

## MANAGED DETECTION AND RESPONSE SCOPE OF WORK

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“Services” will mean SilverSky Services, including SilverSky Lightning Platform. The “Launch Date” of Services under this Attachment will mean the date on which Service(s) or any part of the services provided under the terms of this Attachment are first made available to you.

### SilverSky Services

We will provide the Customer with the following Services:

- a. SilverSky Lightning Platform to ingest data/events from a wide variety of agreed upon data sources including on-prem devices, endpoints, webapps, authentication gateways and cloud infrastructure. All ingested events are automatically enriched with threat intelligence data, matched against a variety of Indicators of Compromise and intelligently cross-correlated to detect anomalies across customer infrastructure.
- b. 24/7/365 coverage over all actionable incidents routed to our monitoring and detection platform; such incidents are reviewed by an Analyst on a 24/7/365 basis. Customers get full visibility in to notified and non-notified incidents.
- c. Investigation mapping within the SilverSky Lightning Platform utilizing the MITRE Attack framework.
- d. Named Team includes a Cyber Security Advisor, a Tier-3 Analyst, a Threat Hunter, and Account Manager. **Note:** This service line item only applies if recurring monthly fee associated with the contract herein is \$500 or greater.
- e. Customized Playbooks: to provide notifications via phone, email, and contacts. We will provide containment and guided remediation, including the ability to potentially contain attacks at the endpoint utilizing the SilverSky deployed agent.
- f. Robust Reporting: a robust set of customizable reports and report templates including, but not limited to, Executive summaries and threat and compliance reports.
- g. Platform transparency by providing customer access directly into the SilverSky Lightning Platform.
- h. Unlimited Data Ingestion<sup>1</sup>: unlimited data ingestion from agreed upon data types and sources from standard feeds. Data is

performance of the Services;

b.

- j. Retain authority and responsibility for decisions made regarding this service implementation; and
- k. Assume responsibility for any direct or physical remediation.

## SERVICE LEVEL AGREEMENT

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The following terms and conditions apply to the service levels of Services provided pursuant to this Attachment.

In the event we fail to meet the levels defined in this Service Level Agreement for a minimum of two (2) consecutive months, you must notify us in writing of any violations and allow us thirty (30) days from notification to cure the breach. If still unresolved, you may immediately terminate the Service giving rise to such breach without additional notification or incurring early termination fees within thirty (30) days of our failure to cure.

**1. SERVICE HOURS OF OPERATION.** We maintain Security Operations, Network Operations, and Technical Support departments on a 24 x 7 x 365 basis. You may reach an individual in each of these departments by calling the appropriate support service.

**2. RESPONSE TIME.** We commit to certain incident response times. These commitments are subject to your providing us accurate and current contact information for your designated points of contact. Our failure to respond in accordance with the parameters defined herein will entitle you to retiecps7 (t)2.584.04o-8 (l)-0.6 41B ONnur ppl-1 ( s)-1.3 ()-6.3 (m-0.7 (-0.6 ( h)-07( O)3 (p)--0.7 (ad)-0.6 ( )J0 T)-0.7 (r)3.4 ( p)-0.6 (p)-0.7

provided however that a breach of this SLA due to Exceptions described below will not qualify for such credits.

To receive a credit under this SLA, you must be current with your payments at the time Service Unavailability occurred. In addition, all credit requests must be submitted in writing, either through our ticketing system, via email or fax, or by certified U.S. mail, postage prepaid. You must submit each request for credit within seven (7) days of the occurrence giving rise to the credit claim. The total credit amount we will pay to you in any calendar month will not exceed, in the aggregate, half of the total fees invoiced to you for the Services for which a claim is made in the applicable month. (Credits are exclusive of any applicable taxes charged to you or collected by us.)

**6. EXCEPTIONS.** You will not receive any credits under this SLA in connection with any failure or deficiency of the Services or a failure to meet service level caused by or associated with any of the following:

- (i) Maintenance, as defined above;
- (ii) Fiber cuts or other such issues related to telephone company circuits or local ISP outside of our control;
- (iii) Your applications, equipment, or facilities;
- (iv) You or any of your end-user' acts or omissions;
- (v) Reasons of Force Majeure as defined in the Terms and Conditions associated with this MSA;
- (vi) Any act or omission on the part of any third party, not reasonably within our control;
- (vii) First month of service for the specific Services for which a credit is claimed;
- (viii) DNS issues outside our direct control;
- (ix) Broadband connectivity.

**7. FAIR USAGE CAP FOR DATA INGESTION<sup>2</sup>.** SilverSky maintains a fair usage policy to ensure the availability and sustainability of the Service. Failure to adhere to the fair usage policy will result first in a notification to you and then, if you fail to take remedial action, suspension of this SLA until such time as the usage level associated with the corresponding data sources falls below a reasonable, standard threshold.

**8. EQUIPMENT.** When applicable, equipment provided to you by us ("**SilverSky Equipment**") is for your use only during the Term of this Attachment. We will service the SilverSky Equipment in accordance with our service policies. You agree to (i) use SilverSky Equipment only for the purpose of receiving Services; (ii) prevent any connections to SilverSky Equipment not expressly authorized by us; (iii) prevent tampering, alteration or repair of SilverSky Equipment by any persons other than us or our authorized personnel; and (iv) assume complete responsibility for improper use, damage to or loss of such SilverSky Equipment regardless of cause. You will pay us for any damaged or unrecoverable SilverSky Equipment. You authorize us and our authorized agents, contractors, representatives and vendors to enter your premises, with reasonable notice, during normal business hours (or as otherwise authorized by you), to install, maintain, repair and/or remove any SilverSky Equipment and/or to perform the Services. You must return SilverSky Equipment, at your expense, within 14 days after this Attachment terminates or expires. SilverSky Equipment must be returned in the same condition in which it was provided to you, except for normal wear and tear. If you fail to do so, billing for Services will resume and continue until all SilverSky Equipment is returned. Equipment for Services delivered through us is maintained in a lockdown configuration that does not allow customer administrative access.

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