibit to the applicable Order and are not published. PDF will maintain security controls for the commercial secureWISE Network consistent with ISO 27001:2022. PDF may share Usage Data with NLFs that are OEM's end customer fabs where secureWISE Servers paid for by Customer reside in connection with providing the secureWISE Services. In the event of OEMC licenses, Customer acknowledges and agrees that it must provide written permission to PDF to enable a connection from each and every NLF to Customer's resident secureWISE Servers.

D.11 Commercial NLF Carve-Out. PDF's M&S Services and SLA obligations, if any, under an Order do not apply to a secureWISE Server paid for directly by an NLF rather than by Customer.

D.12 Administration and Security. With respect to any secureWISE Server: (a) PDF will not share the root operating-system password; if Customer requires operating-system access, PDF will create a unique user ID with "sudo" capability, and Customer will not share that user ID's credentials with any third party; (b) Customer will solely administer the secureWISE Server and will not delegate or share administration rights with its suppliers or any other third party without PDF's prior written consent, and PDF is not liable for improper delegation in violation of this Section; (c) Customer will secure the secureWISE Server, its backups, and related components in a safe, secure environment, and will not copy, duplicate, or replicate secureWISE Server components without PDF's prior written approval, except one backup copy; (d) Customer will maintain an active PDF maintenance user ID and permit PDF to perform periodic operating-system and antivirus updates, at PDF's discretion as to timing; (e) Customer will not perform vulnerability, port, or system scans on a secureWISE Server without at least five (5) Business Days' prior written notice to PDF describing the scan and its intended timing; PDF may disconnect Customer's access without prior notice if it detects undisclosed scanning activity, and PDF is not liable for any resulting service issue; (f) if Customer changes operating-system root credentials and does not notify PDF within two (2) hours, PDF may terminate the connection; (g) Customer is responsible for the facilities, power, and other resources needed to support a resident secureWISE Server at its site, and for any damage caused by a failure of such resources; and (h) upon PDF's request, Customer will confirm the number and type of equipment registered on the secureWISE Server. PDF may upgrade, remove, or replace PDF-provided secureWISE Server hardware, and may install or remove Software on it, from time to time in PDF's discretion, and may audit a secureWISE Server at any time.

Additional Terms for Test Data Services.

D.13 Test Data Services Applicability. This Part D also applies to Orders that include Test Data Services (e.g., data from/to an OSAT). Test Data Services are a form of Managed Network Services. PDF provides Test Data Services using PDF-owned Hardware installed at the OSAT ("TDS Hardware") and by installing PDF Software on Equipment at the OSAT, which becomes Licensed Equipment for so long as such installation is valid.

D.14 Recipes. “Recipe” means a set of conditions and actions for a target piece of Equipment and test session (e.g., test process control rules, adaptive test rules, dynamic test plans) configured by Customer in Exensio Test Operations Cloud Software. As between PDF and Customer, Customer owns all Recipes it configures, and is solely responsible for the content and consequences of each Recipe it configures or publishes. The license granted in Section D.2 includes the right to configure and execute Recipes on, and to collect and route data from, Equipment at an OSAT. The indemnification obligation in Section D.6 extends equally to any claim arising out of or relating to a Recipe transmitted, processed, configured, or made available through the Test Data Services by or on behalf of Customer, including any claim that such a Recipe, or PDF’s processing of it as instructed by Customer, infringes or misappropriates a third party’s intellectual property rights, violates a third party’s privacy rights, or violates applicable law.

D.15 Administration and Security. PDF retains sole administrative control over TDS Hardware. Neither Customer nor the NLF has any right to access, administer, or obtain operating-system or root-level credentials for TDS Hardware, to install or remove software on it, or to delegate administration of it to any third party. PDF may install, remove, upgrade, or replace TDS Hardware, and may install or remove Software on Licensed Equipment or TDS Hardware, from time to time in PDF’s discretion, and may audit TDS Hardware at any time. Customer will cooperate, and will use commercially reasonable efforts to cause the NLF to cooperate, with PDF’s installation, maintenance, and removal of TDS Hardware and with PDF’s access to Licensed Equipment as needed to provide the Test Data Services.

Part E — SDK and Source Code License

E.1 Applicability. This Part E applies when an Order designates a Product as an SDK (an “**SDK Order**”) or as a separately -priced Source Code add-on to an SDK Order or PDF provides Source Code samples to Customer at no charge on PDF’s support portal for the specific Product (in each case, a “**Source Code Add-On**”). All other provisions of the UFO, and, as applicable, other Parts of this Supplement, also apply, except where inconsistent with this Part E.

E.2 SDK License Grant. Subject to the UFO and timely payment, PDF grants Customer a revocable, non-exclusive, non-transferable license to access and use the SDK internally to create OEM Modifications solely to integrate and embed Software into Customer’s equipment for distribution.

E.3 Source Code Add-On. A Source Code Add-On is not available for all Products or to all customers, and PDF may decline to offer one in its discretion. Subject to the UFO and timely payment, PDF grants OEM a revocable, non-exclusive, non-transferable license to access and use Source Code solely to review and modify it to create OEM Modifications for use as permitted under this Part E and Part F.

E.4 IP in OEM Modifications. To the extent OEM acquires any right, title, or interest in any OEM Modification, it hereby assigns that right, title, and interest to PDF. PDF grants Customer a non-exclusive, non-transferable right to use such OEM Modifications solely as embedded Object Code in Bundled Products during the Term, subject to this Part E and Part F.

E.5 Source Code Confidentiality. Source Code is PDF's Confidential Information and a trade secret. In addition to all other confidentiality obligations in the Agreement, Customer will: (a) restrict access to personnel and contractors with a need-to-know, under written obligations at least as protective as this Agreement; (b) maintain secure repositories and access controls; (c) keep complete, accurate records of copies and OEM Modifications; (d) not disclose Source Code to any competitor of PDF; and (e) not place Source Code or OEM Modifications under any license (including open-source terms) that would require disclosure, licensing, or dedication of the SDK or any PDF IP. Customer may provide limited access to Source Code to Authorized Contractors solely to assist Customer's authorized development, provided each Authorized Contractor: (i) executes a written agreement with Customer protecting the Source Code to at least the standard of this Agreement, prohibiting further disclosure, and assigning to Customer all rights in any OEM Modifications; (ii) is not a competitor of PDF; and (iii) is disclosed to PDF upon reasonable request. Customer remains responsible for all contractor compliance.

E.6 No Updates. Customer has no right to Updates to the SDK or Source Code.

E.7 Termination. Upon termination of the license granted under this Part E, Customer must immediately cease all use of the SDK and any Source Code and destroy or return all copies (including OEM Modifications not yet embedded in a shipped Bundled Product); this Section E.7 does not affect Customer's rights or obligations with respect to Bundled Products already governed by Part F.

Part F — Embedded Distribution

F.1 Applicability. This Part F applies when an Order designates a Product as a Runtime License for Software that runs on a computer or processor within OEM's equipment as part of an integrated product marketed and sold by OEM ("**Embedded**" or "**Embedded Software**," and such equipment, a "**Bundled Product**"), whether that Software was compiled by OEM under a Source Code Order or delivered by PDF as pre-built Object Code. All other provisions of the UFO, and, as applicable, other Parts of this Supplement (including Part E, if Customer also has an SDK Order), also apply, except where inconsistent with this Part F.

F.2 License Grant. Subject to the UFO and timely payment, PDF grants Customer a revocable, non-exclusive, non-transferable license (with a limited right to sublicense Embedded Software only as set out below) to: (a) install and use Embedded Software solely as embedded firmware or software in a Bundled Product; and (b) sublicense Embedded Software only in inseparable, embedded form within a Bundled Product to an End Customer under a pass-through license that complies with the Pass-Through Minimum Terms in Section F.5, only upon Customer's payment

for a Runtime License (including self-issuance, if authorized) for each shipped Bundled Product — whether PDF issues the Runtime License file or OEM self-issues it, OEM must pay for it for the distribution to be authorized.

F.3 Embedded Distribution Requirements. Embedded Software may not be distributed standalone or for use separate from a Bundled Product. Each shipped Bundled Product requires a distinct Runtime License, issued via PDF or an authorized License Generator, mapped to a unique identifier (e.g., serial, MAC, or firmware ID). Customer must bind each End Customer, as a condition of sale, to end-user license terms no less protective of PDF than the Pass-Through Minimum Terms in Section F.5, including: (a) no reverse engineering; (b) no transfer separate from the Bundled Product; (c) disclaimers and limitations of liability consistent with the Agreement; and (d) acknowledgment that PDF provides no maintenance, support, or Updates to End Customers absent a direct agreement with PDF.

F.4 End Customer Support. Customer is responsible for first-line support of Bundled Products and for distributing to Customer's end customers any Updates that PDF provides to Customer. End Customers receive no Updates or support from PDF unless such end customer signs a direct agreement with, and pays related M&S fees to, PDF.

F.5 Pass-Through Minimum Terms. Each End Customer that receives a Bundled Product from Customer must acknowledge and agree that: (1) the Software embedded in the equipment is licensed, not sold; (2) PDF Solutions, Inc. (or its Affiliate) is the licensor of the embedded Software; (3) such end customer has a non-exclusive license to use the Embedded Software solely as Embedded in the specific equipment unit with which it was delivered, and not on a standalone basis; (4) such End Customer must not copy, modify, translate, reverse engineer, decompile, or disassemble the Embedded Software (except as required by applicable law for interoperability); (5) such End Customer must not transfer, sublicense, rent, lease, lend, or distribute the Embedded Software separate from the equipment; (6) PDF provides no maintenance, support, or updates for the Embedded Software to such End Customer unless the End Customer enters into a direct, then-current agreement with PDF or a PDF Affiliate; (7) all disclaimers of warranties and limitations of liability in the Agreement between Customer and PDF apply to the Embedded Software to the maximum extent permitted by law; and (8) PDF and its Affiliates are third-party beneficiaries of these terms and may enforce them directly.

F.6 Runtime License Pricing; Shipment Reporting. Pricing for Runtime Licenses, including any per-unit, tiered, or royalty-based structure, is set out in the applicable Order. Additional Runtime Licenses beyond the quantity (if any) specified in the Order are governed by Section 1.6 of the UFO. Customer's shipment-reporting obligation is set out in Section 4.1 of the UFO.

F.7 Indemnification. Customer will defend PDF, its Affiliates, and their respective officers, directors, employees, and agents against, and indemnify each such indemnified party from, any third-party claim arising out of or relating to an OEM Modification (if applicable) or a Bundled Product (other than a claim arising solely from unmodified Object Code as delivered by PDF), including any claim that the OEM Modification or Bundled Product infringes or misappropriates

a third party's intellectual property rights. The procedures in Section 9.7 of the UFO (notice, right to participate through separate counsel at Customer's expense, and settlement consent) apply to this indemnification obligation.

F.8 Termination. Upon any termination of the license granted under this Part F, Customer must immediately cease further manufacture and shipment of Bundled Products containing Embedded Software. OEM may continue shipping finished-goods inventory for 180 days after termination, provided all per-unit Runtime Licenses are purchased and paid for within 30 days of termination and duly reported. Customer's End Customers' existing pass-through Object Code licenses embedded in shipped Bundled Products continue in accordance with the Pass-Through Minimum Terms in Section F.5, with no obligation on PDF to provide support or Updates absent a direct agreement with such End Customer.

Part G — Software Maintenance and Support (M&S Services)

G.1 Applicability. This Part G applies to Orders that include M&S Services.

G.2 Scope of M&S Services. M&S Services consist of Error correction for the Software, including through Updates and Error Corrections, and technical and system support for the installation, use, and operation of the Software as described in this Part G. M&S Services do not include on-site services. M&S Services also do not include hardware maintenance, administration, or security, which are addressed in the applicable Supplement Part (e.g., Part C for Hardware, Part D for Managed Network Services) or the Order.

G.3 Support Hours. PDF provides M&S Services 9:00 AM–5:00 PM Pacific Time, Central European Time, and Taipei Standard Time, Monday through Friday, excluding PDF-observed local holidays (“**Business Hours**”).

G.4 Support Cases. Customer may submit a Case through PDF's support portal for the applicable Product, as set forth on PDF's public-facing support website at <https://www.pdf.com/support/overview>, unless specified differently in the applicable Order. Submission of a Case initiates the applicable response window. PDF will receive, log, and respond to each Case and will assign it a tracking number used to communicate with Customer and to track its progress. Each Case submitted must include steps to reproduce the issue and, where possible, supporting data and information. Customer is responsible for assessing Authorized Users' support inquiries before submitting a Case to PDF. PDF is responsible for receipt, logging, tracking, diagnosing, and resolving Cases that require developer- or administrator-level expertise, and will document the resolution of each Case in the support portal.

G.5 Case Priority; Escalation. Priority levels for Cases are defined in the Case Priority exhibit to the Order. Customer and the PDF contact assigned to a Case will work together to assign the appropriate priority level when the Case is submitted, in accordance with the descriptions in

that exhibit. The priority level describes the impact that the problem is having on Customer's ability to effectively access or use the Software. The priority level initially assigned may be modified if circumstances warrant and the appropriate representatives of Customer and PDF agree; if they do not agree, PDF will escalate resolution to the next-level manager until resolved, and if the highest-level manager is not able to agree with Customer, the priority level will default to the priority assigned by PDF unless Customer provides evidence meeting the criteria for a higher priority level. Response times may be extended by delays attributable to the unavailability of Customer's internal support, where reasonably required to assist in investigation or resolution, and such delay will not count toward PDF's response time. PDF shall respond to Cases according to their priority level as described in that exhibit. If a Critical-priority Case is not resolved as described in that exhibit, Customer may escalate, in Customer's reasonable discretion, as follows: first escalation, to the assigned support or applications engineer; second escalation, to the PDF sales representative for the account; and third escalation, to the applicable PDF division general manager.

G.6 Updates. Subject to timely payment of M&S Services fees, PDF will make Updates available to Customer if, as, and when PDF generally makes them available. PDF will deliver Updates electronically, including by making them available for download through the CloudSite, PDF's support portal, or on Software-specific hardware (e.g., a secureWISE Server), as applicable. Updates that are "day one" patches for a third-party component will be made available within fourteen (14) business days of the patch provider's release. Where PDF has an active remote connection to the applicable hardware, installation of such Updates is PDF's responsibility unless Customer elects to install them independently, in which case the Parties will coordinate installation with direct and timely communication.

G.7 Supported Versions. PDF's commitments under this Part G apply to each version of the Software only for a period of twenty-four (24) months after PDF's initial release of that version.

G.8 Conditions and Exclusions. PDF's response and resolution commitments under this Part G are subject to: (a) Customer making reasonable efforts to solve a reported Error after consulting with PDF; (b) Customer providing PDF with sufficient information and resources to correct the reported Error, whether at PDF's customer support center or via remote access to Customer's site, including access to relevant personnel, hardware, and additional software; (c) Customer procuring, installing, and maintaining all equipment, internet connectivity, telephone lines, communication interfaces, and other hardware necessary to operate the Software; and (d) Customer having paid all Fees when due and otherwise being in compliance with the Agreement. PDF has no obligation in connection with any Case or Error caused by: (i) abuse, misuse, or an unauthorized enhancement or modification of the Software by Customer or a third party; (ii) hardware or software not provided by PDF, to the extent the Error is solely caused by such hardware or software; (iii) Customer's failure to install a critical Update necessary for the Software to meet the agreed specifications, provided PDF gave Customer written notice to install such Update and the Update is not disruptive to Customer's business; or (iv) Customer's negligence, or the malfunction of Customer-provided equipment or network. If

PDF diagnoses or corrects a problem caused by any of the foregoing, Customer will enter into an amendment to pay PDF for such diagnosis and correction and will reimburse PDF's reasonable, pre-approved out-of-pocket expenses incurred in performing it.

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