



## **General Terms & Conditions**

Unless otherwise agreed in writing and signed by Xylok, LLC, any software or service set out in a quotation or other applicable agreement and/or provided by Xylok to the Customer shall be provided pursuant to the following terms and conditions:

Quotes are valid until the expiration date. Quote does not include possible sales taxes. Any changes in the quantity of machines or required benchmarks to be automated will result in a new quote being generated. Upon receipt of a purchase order, an invoice will be provided for payment of license and benchmark fees. License will be updated and available for download by end-user on Xylok Security Suite Download portal page and proof of delivery will be provided directly to the end-user. Payment is due 30 days after invoice date. All license and benchmark sales are final.

Xylok Security Suite license purchases include vendor software support. Customers may submit issues encountered with Xylok Security Suite software in the Jira Service Management Xylok customer portal. Issues will be worked as quickly as possible and software fixes included with upcoming release unless an emergency release is necessitated.

Xylok Security Suite license purchase include access to the library of current DISA Security Technical Implementation Guidance (STIGs) and Security Requirements Guides (SRGs). Over 70% of the STIGs include automation; and, if not automated, come with interview questions. Those will be accessible with the end-user's license upon initial purchase.

Benchmarks not already automated may be purchased from Xylok for a one-time build-out fee. This includes updating a benchmark with 100% coverage of benchmark checks based on most recent DISA STIG guidance. For all possible cases, Xylok will include commands for accomplishing checks. Some checks may not be possible with commands, so Xylok reserves the right to use interviews questions as necessary.

Benchmarks are updated regularly based on DISA quarterly releases at no additional cost to end-user. Xylok will make every effort to make updated commands available 30-45 days after DISA release pending Xylok Security Suite release schedule.

Xylok will discontinue support for any benchmarks sunset by DISA. End-users may maintain the last version on their license but Xylok will not provide further support for updates or bug fixes.