

## BCM ONE SERVICE LEVEL AGREEMENT – MANAGED SECURITY SERVICES

This Service Level Agreement (“SLA”) sets forth the performance metrics applicable to BCM One’s Managed Security Services powered by 11:11 (the “Service”). The provisions of this SLA state Client's sole and exclusive remedies for Service interruptions and Service deficiencies of any kind. Unless otherwise specified herein, all capitalized terms shall have the same meaning as defined in the parties’ master service agreement (the “Agreement”).

### Service Level Objective

Managed Service	Critical Event Notification	Managed Device Outage Notification	Requested Policy Change	Managed Device Replacement
Perimeter Security	1 Hour	1 Hour	1 Business Day	1 Business Day
Email Security	1 Hour	1 Hour	1 Business Day	N/A
Vulnerability Management	1 Hour	1 Hour	1 Business Day	N/A
Endpoint Security	1 Hour	N/A	1 Business Day	N/A
Endpoint Detect and Response	1 Hour	N/A	1 Business Day	N/A
Threat Monitoring (SIEM)	1 Hour	1 Hour	1 Business Day	N/A

### Descriptions and Terms for Service Level Objectives (SLOs)

BCM One agrees to provide the SLOs set forth in the table above in accordance with the following descriptions and terms:

**Critical Events.** For Services in which BCM One is providing real-time threat analysis, BCM One will provide notification to Client of a potential high severity security compromise within one (1) hour of BCM One’s determination of such potential high severity security compromise.

**Managed Device Outage Notification.** BCM One will provide notification to Client of an outage of a managed device within one (1) hour of BCM One’s determination of such outage.

In the event the Service Level Objectives set forth in the table above are missed three (3) times within any thirty (30) day period for a Service, Client may terminate the affected Service without liability to Client, so long as Client has provided BCM One written notice of its intention to terminate within fifteen (15) days of the third (3<sup>rd</sup>) missed Service Level Objective.

**Managed Device Replacement.** BCM One will ship a replacement managed device within one (1) business day of BCM One’s determination of such managed device’s failure, provided that BCM One’s shipping provider must be open to accept and ship deliveries at such time.