SERVICE ATTACHMENT
LIGHTNING MANAGED DETECTION AND RESPONSE

Capitalized terms not defined in this Attachment will have the meanings set forth in the MSA.

"Services" will mean SilverSky Lightning Managed Detection and Response (MDR) Services.

Service SKUs aligned to four different package options (Self-Service, Standard, Advanced, Elite) based on MDR features:

1. Lightning Managed Detection and Response Service Description

We will provide the Customer with the following Lightning MDR Services:

A. SilverSky Lightning Platform to ingest Syslog data or security-related data from an agreed upon set of data sources including on prem devices, endpoints, webapps, authentication gateways and cloud infrastructure. All of the ingested Data is automatically enriched with threat intelligence information, matched against a variety of Indicators of Compromise and intelligently cross-correlated to detect known and anomalous hostile cyber security activity across customer infrastructure.

B. 24/7/365 coverage over all actionable alerts routed to our monitoring and detection platform; such alerts are reviewed by an Analyst on a 24/7/365 basis. Customers get full visibility into all alerts.

C. Investigation mapping within the SilverSky Lightning Platform utilizing the MITRE Attack framework.

D. Standard, Advanced and Elite customers will have a dedicated Account Manager. In addition, you will access our global security operations team for investigations, threat hunting, and real-time support.

A. Customized Playbooks: to provide notifications to identified client contacts via agreed-upon, specified communication formats.

I. Prior to engagement commencement, assign a project manager or contact to serve as a primary contact through the delivery and performance of the Lightning MDR Services.
II. Ensure complete and current contact information is provided on a timely basis.
III. Cooperate during the deployment period, including providing SilverSky with all required information in a complete and accurate form to prevent implementation delays which may result in additional fees.
IV. Appoint one or more authorized contacts authorized to approve and validate all requested changes.
V. Implement change requests.
VI. Provide all necessary information with respect to your environment.
VII. Provide necessary hardware along with maintenance and support contracts to run log collectors within your environment.
VIII. Provide a static IP address prior to installing the Collector in your network, and fixed IP address schema for devices sending event logs to the Lightning MDR service.
IX. Send log data in an encrypted manner, via the agreed log collection device/type.
X. Ensure the format and quality of the data being sent to SSky is sufficient for SilverSky to provide the Lightning MDR Services.
XI. Retain authority and responsibility for decisions made regarding this service implementation, and assume responsibility for any direct or physical remediation.
XII. Customer is responsible for maintaining their own Microsoft licensing in order to send O365 telemetry to the Lightning MDR service.

You acknowledge that your fulfillment of these responsibilities is essential to our ability to perform the Lightning MDR Services in a timely manner.

3. Deliverables
   A. Capture device logs from the Customer's monitored devices.
   B. Perform analysis of the log data. This includes but is not limited to, aggregation, parsing, correlation, and alerting.
      a. All ingested events are channeled through our proprietary platform, wherein the events undergo processes of normalization, enrichment, and correlation matching against our extensive threat intelligence, Indicators of Compromise (IOC's), and other rule sets based on predefined thresholds. Furthermore, select events are directed to and subjected to thorough analysis by our advanced analytics engine.
      b. Within our platform, alerts are aggregated employing sophisticated patterns of intelligence-driven detection. These resultant alerts are subsequently organized, prioritized and routed to our proficient team of analysts for ongoing monitoring and assessment.
      c. Our analysts diligently oversee these identified incidents, document their comprehensive analyses, and our playbooks promptly notify clients following their response plan.
   C. Upon the detection of Critical and High alerts, if requested by the Customer, the SilverSky SOC will conduct a full investigation of the alert in an attempt to identify the root cause
   D. Security Analysts will notify the Customer of events requiring response following the custom playbook guidelines. Instruction on threat remediation and consultation will be provided
   E. 24/7/365 phone and email event support for additional investigation and guidance for the Customer.
   F. Critical and High alerts will be sent to the Customer within 10-minutes of event creation

4. Assumptions
   A. Customer will provide SilverSky with reasonably requested information on their inventory, assets and any information pertaining their environment upon which SilverSky can rely to be current, accurate, and complete to support the installation of Services
   B. Customer will provide access to Customer personnel who have valid knowledge of Customer security architecture, network architecture, computing environment, and related matters.
   C. Customer will provide access to Customer personnel who have an understanding of Customer's security policies, regulations and requirements
   D. Customer will evaluate SilverSky deliverables and immediately notify SilverSky of any perceived problems or issues with SilverSky obligations.
   E. SilverSky will immediately notify the Customer of any perceived problems or issues regarding Customer obligations
   F. Customer is responsible for any additional costs if SilverSky is unable to perform the Service due to Customer's delay or other failure to fulfill its obligations under this Statement of Work.

4. **Maintenance:**

We reserve the following weekly maintenance windows during which you may experience periodic service outages:

A.

Services will resume and continue until all SilverSky Equipment is returned. Equipment for Ligh