

## **MXDR SERVICE TECHNICAL SUPPORT TERMS ADDENDUM**

Last Updated: November 18, 2024

This MxDR Service Technical Support Terms Addendum sets forth the technical support available in connection with the MxDR Services ("MxDR Technical Support"). Capitalized terms not defined herein have the meaning given to them in the underlying agreement for the MxDR Services.

**1. Definitions.** For the purposes of this addendum, the terms listed below shall be defined as follows:

- 1.1 **"Communications Channel"** means email, OT's ticket management portal or OT's real-time messaging capability to connect You and OT for communication in conjunction with the provision of the MxDR Services.
- 1.2 **"Incident"** means any abnormal operation of the MxDR Services.
- 1.3 **"Remediation"** means an interim workaround solution for an Incident.
- 1.4 **"Resolution"** means the Incident has been corrected with a permanent solution.

**2. MxDR Technical Support Overview.**

- 2.1 Questions may be raised by Customer via the Communication Channel.
- 2.2 Customer may designate up to two (2) End Users (or as otherwise specified in the Order Documentation).
- 2.3 OT response within four (4) hours for priority matters, including weekends and holidays.
- 2.4 OT response within twenty-four (24) hours (on next business day (i.e. excluding weekends and holidays) for non-priority matters.
- 2.5 OT Services Manager for escalation (as designated at onboarding and as may be changed from time to time by OT).

**3. Support Responsibilities.**

**3.1 Overview of support responsibilities.**

3.1.1 You are responsible for troubleshooting the EDR Agent, Relay and elements of the MxDR Service up to the OT connection to the Internet and documenting any Incident in the form of a ticket.

3.1.2 OT is responsible for:

- 3.1.2.1 responding to Your questions on the Communication Channel; and
- 3.1.2.2 advanced troubleshooting and Resolution of Incidents that require deeper expertise on the MxDR Services functionality.

3.2 **Incident Classification and Associated Service Objectives.** The Incident classification determines OT's service objectives. The initial Incident classification will be determined by You when reporting the Incident to OT. The following Incident classification table defines the Incident levels and the associated MxDR Service objectives.

<b><i>Incident Level</i></b>	<b><i>Description</i></b>	<b><i>Service Objectives</i></b>
Priority	Incident causing interruption of all data ingestion from You and/or access of the MxDR Services dashboard.	OT to provide an initial response within four (4) hours, Including weekends and holidays
Non-Priority	Incident hindering data ingestion and/or usability of the MxDR Services dashboard. The Services operate in a restricted manner; the Incident cannot be easily circumvented.	OT to provide initial response within twenty-four (24) business hours.
Informational	A non-critical Incident. Key functionality is usable; a situation that can be readily circumvented.	N/A

3.3 **OT Support Hours of Operation.** The "OT MxDR Service Desk" will be staffed and available at the following times:

- 3.3.1 For Priority Incidents: 24 hours per day, 7 days a week, 365 days per year.

3.3.2 For all other Incidents: Monday – Friday, 08:00 a.m. – 08:00 p.m. Eastern US Time Zone (excluding holidays).

3.3.3 If You and OT agree to work outside Regular Business Hours, Additional Services will be used to provide such work for an additional Fee.

3.4 Contacting the OT MxDR Service Desk. You must contact OT on the Communication Channel.

3.5 Support Communications. Support communications may only be submitted by the designated End Users.

3.6 Incident Reclassification: OT may, at its sole discretion, change the Incident Level as it performs its advanced troubleshooting and Resolution to match the definition at any given time.

3.7 Exclusions:

3.7.1 Support for the applicable MxDR Services does not include support for other OT services, software or products.

#### **4. Maintenance Windows.**

4.1 OT has the ability to use a weekly intrusive maintenance window on Sunday from 2:00 a.m. – 6:00 a.m. Eastern US Time Zone during which maintenance, upgrades and repairs can occur. OT reserves the right to do any non-intrusive deployments and maintenance in a format as OT deems appropriate.

4.2 OT may also perform emergency maintenance in a non-standard maintenance window.

4.2.1 OT will use commercially reasonable efforts to perform emergency maintenance at the time of lowest use levels by all its customers.

4.2.2 Emergency maintenance windows will last no longer than six (6) hours.

4.3 OT will make a reasonable effort to inform the Customer about all material and relevant changes planned for the upcoming maintenance window, 24 hours prior to said maintenance.