



MS Common Service Description

ABOUT THIS DOCUMENT

This Service Description is designed to provide a baseline understanding of, and set expectations around, the roles, processes, and operational policies applicable to all Bravo Co-Managed Services for Enterprise (the "Service"), as provided by Bravo. It must be accompanied by one or more Technology Service Descriptions, each of which outlines the unique product-specific scope and deliverables associated with a given service SKU. Each Technology Service Description describes exceptions, differences, or additional details not contained within this Common Service Description. In the event of a conflict, the applicable Technology Service Description shall take precedence over this document.

Bravo Co-Managed Services are offered as fixed SKUs and/or custom SOWs. This document supports all SKUs and/or SOWs that reference this Common Service Description. Please read this document carefully, as it contains important information regarding the Service.

Bravo only offers the Service to supplement a current support agreement for in-scope products, and the Service is only available where all Managed Components in a Customer's Network are supported through a minimum of vendor core services such as Cisco SMARTnet and Cisco Software Application Services as applicable.

Bravo shall provide the Service described below as selected and detailed on the purchase order for which Bravo has been paid the appropriate fee. Bravo shall provide a Quote for the Service setting out the extent of the Service and the term for which Bravo shall provide the Service. Bravo shall receive a purchase order that references the Quote agreed between the parties and that, additionally, acknowledges and agrees to the terms contained therein. Bravo only provides the Service for Managed Components.

By placing an order for the SKU referenced above, the Customer agrees to the terms outlined herein and acknowledges the applicable governing terms based on the method of procurement.

PROCUREMENT MODELS AND APPLICABLE TERMS

The Customer may procure Bravo services through one of the following methods. Each method determines how the governing legal terms apply.

Purchase Direct from Bravo

Services will be governed by the Governing Agreement identified in the applicable Order Form. In the absence of a separately executed Governing Agreement, the Bravo Online MSA applies: www.bravoconsulting.net/agreements/BravoOnlineMSA.pdf. If a written agreement exists but does not address certain service-specific provisions, the non-conflicting provisions of the Bravo Online MSA will apply solely to those uncovered aspects.

Purchase via Bravo-Authorized Reseller

Priority of governance is determined by the Governing Agreement identified in the applicable Order Form and follows the hierarchy set forth therein. Notwithstanding any Reseller or Customer agreement, Bravo's obligations shall be limited to the scope of Services described in this Service Description and the applicable Technology Service Description(s). Bravo shall not be bound by terms in any agreement between Customer and Reseller to which Bravo is not a signatory party, unless expressly agreed in writing by Bravo.

Purchase via Cisco (or Cisco Authorized Reseller)

The Customer's agreement with Cisco (or Cisco Authorized Reseller) governs the commercial terms of the transaction. Bravo's delivery of services is governed according to the applicable party relationships as outlined below:



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- ***Cisco-Funded (MINT Pre-Sales Program):*** If Cisco purchases Bravo services at no cost to the Customer as part of the Cisco Mentored Install Network Training (MINT) Pre-Sales Program, this is treated as a Purchase Direct from Bravo model and governance follows the same structure as described via that method. These projects must be completed within 60 days of project kickoff. If the Customer fails to make resources or scheduling available, Bravo may close the engagement on day 60. Upon closure of a MINT engagement, Bravo shall provide Customer with a written summary of work completed, any partially completed deliverables, and outstanding items. Customer acknowledges that incomplete work resulting from Customer's failure to make resources or scheduling available shall not constitute a breach by Bravo.
- ***Partner Purchase via Cisco (MINT SKU Purchase):*** If a Cisco Partner purchases this SKU via the correct number of Bravo MINT SKUs through Cisco's Procurement platform, this is treated as a Purchase via Bravo-Authorized Reseller model and governance follows the same structure as described via that method.

Professional Services SOW Precedence

Where Customer has engaged Bravo under a Professional Services Statement of Work ("PS SOW") for implementation, deployment, or transition work associated with this Co-Managed Service, the PS SOW shall be the authoritative document governing: procurement channel identification, governing agreement selection, ordering information, project scheduling, milestone payments, and acceptance criteria during the PS engagement phase. Upon execution of Customer Acceptance under Section 1.4 of this Service Description (confirming transition to Service Delivery), this Service Description becomes the primary governing document for the ongoing managed service. Any conflict between this Service Description and a PS SOW during the transition phase shall be resolved in favor of the PS SOW. Any conflict after Customer Acceptance shall be resolved in favor of this Service Description. This precedence provision does not affect the SKU-based procurement models described above, which continue to govern commercial channel relationships throughout the engagement lifecycle.

SKU DEFINITIONS AND ORDERING INFORMATION

All Bravo Co-Managed Services are ordered with a collection of SKUs that together build the Co-Managed Service for the Customer. This Common Service Description defines two different SKU categories for ordering purposes.

Co-Managed Services "CORE SKU": This SKU defines the service levels and common services associated regardless of the technology ordered. Details on the service levels are defined in Appendix A. Pricing, SKU codes, and per-technology ordering detail are maintained in the applicable Quote or Order Form and the relevant Technology Service Description, which shall be authoritative on those matters.

SKU Code	Description	TTIR P1	TTIR P2	TTIR P3	TTIR P4	TTIR P5	Remote Mgmt	Monitoring
MS-CORE-STD-[1-3Y]	Standard SLA	2 Hours	4 Hours	8 Hours	24 Hours	No SLO	12x5 M-F	24x7
MS-CORE-ENH-[1-3Y]	Enhanced SLA	1 Hour	2 Hours	6 Hours	12 Hours	No SLO	12x5 M-F	24x7

Onsite support is not offered under either tier. Elective Changes are available as SME hours.

Co-Managed Services "Elective Services" SKU (MS-ELECT-XXX): This SKU is used to add Elective Change Services hours per month of service. Details on Elective Services are found in Section 3 below.

Ordering Note: A "Core" SKU must be included in each Co-Managed Services order. A representative order for a 3-year term would include:

- Qty 1: MS-CORE-STD-3Y - Co-Management Standard Service Levels
- Qty 1: MS-ISE-SM-3Y - Co-Management for a Small Cisco ISE deployment



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- Qty 1: MS-ELECT-20 - 20 hours per month of Elective Services

Customer acknowledges that delays in completing Transition Services attributable to Customer will reduce the remaining term available for Service Delivery and shall not extend the Service term or reduce Service fees.

1. TRANSITION SERVICES

Transition Services are required for all Co-Managed Services prior to the Service transitioning to the Service Delivery phase. The Service is considered to be in the Service Delivery phase when Managed Components are under management, which occurs at the completion of Onboarding. The Customer must place a Purchase Order with Bravo and attach the related Service Description or Statement of Work to initiate Transition Services. The service start date is the date reflected in a Customer PO or supporting documents establishing the start of services. The service term includes both Transition and Delivery phases.

1.1 Bravo Cloud and Co-Managed Services Platform (CMSP)

The Cloud and Managed Service Platform (CMSP) is a suite of management applications that provides monitoring for all Managed Components in your solution. The Service may require the installation of a CMSP on your Network in order to provide monitoring coverage.

Depending on the specific devices supported and services requested, multiple CMSP terminal devices may be required to deliver the Service. The CMSP may be deployed in a redundant configuration and consists of management software and/or hardware required for Service Delivery. The CMSP is deployed in a single configuration instance or multiple instance configurations depending on the number, type, and location of the Managed Components. The CMSP, or portions thereof, may exist on the Customer Premises and/or the Bravo premise. The CMSP configuration is determined by Bravo during the Transition Service phase. The CMSP is configured with Customer-specific installation and monitoring data prior to being placed into service. Once installed, the CMSP is configured with the components under management as indicated via the Service Activation Kit (SAK) and builds the inventory report.

Bravo Responsibilities

The implementation of the CMSP may include some or all of the following activities, which may be accomplished remotely:

- Installation of operating system and supporting applications on the CMSP
- Remote installation and testing of the monitoring application
- Installation assistance to Customer for the servers, appliances and/or devices
- Establishment of connectivity between the Customer site and Bravo
- Establishment of remote monitoring and management of the Customer's Network devices and applications from Bravo

The CMSP is an integral part of the Service and is installed for the term of the Service. During the term of the Service, the Customer is granted a nonexclusive and nontransferable license to use the hardware and the software resident on the CMSP solely on the respective CMSP device(s) supplied and in accordance with the licensing terms of the Governing Agreement between Customer and Bravo. The Customer must return the CMSP and any and all associated CMSP materials (devices and documentation) and connectivity devices to Bravo immediately upon expiration or termination of the Service.

Customer Responsibilities

For those cases where the CMSP or components of the CMSP reside on the Customer Premises, the Customer must provide an appropriate secure rack-mount location for the CMSP (or components) and termination devices with suitable environmental conditions for computer operation. The Customer is also expected to provide the following:

- Installation of the CMSP and Network connectivity per Bravo-supplied guidelines



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- Communications facilities and services including internet and Network configuration, maintained for the term of the Service
- A resource to support the installation of the CMSP including: racking, connection to Network, power connection to UPS or other facility with continuous uninterrupted power, and power-up
- Suitable commercial power, and an uninterruptible power system (UPS) or other acceptable power back-up facilities providing continuous power for the CMSP
- Training coordination support including identifying trainees and trainee contact information

1.2 Cloud and Co-Managed Services Platform (CMSP) Configuration

During this configuration phase, Bravo assists in executing a discovery process for Managed Components per the Purchase Order. The Project Coordinator will communicate any discrepancies between discovered devices and devices entitled in the Purchase Order. Any Customer-requested additions beyond the Managed Components entitled in the Purchase Order will be subject to incremental Service fees and additional Transition Service process intervals.

Bravo inputs Managed Component information into the service CMSP database and configures system consoles and dashboards (per Purchase Order). Managed Components are organized into defined device groupings. Where appropriate, service, support and escalation processes are configured in the service CMSP.

1.3 Onboarding Process

Bravo Responsibilities

Onboarding is a phased process approach in which Bravo works with the Customer to prepare the Customer infrastructure for the Service.

Customer Responsibilities

The Customer shall provide training coordination support including identifying trainees and trainee contact information. To enable Bravo to provide the Service for Managed Components, Bravo requires the Customer to:

- Assign a project manager to represent the Customer during the Onboarding process
- Assign a technical lead to assist Bravo with establishing the Network access required for remote management
- Ensure the project manager and technical lead attend the Customer project kickoff meeting and training sessions
- Provide mutual agreement of date concerning completion of the Onboarding process

1.3.1 Kickoff Meeting

Bravo will assign a Project Coordinator to act as a primary point of contact during the Onboarding process. Within fourteen (14) days from receipt of a valid Purchase Order, the Project Coordinator will contact the Customer to schedule the kickoff meeting. The kickoff meeting is typically accomplished via a conference call with the executed contract detail and may include a Bravo partner. The kickoff meeting as well as all remaining activities within the Onboarding process are typically facilitated by the Project Coordinator in collaboration with Bravo Engineers assigned to the Customer account. The Onboarding process may include the following activities:

- Reviewing Services purchased, as indicated on the Purchase Order
- Reviewing roles and responsibilities of Bravo personnel, Customer contacts, and Partner contacts (if applicable)
- Coordinating, scheduling, and executing the kickoff meeting
- Establishing Management Connectivity
- Facilitating discovery of Managed Components into the Bravo infrastructure
- Creation of Services Manual



1.3.2 Management Readiness Assessment

Management Readiness Assessment is a review conducted by Bravo technical analysts that determines whether the Managed Components are in good working order prior to completion of the Onboarding process. This requires that the Managed Components be fully configured, deployed and functioning properly prior to the commencement of the Service.

1.3.3 Management Connectivity

Management Connectivity establishes bi-directional communication between the Customer Premises and Bravo allowing Management Data to be securely and consistently transmitted between Managed Components and Bravo. Management Connectivity requires access to specific ports and protocols; such requirements will be reviewed with Customer during the Onboarding process.

Bravo Responsibilities

Primary Management Connectivity will be provided by Bravo. At Bravo's discretion, one of two options will be selected based on the type of Service:

- A proxy-based connection via existing CMSP components deployed as part of the onboarding service
- A virtual connection via a virtual private network (VPN) between Bravo POP and Customer Network

Each option may include a Bravo-provided Termination Device located on the Customer Premises. The size of the connection between the Bravo POP and Customer handoff will depend on the type of Service and number of Managed Components.

Customer Responsibilities

- The Service is delivered using a collection of protocols and ports. The Customer must allow the collection of data for Managed Components.
- Customer must provide Read and Write management access to Managed Components as defined by the SAK. Customer must provide Read management access for components that are monitored only. Customer must ensure that access is implemented in a timely manner in accordance with the SAK. This includes SNMP, syslog, and other defined protocols as necessary to support the Service.
- In support of connectivity to the Bravo POP, Customer will be required to provide, in certain deployments, a mail relay server for communication back to Bravo.

1.3.4 Termination Device

In the case that Primary Management Connectivity requires a Bravo-provided Termination Device, the responsibilities are defined below.

Bravo Responsibilities

Bravo will ship a Termination Device for installation at the Customer site. The Termination Device terminates the Management Connection. The Termination Device is a Managed Component supplied by Bravo and resides at the Customer Premises. The Termination Device must have network access to Managed Components.

Customer Responsibilities

The Customer will maintain the Termination Device in good working order. The Customer shall not, nor permit others to, rearrange, disconnect, remove, attempt to repair, or otherwise tamper with the Termination Device. Should this occur without first receiving written consent from Bravo, the Customer will be responsible for reimbursing Bravo for the cost to repair any damage thereby caused.

Except to the extent caused by Bravo's gross negligence or willful misconduct in the deployment, configuration, or maintenance of the Termination Device, Bravo will not be held liable to the Customer or any other parties for the interruption



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of service, missed SLOs, or for any other loss, cost, or damage that is a result from the improper use or maintenance of the Termination Device by Customer or any third party.

Unless otherwise agreed upon, title to all Termination Devices shall remain with Bravo. Customer must return the Termination Device to Bravo immediately upon expiration or termination of the applicable Order Form or Service. Bravo expects that, at the time of removal, the Termination Device shall be in the same condition as when installed, with the exception of normal wear and tear. Customer shall reimburse Bravo for the costs of any Termination Device that is deemed beyond normal wear and tear.

Bravo, or its subcontractors, shall be allowed access to the Customer Premises (location occupied by Customer or Customer's end user) to the extent reasonably determined by Bravo for, among other reasons, the inspection or emergency maintenance of Bravo-supplied Termination Devices. Failure to allow timely access may invalidate Bravo SLAs and SLOs, if any, and delay restoration and performance of the Service.

The Customer shall provide or perform the following with respect to the installation of the Termination Device:

- An appropriate and secure rack-mount location for the Termination Device with suitable environmental conditions for computer operation
- Install the Termination Device and Network connectivity per Bravo-supplied guidelines
- Provide communications facilities and services, including internet and Network configuration, maintained for the duration of the Service term
- Provide a resource to support the installation of the Termination Device
- Provide suitable commercial power, and a UPS or other acceptable power back-up facilities providing a minimum of 1kVA dedicated for the Termination Device
- Provide mutual agreement of date concerning completion of Onboarding activities

1.3.5 Service Activation Kit (SAK)

Reviewing the SAK components and key information is critical to success for the Onboarding process. It is the Customer's responsibility to fill out all relevant data fields in the SAK, which include all necessary Network and Managed Component details that are required for activating the Service.

Bravo Responsibilities

Complete tasks defined in the SAK to enable CMSP management access to managed systems which may include setting up SNMP, traps, system logs, etc.

Customer Responsibilities

Complete the SAK, which provides the key information critical to success for Onboarding Services and includes by way of example and not limitation:

- Customer representative contact name
- Location of the site(s) to be managed
- Location of management applications
- Network Connectivity detail for the CMSP
- Device location and naming scheme
- Management IP addresses and system detail, SNMP community strings
- Configure Managed Components with access credentials such as SNMP community strings, user names, passwords, etc. (can be performed by Bravo for additional fees)



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- SSH and password access
- Management system usernames and contact detail
- Definition of Customer-specific support policies including: points of contact and profile data, case category access, notification policy, escalation policy, dispatch policy
- Managed Component support contract information (e.g., Cisco SMARTnet, etc.)

1.4 Customer Acceptance

Bravo will work with the Customer to validate that the Onboarding process is complete. Upon the date of Customer Acceptance, the Service transitions from Onboarding to the Service Delivery phase. All exceptions to the Service Delivery phase must be documented within the Transition Services material. Exceptions may include removing devices from SLO/SLA consideration due to inability to monitor or manage Managed Components effectively that are not under full management.

Open items from a PS engagement that are unresolved at the time of Customer Acceptance shall be documented as exceptions in the Transition Services material per this Section and tracked through the MS ticketing system upon transition to Service Delivery.

2. MANAGED SERVICE PACKAGE

This section describes activities and deliverables provided within the Co-Managed Services Package.

2.1 General

Bravo Responsibilities

All Co-Managed Services are provided remotely - not on Customer site - unless otherwise specified within this or relating documentation.

Customer Responsibilities

Bravo has a co-management approach to the Service, allowing the Customer and other Customer-approved vendors to retain full Read and Write access to their Managed Components. Because multiple parties can make changes to the environment, Bravo requires that anyone with access to the Customer's environment follow a consistent and documented Change Management process. This process is reviewed and agreed upon by both parties prior to completion of the Onboarding process.

The Customer will:

- Provide Bravo with changed data with respect to the Customer and Managed Components, as needed, via the Portal
- Provide timely delivery of information required for configuration of Managed Components notification procedures
- Submit maintenance window and other scheduled maintenance activity via the Portal, by telephone or email. Bravo requires a minimum of 72 hours advanced notification. Bravo will suppress Incident Tickets during the scheduled maintenance period.
- Maintain sole responsibility for informing Bravo of Customer employee status changes to help ensure that Bravo maintains a current Customer contact list
- Maintain the front line of support for its end users. Tickets with Bravo will be opened only by Customer's designated IT contacts via Bravo Support Email and/or Bravo Support Portal.
- Assist Bravo in the identification, troubleshooting, and remediation of any events that may affect the availability or performance of the Customer Premise Equipment (CPE) covered under Managed Components
- In the event of CPE equipment issues or failures that may require service or replacement, Customer will provide the resources and access necessary to Bravo in order to initiate the RMA via Cisco support contract



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- Provide resources to perform physical replacement and/or installation services. Bravo will not be providing onsite support as part of this agreement but will remotely support that activity.
- Provide and maintain a list of Customer employees authorized to request changes. Only authorized employees will be permitted to open tickets with Bravo.
- Provide and maintain an escalation path within the Customer's employee base
- Provide Bravo product training for end-users
- Be responsible for providing the accurate details of change requests initiated by Customer as well as validations of changes suggested by Bravo, including but not limited to policy and access control. Existing configured policy and access results as dictated by the Customer are the responsibility of the Customer. Bravo will only implement changes to in-scope devices as defined and approved by Customer in support tickets as well as any access control policy including ACLs or other enforcement mechanisms as defined and approved by Customer. In no event shall Bravo be liable for the accuracy or completeness of the information contained in the service request from the Customer and/or any resulting impact to network access as a result.

2.2 Software Updates for the Cloud and Managed Service Platform (CMSP)

The Service includes routine software updates for the CMSP. The Customer will receive an email notification from Bravo that identifies the modifications included in the next release. Bravo will schedule a maintenance window for updating the CMSP. If there are any Customer-specific considerations stemming from the upgrade, they will be communicated by Bravo and addressed as part of the upgrade process. Any software updates are executed under the Standard Change guidelines.

2.3 Device Monitoring

Device Monitoring allows Bravo's monitoring system to indicate that a fault condition occurred, a performance threshold was exceeded or an event has triggered an Incident.

Activities:

- Monitor (24x7x365) Managed Components of the Customer's Network
- Perform fault and performance device monitoring on the entitled Managed Components of the Customer's Network
- Detect Incidents
- Correlate Incidents where applicable

Deliverables:

- Confirmed Incidents logged in the Bravo Configuration Management Database (CMDB)
- Access provided via the Portal to ticketing and reporting details

2.4 Incident Record

An Incident Record is generated when the Bravo ticketing system captures alarm/event/correlation data and enrichment with relevant configuration Items information that results in the creation of an Incident Ticket.

Activities:

- Enrich alarm information with relevant configuration item information from the CMDB
- Enrich alarm information with relevant information from Bravo, where applicable
- Auto-close Incident Tickets based upon a configurable timer

Deliverables:

- Created Incident Ticket
- Incident Ticket posted online via the Portal for the Customer to view all Ticket handling activities and milestones



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2.5 Incident Notification

Bravo will electronically notify (E-notify) designated Customer contacts for new Incidents or milestones achieved. Notifications are sent to any email address or email-capable mobile device and will include the Incident Ticket number. The Customer (or its preferred vendor) can always view Incident status and detailed information via the Portal.

Activities:

- Automatically E-notify specific Customer contact(s) based on Customer's notification requirements as agreed on during the Onboarding process

Deliverables:

- Incident Tickets per Customer's notification profile (Default)
- Log of E-notify records in the Incident Ticket
- Updated Incident information available via Portal

Note: Bravo's primary means for incident notification is electronic mail.

2.6 Incident Management

Incident Management is an ITIL process used by the Service to identify Incidents, restore service and remediate declared Incidents as quickly as possible and may involve implementing a temporary work-around. Bravo will proactively monitor for key events and thresholds on Managed Components in the Customer Network. In the case of undetected events, Customers may declare an Incident by contacting the Service Desk.

Bravo Responsibilities

Upon automatic detection or manual submission of an Incident to the Service Desk, an Incident Ticket is created. The Service Desk is responsible for coordinating the management of the Incident, which includes communicating with the Customer throughout the Incident Management process. This communication also includes notification to the Customer that the Incident has been resolved or remediated.

Customer Responsibilities

The Customer is responsible for all Incident and Problem Management activities except for those activities specifically designated as provided by Bravo as indicated in the Service Package sections. The Customer must:

- Provide support contracts, Letters of Agency, and all other end Customer documentation and authorization required to facilitate Incident Resolution
- Maintain hardware maintenance and/or software maintenance as may be applicable on all Managed Components identified in Purchase Order for the term of the Service

2.6.1 Incident Priority and Classification

Incident Priority and Classification is considered a subset of Incident Management whereby Bravo Incidents are managed according to the Priority level as defined in the Service Level Objectives for Bravo Managed Services.

Activities:

- Evaluate Incident severity and prioritize all Incidents into Priority 1 (P1), Priority 2 (P2), Priority 3 (P3), Priority 4 (P4), and Priority 5 (P5) Incident categories
- Classify Incidents into fault or performance Incident categories as appropriate

Deliverables:

- Properly prioritized Incidents based on Incident Ticket attributes

- Status report for prioritized Incident against its associated Service Level as defined in SLO Metrics section herein

2.6.2 Incident Investigation and Diagnosis

Incident Investigation and Diagnosis is considered to be a subset of Incident Management whereby Bravo engineers utilize Incident remediation procedures to isolate the root cause of the Incident, diagnose and match the Incident to a known error in the Bravo Co-Managed Services knowledge base and then proceed to the Incident Resolution and Restoration phase.

Activities:

- Collect additional data to properly diagnose root cause of the Incident
- Attempt to match Incident to a known error in the Bravo Managed Service knowledge base

Deliverables:

- Updated Incident Ticket with root cause event information for Incidents
- Notification (E-notify) for this Incident Ticket event milestone (if requested by the Customer)

2.6.3 Incident Resolution and Restoration

Incident Resolution and Restoration is considered to be a subset of Incident Management whereby Bravo Customer engineers utilize Incident remediation procedures and work to restore Services within agreed service objectives, initiating any request for change (RFCs) as needed for restoration. If an Incident has been isolated down to its root cause, Bravo engineers will work to resolve the Incident. Resolution is complete when functionality is materially restored to the affected Managed Component(s) or a recommendation is made to the Customer to remediate the Incident. The Service will utilize work-around solutions to restore all or partial functionality when full functionality cannot be immediately achieved.

Activities:

- Dispatch third party vendors, as needed and appropriate, within the resolution steps prescribed by Bravo and in accordance with the vendor maintenance on the affected Managed Components. As vendors are dispatched, the Incident Ticket will be updated with information related to the dispatch.
- Update Incident Ticket to include notes regarding fault and performance Incident resolution or recommendations for remediating Incidents
- Perform E-notify for the respective Incident Ticket milestone, if requested by the Customer

Deliverables:

- Updated Incident Ticket with resolution notes on faults and performance related Incidents
- Bravo-recommended RFC for Incident resolution or temporary work-around as determined by Bravo support engineers

2.6.4 Incident Escalation

Incident Escalation is considered to be a subset of Incident Management whereby Bravo escalation is driven by elapsed time against Service Level Objectives for routing of Incidents to appropriate technical resources as required. A Customer may request escalation of an Incident Ticket at any time via the Portal or email to the Service Desk. Bravo will refer Incidents to the Customer as needed and escalate the Incident with the Customer within the Customer's escalation guidelines until the Incident is resolved or remediated.

Activities:

- Ensure Incident is being handled by appropriate Bravo engineering resources to meet Service Level Objectives
- Escalate Incident as appropriate to the Bravo engineer or with the Customer per the established escalation procedures



Deliverables:

- Updated Incident Ticket to include escalation notes
- Incidents resolved or remediated in accordance with Service Level targets
- Notification (E-notify) for this Incident Ticket event milestone, if requested by the Customer

2.6.5 Incident Closure

Incident Closure is considered to be a subset of Incident Management whereby once Bravo declares an Incident resolved and verified, the Incident will be closed. Any authorized Customer agent may also proactively request Incident Ticket closure via the Portal or email. Bravo will review the request and work in conjunction with the Service Desk to close the Incident Ticket or follow up with the Customer for more information as needed.

Activities:

- Confirm Incident is resolved
- Open a Bravo-recommended RFC if Incident re-occurs, depending on frequency and attributes of the Incident

Deliverables:

- Updated Incident Ticket to include closing notes
- Closed Incident Ticket
- Notification (E-notify) for this Incident Ticket event milestone, if requested by the Customer

2.7 Change, Release and Configuration Management

Change, Release, and Configuration Management are a tightly integrated set of processes due to the interdependence of their process activities. The evaluation of a proposed change is strongly dependent on accurate configuration data. Approved changes are executed via the Release Management process, which is also strongly dependent on accurate configuration data for design and testing activities. Configuration Management activities must be invoked whenever changes are released to keep configuration data accurate.

2.7.1 Change Management

Change Management is the use of standard methods and procedures for authorizing, documenting and performing all service-impacting changes to the environment or Managed Component. The objective of Change Management is to make necessary changes in an efficient and accountable manner. Changes are divided into two categories: Standard and Elective Changes. Standard Changes are described below. Elective Changes are divided into two sub-categories, Defined Changes and Custom Scoped Changes. For more information about Elective Changes, please see Section 3 and the pertinent Technology Service Descriptions.

Note: Only Standard Changes are included as part of the Managed Service Package. Elective Changes are a Managed Service option and can be provided for additional fees.

2.7.2 Standard Changes

A Standard Change is a Bravo recommended change that is often a result of Incident Management and Problem Management processes or a Vendor Field notice or Vendor Security notice. Not all Vendor Field notices or Vendor Security notices will be executed as part of Standard Changes. Field notices and security notices will be evaluated by Bravo for Service stability, vulnerability and security and executed at Bravo's discretion.

A Bravo Engineer will submit an RFC to start the Change Management process. Standard Changes are included in the Standard Co-Managed Services package.

For Vendor Security notices that may impact the stability of the Service, the Customer will be notified of details of the Vendor Security notice describing the nature and impact. If Bravo deems it important to improve the Service stability, Bravo will



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initiate Release Management activities to execute where necessary to address Service stability concerns, at Bravo's discretion.

Note: Vendor Security notices that Bravo has identified as non-impacting to Service stability fall outside the scope of Standard Changes and are supported through Elective Changes outlined below.

2.7.3 Organize, Prepare, and Close

Approved changes will be coordinated, planned, and monitored in cooperation with the Customer. Once a Standard or Elective Change has been released and the configuration data has been updated, the change will be evaluated to determine the level of success in meeting the agreed-to goals. The Bravo engineer will confirm that all relevant stakeholders, including the Customer, have been notified that the change is complete.

2.7.4 Configuration Management

Bravo will maintain an inventory of the Managed Components. This inventory detail includes certain configuration data and the levels of the Service applied to each Managed Component. Refer to the respective Technology Service Descriptions for device backup strategies.

2.7.5 Release Management

Release Management is focused on the execution of approved changes. Rollout planning activities include planning the details involved in executing the change into the production environment. This includes setting the detailed timetable, securing a Customer change window if necessary, identifying and communicating to all stakeholders that need to be notified, and coordinating with Customer change procedures. Once the approved change has been executed, the environment will be tested and (if required) a back-out plan will be implemented. Once the change has been executed, Configuration Management is initiated to record the changes to all impacted configuration items.

2.7.6 Applying Software Updates

Software updates to remediate an Incident or Problem are handled as a Standard Change. Software updates that are Customer-requested for the purpose of obtaining additional features or functions are considered discretionary and are handled as an Elective Change element. If Customer requests Bravo to execute a Vendor Field notice and/or Vendor Security notice that has been deemed as non-service-affecting by Bravo, it will be treated as an Elective Change. If the Customer does not agree with Bravo's evaluation of the Field Notice and/or Security Notice, it is the Customer's responsibility to demonstrate Service stability is jeopardized by not executing the Field Notice or Security Notice.

As part of the Software update process, Bravo will:

- Review Field Notices to determine impact and urgency to the Customer system and existing software levels
- Remotely apply service pack updates to the Managed Components' operating system, system software, and applications
- Remotely apply software updates to the Managed Components' operating system, system software, and applications
- Provide a Change Management Report that identifies work Ticket and number of hours spent on Ticket

2.7.7 CMSP Updates

CMSP updates are focused on the implementation of endpoint device or application software updates to the Customer's technology environment if deemed necessary by Bravo to maintain a stable managed environment. Bravo will use reasonable efforts to provide one week's notice prior to the implementation of a CMSP update. Customers must hold proper licenses entitling them to any software updates suggested by Bravo.

Note: If required, Bravo may issue an emergency maintenance notification where the notification window could be shorter than normal.

2.8 Account Oversight



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- Oversight of P1 incidents and high visibility escalations, providing feedback and input as required to expedite the incident
- Monitoring of return materials authorizations (RMAs)
- Coordination and escalation with and to Vendor support organizations pertaining to managed environment

2.9 Bravo Co-Managed Services Portal

Customers receive end-user accounts to access the Portal. During the initial Onboarding process, Customers receive accounts for authorized employees to access the Portal. Information available from the Portal may include:

- Ticket identification number
- Ticket opened date and time
- Ticket description
- Cause of Incident
- Ticket status/details
- Sites/device(s) affected

Further details regarding specific activities on the Portal, if applicable, are defined in the specific Technology Service Descriptions. Note: This information may be presented in multiple Portals if the Customer has purchased the Bravo Managed Service for multiple technologies.

2.10 Reports

The Co-Managed Services package includes a defined standard level of reports. See the specific Technology Service Descriptions for more detail concerning the reports available for each technology.

2.11 Managed Components Covered Under the Service

Bravo Responsibilities

Full details and product lists for Managed Components can be found in the documents specific to each Offer that are referenced in the appropriate Technology Service Description. Bravo intends to bring newly released devices under management as soon as possible; however, some delays may occur due to device complexity or other factors outside of Bravo's control.

Customer Responsibilities

- Ensure that all Managed Components are in good working order prior to completion of the Onboarding process. Managed Components are fully configured, deployed, and functioning properly prior to the commencement of the Service. Good working order status will be verified by Bravo during the Management Readiness Assessment process.
- Perform all activities required to bring Managed Components up to good working order, including but not limited to system administration, configuration changes, scripting, and MACDs (moves, adds, changes, and deletes). Necessary services may be acquired from Bravo as Elective Change services.
- Approve all Standard and Elective Change requests prior to Bravo taking change action
- Provide physical security of the Managed Components
- Contact Bravo to report Incidents via email or other means (such as the Portal) in accordance with established policies
- Allow Bravo to retain and publish anonymized, aggregate statistics and metrics for non-identifiable trending analysis, provided that such data is aggregated such that no individual Customer, person, or device can be identified, and that such use is consistent with Bravo's obligations under applicable data protection laws



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- Provide sufficient backup location for all applications and operating systems. The Customer is responsible for ensuring the backups run successfully.
- Perform backup on devices not running Cisco software. The Customer is responsible for ensuring the backups run successfully.

2.12 Non-Managed Components

The Customer is responsible for monitoring and managing the Non-Managed Components and applications.

2.13 Service Support

Customer will be provided with contact information to gain access to support for:

- General CMSP assistance
- Portal - usage and access assistance
- Service Activities assistance

Note: This Service is staffed to only answer questions about the use of the Service and is not a technical support service desk.

2.14 Service Manual

The Project Coordinator will provide the Customer with a Service Manual which describes the operational support provided and serves as a detailed job aid to be used as a guide once the transition phase ends and Bravo begins the Service Delivery phase. This Services Manual will include:

- Roles and responsibilities of Bravo and Customer
- How to contact Bravo for assistance
- Service escalation guidelines
- Change and release management policies
- Standard notification procedures
- General support guidelines

2.15 Translation Support

Support is delivered in the English language only. Bravo provides no support outside of the English language.

2.16 Service Level Objectives

Mean Time to Restore (MTTR), the time it takes to restore service after an incident, varies by Priority. Please refer to the Service Level Objectives Appendix for a detailed description of the priority levels and SLOs.

For the avoidance of doubt, Bravo's SLOs are measured against Time to Initially Respond (TTIR) as defined in Appendix A. Resolution times are objectives, not guaranteed commitments, due to the variable nature of incident complexity, Customer dependencies, and third-party vendor involvement. This clarification applies to resolution times only; TTIR remains a measured SLO and the basis for service credits under Appendix A, Section 4.

2.17 Training

- Access to Technical Expertise/Knowledgebase for ad hoc requests pertaining to managed devices when necessary, delivered remotely via video or meeting methods such as WebEx
- Instructional sessions on service operations and/or service consumption readiness, leveraging existing pre-recorded videos and documentation as available or delivered remotely via video or meeting methods such as WebEx

2.18 Service Level Management

- Primary point of contact for operations and process issues



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- Automated monthly operations reports in standardized format - status, track progress of open service requests, and other outstanding operational issues with the Customer
- Quarterly Interactive Business Reviews (QBRs) in standardized format reviewing outstanding operational issues reporting on status and progress of P1 issues, delivered over WebEx

3. ELECTIVE CHANGES

The following additional activities and deliverables are applied as options to the Service as part of ALL Managed Service Packages. Elective Changes refer to retainer-based Subject Matter Expert ("SME") support for customer-elected changes and support requests beyond the standard lifecycle management, health monitoring, and maintenance defined in the applicable SKU. Any services or devices not explicitly covered will consume hours from the "Elective Changes" retainer. Service Level Agreements ("SLAs") do not apply to any Elective Changes. Typical turnaround for Elective Changes is best effort, often 3-5 business days.

Included Activities

Included Activities consist only of remediation work performed in response to infrastructure-level health alerts automatically detected by Bravo's monitoring systems. These alerts involve core platform conditions such as node or service outages, resource or storage thresholds, cluster connectivity issues, or certificate expiration events. When Bravo's monitoring generates the ticket, remediation to restore platform health is included and does not consume Elective Change hours.

Elective Services

Elective Services apply to any work that is not included in the above definition. This includes, but is not limited to, customer-initiated troubleshooting, access or authentication issues, endpoint-specific issues, policy or configuration adjustments, workflow or template changes, advisory support, or work involving non-managed components. Any customer-initiated request consumes Elective Change hours unless Bravo confirms the root cause is a monitored infrastructure-health event. Elective Services do not carry SLAs and are provided on a best-effort basis.

3.1 Minimum Required Hours

Each service line-item SKU includes a predefined minimum number of Elective Change hours. Additional hours may be allocated during engagement scoping to accommodate anticipated customer requirements. Elective Change hours are an integral component of the co-managed service and are included in the total service fee. The allocation reflects the expected scope of customer-initiated activities inherent to co-managed service delivery and ensures sufficient support capacity is available throughout the term.

3.2 Billing and Accrual

The accrual and expiration of unused Elective Change hours are determined by the billing type as follows:

- **Monthly Billing:** Unused Elective Change hours expire at the end of each month.
- **Annual Prepaid Billing:** Unused hours accumulate during the contract year and are available until the end of that year but do not carry over into the next contract year.
- **Multi-Year Contracts:** At the start of each contract year, the allocated Elective Change hours reset based on the specified amount, unless otherwise outlined in the process described in Section 3.3.

3.3 Scope Adjustments and Overages

If additional services are required beyond the allocated Elective Change hours, a change order and/or additional SOW will be generated. Bravo will conduct Quarterly Business Reviews (QBRs) to assess usage trends. If actual usage exceeds the allocated hours, Bravo reserves the right to propose a Change Order or a separate project engagement to align services with evolving business needs. At the end of each contract year, Bravo and the Customer will review Elective Change hour



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utilization. If usage is significantly below the allocated amount, Bravo may adjust future yearly allocations down to the minimum required per SKU.

The Elective Change hourly rate, any overage rates, and the Standard Rate shall be as specified in the applicable Order Form or Quote. These rates shall remain fixed for the duration of each contract year and shall be subject to adjustment only upon renewal in accordance with the renewal pricing terms set forth in the applicable Order Form or Governing Agreement.

3.4 Defined Changes

A Defined Change is requested by the Customer and is often the result of needed changes in the Customer Network, Customer business application, or the Customer's business. The Customer identifies the needed type of change and submits a change request via opening a ticket to Bravo. All change requests are scheduled events and are dependent on coordination with the Customer.

Bravo has categorized Defined Changes into types based on level of complexity and the amount of time required to complete the change. Additional details outlining the specific changes are available in the individual Technology Service Descriptions.

Size	Duration
Small	Up to 1 Hour
Medium	Up to 2.5 Hours
Large	Up to 4 Hours

Defined Changes are debited from the Customer's Elective Hours balance as follows:

- Any work that falls outside the scope of Included Activities will consume Elective Hours at a rate of one (1) Elective Hour per hour of engineering time spent.
- Any out-of-scope work performed outside of Standard Business Hours, or on Bravo-observed holidays, will consume two (2) Elective Hours per hour of engineering time spent. Elective Hours consumed under this provision are subject to the same accrual and expiration terms as all other Elective Hours under this Agreement.

During the change process, the Customer is required to have an authorized representative available. Bravo may require that a Customer change representative be available during the change planning process, and an onsite technician who has access to the equipment room to be available during the execution phase.

3.5 Custom Scoped Elective Change Services

A Custom Scoped Elective Change is requested by the Customer and is often the result of changes in the Customer Network, business processes, or the Customer's business. Each such Change Request will be scope-based and the level of effort will be assigned in the subsequent SOW that is created to track and document the Change Request. Hours will be decremented from the block of support hours purchased by the Customer.

Custom Scoped Elective Change Services may include:

- Software Upgrades for the purpose of upgrading a Managed Component for purposes not related to Incident or Problem Management or part of a Bravo recommendation to maintain Service stability
- Vendor Field Notices and Vendor Security Notices that have been deemed as non-impacting to the stability of the Service but are requested by the Customer
- All changes not categorized as a Bravo Co-Managed Services release
- Examples of Custom Scoped Elective Change services are itemized in the specific Technology Service Descriptions

3.6 Elective Change Additional Uses



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The Elective Change retainer may also be used for urgent incidents outside of Standard Business Hours. While there are no SLA/SLOs associated with work outside of Standard Business Hours, the following process applies:

- Bravo's priority handling of urgent incidents outside Standard Business Hours is on an as-available basis. Bravo will use commercially reasonable efforts to respond to such requests.
- Any out-of-scope work performed outside of Standard Business Hours, or on Bravo-observed holidays, will consume two (2) Elective Hours per hour of engineering time spent. Elective Hours consumed under this provision are subject to the same accrual and expiration terms as all other Elective Hours under this Agreement.

4. SERVICES NOT COVERED

Services that are not expressly set forth in the applicable Service Description document are not covered under such Service Description including, without limitation, the following:

- Services for any hardware or software not considered part of generally available Products and Software releases/versions, unless agreed otherwise
- Services that require specific nationality, citizenship, language or any security clearance (i.e., secret, top secret) in a foreign country by Bravo personnel or its subcontractors, unless otherwise expressly agreed by Bravo
- Any customization of, or labor to install, software and hardware (including installation of updates)
- Furnishing of supplies, accessories or the replacement of expendable parts (e.g., cables, blower assemblies, power cords, and rack mounting kits)
- Electrical or site work external to the products
- Any expenses incurred to visit Customer's location, except as required during escalation of problems by Bravo

Additional Services outside those expressly set forth require a separately executed Change Order, priced in Elective Hours or as a separately quoted fixed-fee engagement as determined by Bravo.

4A. THIRD-PARTY SOFTWARE AND LICENSING

4A.1 Overview

Certain Services may require or benefit from third-party software, subscriptions, or licensing not developed or owned by Bravo ("Third-Party Software"). Third-Party Software may be procured and provided through one of the following models as specified in the applicable Quote or Order Form.

4A.2 Procurement Models

Each item of Third-Party Software shall be designated in the Quote or Order Form under one of the following categories:

(a) Bundled Software. Bravo procures the Third-Party Software and includes it as a component of the Service. The applicable fees are incorporated into the Service pricing and include Bravo's standard procurement markup. Customer's right to use Bundled Software is coterminous with the Service term and subject to the applicable vendor's end-user license terms. Bravo is responsible for license procurement, activation, and renewal for the duration of the Service.

(b) Managed Passthrough Software. Bravo procures the Third-Party Software on Customer's behalf and passes through the vendor's then-current pricing plus a stated administrative markup (the "Passthrough Markup"), as specified in the Quote or Order Form. Bravo manages the license lifecycle (procurement, activation, renewal, true-ups) as part of the Service. The Passthrough Markup compensates Bravo for procurement administration, vendor coordination, and lifecycle management.

(c) Customer-Procured Software. Customer procures and maintains the Third-Party Software directly from the vendor or an authorized reseller. Bravo's responsibility is limited to integration, configuration, and management of the software within the Service scope. Customer is solely responsible for license compliance, renewal, and vendor support entitlements.



4A.3 Third-Party Software Schedule

The applicable Quote or Order Form shall include a Third-Party Software Schedule identifying each item of Third-Party Software, which shall specify at minimum:

- Vendor name and product description
- Procurement model (Bundled, Managed Passthrough, or Customer-Procured)
- Unit pricing basis (per user, per device, per server, flat fee, etc.)
- For Bundled: fee included in Service pricing (no separate line item required)
- For Managed Passthrough: vendor list price or negotiated price, plus Passthrough Markup expressed as a fixed percentage or dollar amount
- For Customer-Procured: confirmation that Customer holds valid entitlement
- Billing frequency (monthly, annual, coterminous with Service)

4A.4 Vendor Price Adjustments

Third-Party Software pricing is subject to change by the applicable vendor. Price adjustment treatment varies by procurement model:

(a) Bundled Software. Bravo absorbs vendor price changes during the current Service term. Adjustments are incorporated at renewal in accordance with the renewal pricing terms set forth in the applicable Order Form or Governing Agreement. For vendor increases exceeding fifteen percent (15%) in any single contract year, Bravo may pass through the incremental amount above fifteen percent (15%) upon thirty (30) days' written notice to Customer, with supporting documentation of the vendor increase.

(b) Managed Passthrough Software. Vendor price changes are passed through to Customer at the then-current vendor pricing. Bravo shall provide Customer with at least thirty (30) days' written notice of any price increase, including the effective date and documentation of the vendor change. The Passthrough Markup percentage shall remain fixed for the duration of each Service term. If a vendor price increase exceeds fifteen percent (15%) in any twelve (12) month period, Customer may elect to convert the affected software to Customer-Procured status upon sixty (60) days' written notice, and Bravo shall provide reasonable transition assistance.

(c) Customer-Procured Software. Vendor pricing is between Customer and the vendor. Bravo has no obligation or liability related to Customer-Procured Software pricing, licensing compliance, or renewal.

4A.5 License Compliance and Responsibility

(a) For Bundled and Managed Passthrough Software, Bravo shall maintain accurate records of deployed licenses and shall notify Customer of any true-up requirements (e.g., additional users, devices, or capacity exceeding the licensed quantity). Customer shall authorize and pay for required true-ups within thirty (30) days of notification.

(b) For Customer-Procured Software, Customer is solely responsible for ensuring sufficient licensing to support the Service scope. If Bravo determines that Customer's licensing is insufficient, expired, or non-compliant, Bravo shall notify Customer in writing. If Customer fails to remediate within fifteen (15) business days, Bravo may: (i) suspend the affected portion of the Service without SLO liability; or (ii) procure emergency licensing on Customer's behalf as a Managed Passthrough item, billed at vendor list price plus the standard Passthrough Markup.

4A.6 Vendor Terms

Customer acknowledges that Third-Party Software is subject to the applicable vendor's end-user license agreement, terms of service, acceptable use policy, and/or subscription agreement. Bravo makes no representations or warranties regarding Third-Party Software beyond those expressly stated by the vendor. Bravo shall not be liable for any defects, outages, discontinuation, or changes in functionality of Third-Party Software.



4A.7 Termination Impact

Upon termination or expiration of the Service:

- **Bundled Software:** License rights terminate coterminous with the Service. Customer may negotiate directly with the vendor for continued use.
- **Managed Passthrough Software:** Bravo shall provide reasonable assistance to transition license ownership to Customer or Customer's designee. Any prepaid amounts for unused license periods shall be refunded to the extent recoverable from the vendor.
- **Customer-Procured Software:** No impact - Customer retains its direct vendor relationship.

5. DATA PROTECTION AND PRIVACY

This section governs the handling of data collected, processed, or stored by Bravo in connection with the Service. The obligations in this Section 5 are in addition to, and do not limit, the data privacy and security obligations set forth in the Governing Agreement. In the event of a conflict between this Section 5 and the Governing Agreement's data privacy provisions, the Governing Agreement shall control.

5.1 Data Processing Role

In performing the Service, Bravo acts as a service provider (as defined under the California Consumer Privacy Act, as amended by the CPRA) and/or a processor (as defined under applicable data protection laws) with respect to any personal information contained within Management Data. Bravo shall process such data only as necessary to perform the Service and shall not sell, share, or use personal information for any purpose other than performing the Service.

5.2 Management Data

Management Data collected through the CMSP may include events, alerts, performance information, traps, log messages, device identifiers, IP addresses, usernames, and other technical data. Bravo shall implement and maintain reasonable administrative, technical, and physical safeguards to protect the confidentiality, integrity, and availability of Management Data in its possession.

5.3 Data Retention and Destruction

Bravo shall retain Management Data for the duration of the Service term plus sixty (60) days following expiration or termination to support transition activities, consistent with the applicable Governing Agreement. The parties may agree in writing (in the applicable Order Form or a written amendment executed by authorized representatives of both parties) to extend the retention period for Management Data where complex transition activities require extended handoff support, provided that such extension shall not exceed one hundred eighty (180) days from the termination date.

Upon expiration or termination of the Service, and upon written request from Customer, Bravo shall securely delete or return Management Data within the applicable retention period, except to the extent retention is required by applicable law or regulation. Bravo shall provide written certification of deletion upon request.

5.4 Data Breach Notification

In the event Bravo becomes aware of a Security Incident involving unauthorized access to, or acquisition of, unencrypted Management Data containing personal information, Bravo shall notify Customer without unreasonable delay and in no event later than seventy-two (72) hours after becoming aware of such incident. Notification shall include, to the extent known: (a) the nature of the incident; (b) the categories and approximate number of records affected; (c) the likely consequences; and (d) measures taken or proposed to address the incident.

5.5 Sub-processors

Customer acknowledges that Bravo may engage sub-processors in connection with the Service. Bravo shall maintain a current list of sub-processors, available upon request. Bravo shall provide Customer with prior written notice of any new sub-



processor and shall ensure that sub-processors are bound by data protection obligations no less restrictive than those set forth herein.

5.6 Cross-Border Data Transfers

For Customers domiciled in the European Union or whose Managed Components process data of EU data subjects, Bravo shall ensure that any transfer of personal data outside the EU/EEA is subject to appropriate safeguards, including Standard Contractual Clauses (SCCs) as approved by the European Commission pursuant to EU Commission Implementing Decision 2021/914 of 4 June 2021 (Module 2, Controller-to-Processor). Bravo's standard Data Processing Agreement (DPA) and SCCs have been prepared and are available as a standalone addendum or as an exhibit to the applicable Governing Agreement. Bravo shall work with affected Customers to execute the DPA and SCCs prior to commencement of any Service involving EU personal data. Where mandatory local law conflicts with the terms of this Service Description, the mandatory provisions of local law shall prevail to the minimum extent necessary.

5.7 Aggregate and Anonymized Data

Bravo may create anonymized, aggregate data derived from Management Data for purposes of trend analysis, service improvement, and benchmarking, provided that such data cannot reasonably be used to identify Customer, any individual, or any specific device.

6. LIMITATION OF LIABILITY

Bravo's total aggregate liability under this Service Description for any and all claims arising out of or related to the Service shall be governed by and subject to the limitation of liability provisions in the applicable Governing Agreement.

In the absence of an applicable limitation of liability in the Governing Agreement, Bravo's total aggregate liability shall not exceed the total fees paid by Customer for the Service during the twelve (12) month period immediately preceding the event giving rise to the claim. In no event shall either party be liable for any indirect, incidental, consequential, special, or exemplary damages arising out of or related to this Service Description, including but not limited to loss of revenue, loss of profits, loss of business, or loss of data, even if such party has been advised of the possibility of such damages.

The limitations set forth in this Section shall not apply to: (a) either party's indemnification obligations under the applicable Governing Agreement; (b) either party's breach of confidentiality obligations; (c) Bravo's obligations under Section 5 (Data Protection and Privacy) of this Service Description; or (d) either party's gross negligence or willful misconduct.

The limitations set forth in this Section shall additionally not apply to any matter excluded from the aggregate liability cap under the applicable Governing Agreement. Where the applicable Governing Agreement contains a broader set of exclusions than those enumerated above, the broader set shall govern.

7. TERMINATION

7.1 Termination for Convenience

Termination for convenience is governed by the applicable Governing Agreement and Order Form. Customer's rights with respect to early termination of a Co-Managed Services Order Form, including any applicable early termination fees or prepaid fee treatment, are set forth in the Governing Agreement and the applicable Order Form.

7.2 Termination for Cause

Termination for cause based on SLO non-performance is governed by Appendix A, Section 6 of this Service Description. Either party may also terminate for material breach of this Service Description upon thirty (30) days' written notice, provided the breaching party fails to cure within the notice period. Upon any termination, the following fees are non-refundable and fully earned by Bravo regardless of the basis of termination: (i) all fees for Services fully delivered prior to the effective date of termination; (ii) all monthly service fees accrued for any calendar month in which Services were actively delivered, including the month in which notice of termination is provided; (iii) for prepaid customers, any fees corresponding to months already



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delivered or in active delivery as of the termination notice date; and (iv) any vendor-committed passthrough software fees Bravo has already paid or irrevocably committed to pay on Customer's behalf.

For prepaid billing customers terminating for cause attributable to Customer's own material breach, no refund shall be issued for any current or past period. Future prepaid periods shall be addressed per Appendix A, Section 6.2 only if termination is attributable to Bravo's SLO non-performance.

7.3 Effect of Termination

Upon termination or expiration:

(a) For monthly billing customers: Customer shall pay all amounts invoiced and due through the effective date of termination. For prepaid billing customers: all amounts paid in advance for periods through the effective termination date are fully earned and non-refundable; any prepaid amounts covering periods after the effective termination date shall be addressed per Section 7.1 or Appendix A Section 6.2, as applicable to the basis of termination. In no event shall prepayment of future service fees be construed as creating an obligation for Bravo to continue delivering Services beyond the effective termination date.

(b) Customer shall return all Bravo-provided equipment, including Termination Devices and CMSP materials, within thirty (30) days of the effective termination date.

(c) Bravo shall provide reasonable transition assistance for a period of up to ninety (90) days at the Standard Rate specified in the applicable Order Form. Where no Standard Rate is specified in the Order Form, the transition assistance rate shall be established by mutual written agreement of the parties at the time of the transition request. Transition assistance is subject to the terms of the Governing Agreement governing transition assistance, including without limitation Section 6.5 of the Bravo Master Services Agreement where applicable.

(d) Each party shall return or destroy the other party's Confidential Information in accordance with the applicable Governing Agreement. For the avoidance of doubt, Bravo's retention of Management Data for up to sixty (60) days following termination as provided in Section 5.3 is expressly permitted and does not constitute a breach of any confidentiality obligation under the Governing Agreement, provided that such data remains subject to the confidentiality and security obligations of the Governing Agreement during the retention period.

8. INSURANCE

Bravo maintains insurance coverage in accordance with the requirements set forth in the Governing Agreement.

9. FORCE MAJEURE

Neither party shall be liable for any failure or delay in performing its obligations under this Service Description to the extent such failure or delay results from causes beyond the reasonable control of that party, including but not limited to: acts of God, natural disasters, pandemic or epidemic, war, terrorism, civil unrest, government actions or orders, labor disputes, failures of third-party telecommunications or power supply, or supply chain disruptions (each a "Force Majeure Event").

For the avoidance of doubt, cyberattacks, ransomware, or denial-of-service attacks targeting Bravo's own operational infrastructure, management platform, or corporate systems may constitute a Force Majeure Event. Any security incident occurring within or affecting Customer's managed environment does not constitute a Force Majeure Event for purposes of this Service Description, regardless of cause, and Bravo's SLO obligations with respect to Customer's managed environment are not suspended by reason of any such incident.

The affected party shall: (a) promptly notify the other party in writing of the Force Majeure Event and its expected duration; (b) use commercially reasonable efforts to mitigate the impact; and (c) resume performance as soon as reasonably practicable.



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If a Force Majeure Event continues for more than sixty (60) consecutive days, either party may terminate the affected Service upon written notice without penalty. Service Level Objectives and associated credits shall be suspended during the period of any Force Majeure Event affecting Bravo's ability to deliver the Service.

Force Majeure Communication and Tracking. During any Force Majeure Event, Bravo shall: (a) log the event in its service management system with a designated Force Majeure designation; (b) provide Customer with written or portal-based status updates at reasonable intervals, not less than every seventy-two (72) hours for events exceeding twenty-four (24) hours in duration; (c) document the anticipated or actual impact on affected SLOs; and (d) upon resolution, provide Customer with a written summary of the event, its duration, the SLOs affected, and any credits applicable under the Service Level exclusion provisions of Appendix A.

10. DISPUTE RESOLUTION

Any dispute arising under or related to this Service Description shall be resolved in accordance with the dispute resolution provisions of the applicable Governing Agreement.

11. GENERAL

The commercial terms governing this Service, including without limitation fees, payment terms, renewal, pricing adjustments, non-solicitation, and insurance, are set forth in the applicable Governing Agreement and Order Form. In the event of a conflict between this Service Description and the Governing Agreement or Order Form, the Governing Agreement shall control, except that this Service Description shall govern with respect to service scope, SLOs, operational policies, and technical responsibilities.

APPENDIX A: SERVICE LEVEL OBJECTIVES FOR BRAVO CO-MANAGED SERVICES

This appendix describes the default standard Service Level Objectives (SLOs) for the Bravo Managed Service for Enterprise Offers unless otherwise defined by the SKU purchased or applicable Order Form.

1. Network Operations Center Service Level Objectives

1.1 Incident Management

The monitoring and Incident notification work together with Incident Resolution processes to form the Incident Management service component. Incident Management restores Normal Service Operation within a reasonable time to contain the adverse impact on business operations, service quality and availability. Bravo will:

- Utilize Incident remediation procedures to collect any additional data required to diagnose and match to Known Errors in the Knowledge Base
- Work to restore services within agreed service objectives, initiating Change Management as needed for restoration
- Coordinate the dispatch of support personnel to the Customer Premises to perform necessary onsite repairs as per the end-Customer maintenance and support contracts, subject to a signed Letter of Agency by the Customer
- Remotely assist onsite personnel as needed to facilitate service restoration
- Remotely facilitate hardware replacement and software updates determined to be required by Bravo

1.2 Incident Prioritization

Bravo classifies and prioritizes Incidents according to impact and urgency.

Activities:

- Evaluate Incident severity and prioritize all Incidents into P1, P2, P3, P4, and P5 Incident categories
- Classify Incidents into fault or performance Incident categories as appropriate



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Deliverables:

- Properly prioritized Incidents based on Incident Ticketing attributes
- Properly classified Incident based on Incident Ticketing attributes

1.2.1 Impact Definitions

An Incident is classified according to its impact on the business. Bravo shall work with Customer to specify impact for each Managed Component during the Onboarding process. There are four impact levels:

- **Widespread:** Entire Network is affected (more than three-quarters of individuals, sites or devices)
- **Large:** Multiple sites are affected (between one-half and three-quarters of individuals, sites or devices)
- **Localized:** Single site, room and/or multiple users are affected (between one-quarter and one-half of individuals, sites or devices)
- **Individualized:** A single user or meeting is affected (less than one-quarter of individuals, sites or devices)

1.2.2 Urgency Definitions

Urgency defines the criticality of the Incident or Problem to the Customer's business.

- **Critical:** Primary business function is stopped with no redundancy or backup. There may be an immediate financial impact. The Customer determines the issue as critical.
- **High:** Primary business function is severely degraded or supported by backup or redundant system. There is a probable significant financial impact.
- **Medium:** Non-critical business function is stopped or severely degraded. There is a possible financial impact.
- **Low:** Non-critical business function is degraded. There is little or no financial impact.
- **Informational:** No business function is impacted. The event is logged for informational, debugging, or record-keeping purposes only. No action or response is required.

1.2.3 Priority Definitions

Priority defines the level of effort that will be expended by Bravo and the Customer to resolve the Incident.

- **P1 - Critical:** Bravo and the Customer will commit any necessary resources during the coverage window to resolve the situation.
- **P2 - High:** Bravo and the Customer will commit full-time resources during Standard Business Hours to resolve the situation.
- **P3 - Medium:** Bravo and the Customer are willing to commit resources during Standard Business Hours to restore service to satisfactory levels.
- **P4 - Low:** Bravo and the Customer are willing to commit resources during Standard Business Hours to provide information or assistance.
- **P5 - Informational:** No action or SLA is required. The Incident Ticket is created for informational or debugging purposes only. P5 tickets are logged, retained for trending analysis and audit trail, and may be referenced in future diagnostic or Problem Management activities. P5 tickets do not trigger escalation procedures and are not subject to any SLO metrics.

Impact / Urgency Priority Matrix:

Urgency \ Impact	Widespread	Large	Localized	Individualized
Critical	P1	P1	P2	P2
High	P1	P2	P2	P3



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Urgency \ Impact	Widespread	Large	Localized	Individualized
Medium	P2	P3	P3	P3
Low	P4	P4	P4	P4
Informational	P5	P5	P5	P5

Bravo will downgrade the ticket priority in accordance with reduced severity of impact or Incident resolution. Incident Tickets shall be closed by Bravo or Customer upon validation of issue remediation and the systems' return to operational stability.

2. Network Operations Center SLO Metrics

Service Level Objectives apply only to Managed Components that are managed exclusively by Bravo within the Service. Bravo adheres to the SLOs during the Service Delivery phase. Note: Bravo cannot adhere to the SLOs during the Transition Services phase. Within the SAK, the Customer and Bravo must document the exit criteria for the Transition Services phase and their formal agreement to acknowledge completion of the Onboarding process.

The following Incident metrics are tracked as Service Level Objectives:

- Time to Change (TTC)
- Time to Notify (TTN)
- Time to Initially Respond (TTIR)

2.1 Time to Change (TTC)

All Change Requests are scheduled events dependent on coordination with Customer schedule. A change request must be fully qualified and scheduled with the Customer before the TTC metric starts.

Change Type	TTC Objective
Small	No SLO - scheduled
Medium	No SLO - scheduled
Large	No SLO - scheduled

2.2 Time to Notify (TTN)

Bravo will respond to incidents raised through the management platform by electronically notifying a specified Customer contact(s) within the TTN timeframe. P5 (Informational) tickets are not subject to TTN objectives. Electronic notification for P5 tickets is available upon Customer request as a configurable option during Onboarding.

Incident Level	TTN Objective
All (except P5)	1 Hour from ticket creation
P5 (Informational)	No SLO

2.3 Time to Initially Respond (TTIR)

The Initial Response Goal is measured from the time an issue is first reported to Bravo by Customer until the issue has been responded to with an initial email or phone call. Resolution of the issue is not part of the Initial Response Goal.

Priority Level	TTIR - Standard SLA	TTIR - Enhanced SLA
P1 (Critical)	2 Hours	1 Hour
P2 (High)	4 Hours	2 Hours



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Priority Level	TTIR - Standard SLA	TTIR - Enhanced SLA
P3 (Medium)	8 Hours	6 Hours
P4 (Low)	24 Hours	12 Hours
P5 (Informational)	No SLO	No SLO

2.4 Support Levels

Level	Description	Typical Tasks
Level 1	Initial trouble ticket, issue identification, basic troubleshooting	Ticket registration, basic troubleshooting, FAQ support, installation support, basic client configuration, solutions from knowledge base, endpoint identity group updates, vendor concierge (L4 escalation), escalation to L2
Level 2	More complex hardware/software issues by experienced engineers	Escalations from L1, basic server troubleshooting, intermediate application client configuration, basic application server configuration, hardware/software interoperability, knowledge base entries, FAQ entries, vendor concierge (L4 escalation), escalation to L3
Level 3	Most qualified engineers; collaboration with 3rd party support	Escalations from L2, performance tuning, environmental simulation, advanced configuration, test lab, integration support, bug management, progression testing, change management, training, full-stack integration, solutions engineering/architecture, multi-vendor management, vendor concierge (L4 escalation), escalation to L4
Level 4	Product Vendors only	Cannot be provided by third parties

3. Service Request Escalation Procedure

Priority	Elapsed Time	Escalation Resource
P1 (Critical)	Hour 1	Level 1 - NOC
P1	Hour 2	Level 2
P1	Hour 4	Level 3
P1	Hour 6	Vendor (L4) if applicable
P1	Hour 8	Management escalation
P2 (High)	Hour 2	Level 1 - NOC
P2	Hour 4	Level 2
P2	Hour 8	Level 3
P3 (Medium)	Business Day 1	Level 1 - NOC
P3	Business Day 2	Level 2
P4 (Low)	Business Day 1	Level 1 - NOC
P5 (Informational)	N/A	No escalation - informational only



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4. Credits

If Bravo fails to meet any of the Service Goals listed in this Service Level Agreement, Customer shall be eligible for a credit as Customer's sole and exclusive remedy arising out of or relating to such failure.

- **Monthly Billing:** Credits will be calculated as a percentage of the fees for the Services for the current monthly billing period in which the failure occurred (to be applied at the end of the billing cycle).
- **Prepaid Billing:** Any credit will be calculated based on the monthly equivalent of the prepaid fees.

Service Level Objective	Credit
TTN	Each failure qualifies Customer for a credit of 1% of monthly service fees (MSF) per event
TTIR - P1 (Critical)	Each failure qualifies Customer for a credit of 2% of monthly service fees per event
TTIR - P2 (High)	Each failure qualifies Customer for a credit of 1.5% of monthly service fees per event
TTIR - P3 (Medium)	Each failure qualifies Customer for a credit of 1% of monthly service fees per event
TTIR - P4 (Low)	Each failure qualifies Customer for a credit of 0.5% of monthly service fees per event
TTIR - P5 (Informational)	No credit - no SLO applies

Total credits in any calendar month shall not exceed ten percent (10%) of the total monthly service fees for the affected Service.

5. Service Level Exclusions and Service Exclusions

5.1 Service Level Exclusions

Service levels and credits do not apply, and Bravo is not responsible for failure to meet Service Levels resulting from:

- Customer or end-user misconduct
- Failure or deficient power, equipment or services not provided by Bravo
- Delay caused or requested by Customer
- Service interruptions, deficiencies, degradation or delays due to access lines, cables or equipment provided by third parties
- Service interruptions, deficiencies, degradation or delays during which Bravo is not given the access it needs
- Failure to provide suitable secure environment for in-premises devices, including secure mounting and racking, appropriate cooling and air handling, security from theft
- Failure of any equipment not managed or under a service contract with Bravo
- Any Force Majeure Event as defined in Section 9 of this Service Description

5.2 Service Exclusions

The Services under this SLA are conditioned on Customer's compliance with each of the following:

- Customer shall be in compliance with the Governing Agreement, including all applicable exhibits and this SLA
- Customer shall be in compliance with all manuals and instructions for the hardware, firmware and software
- Customer shall not have altered the software, shall have used only Supported Software and shall have complied with all configuration requirements



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- Customer shall maintain service contracts with all hardware vendors for equipment in scope and all software packages installed on those devices

5.3 Excluded Services

This SLA does not cover:

- Equipment service or repair made necessary due to unreasonable adverse environmental conditions or equipment applications beyond those for which the equipment was designated
- Bravo Services necessitated due to adverse conditions created by acts of God or building modifications
- Service interruptions, deficiencies, degradations or delays due to any access line provided by a third party
- Peripherals external to Customer's Network, including but not limited to third-party wireless keyboards, copiers, printers, Network hubs and switches and Network routers
- Customer data, Customer applications, and other aspects of Customer's Network that may be corrupted or may not function

6. Termination for Cause (SLO-Based)

Customer may terminate the applicable Order Form for cause based on SLO non-performance only if Bravo fails to meet the same Service Level Objective (SLO) three times within a rolling 12-month period. For the avoidance of doubt, no other basis for SLO-based termination for cause shall apply under this provision. General termination for material breach is governed by Section 7.2 of this Service Description and the Governing Agreement.

6.1 Remedies for Termination - Monthly Billing Customers

If Customer is on a monthly billing plan, upon SLO-based termination for cause:

- No further payments will be due after the effective termination date
- No refunds or credits will be issued for any prior payments made

6.2 Remedies for Termination - Prepaid Billing Customers

If Customer has prepaid for a defined term (e.g., annual or multi-year contract) and terminates for cause attributable to Bravo's repeated SLO non-performance: Bravo shall issue a prorated refund of prepaid service fees for the remaining unused term of the affected Service, calculated from the effective date of termination. No early termination fee or discount clawback shall apply to termination for cause attributable to Bravo's SLO non-performance.

For the avoidance of doubt, the remedies in this Section 6.2 apply only to termination arising from Bravo's repeated failure to meet the same SLO as defined above. Termination by Customer for convenience (not attributable to Bravo's SLO non-performance) is governed by the Governing Agreement and applicable Order Form, which provide for applicable early termination fee treatment.

6.3 Additional Conditions

- Customer must provide 30 days' written notice prior to SLO-based termination for cause
- Bravo shall provide reasonable transition assistance for up to ninety (90) days following the effective termination date at the Standard Rate specified in the applicable Order Form. Where no Standard Rate is specified, the transition assistance rate shall be established by mutual written agreement of the parties at the time of the transition request.

7. Scheduled Maintenance

Services and Service Levels will not apply during scheduled maintenance windows. Bravo will provide a minimum of 72 hours' notice for scheduled maintenance. Unless specifically defined by Customer, the default window for Scheduled Maintenance is currently 9:00 p.m. to 7:00 a.m., United States Pacific Time, each Thursday evening. Bravo reserves the right to revise the Scheduled Maintenance window from time to time upon notice to Customer. Emergency maintenance may be performed with shorter notice when required to maintain Service stability.

APPENDIX B: GLOSSARY OF TERMS

This Glossary should be read in conjunction with this Service Description. Capitalized terms not otherwise defined above have the meanings assigned to them in this Glossary.

Advanced Event Correlation - The act of combining disparate data sources to obtain root cause (device-level, component-level, time-based).

Backup Management - The process and actions needed to backup and restore devices, including backup policies, retention policies, ad-hoc configuration backups and restores, and standard backup reports.

Bundled Software - Third-Party Software procured by Bravo and included as a component of the Service, with licensing coterminous with the Service term. See Section 4A.2(a).

Carrier - A provider of data transport services.

Change Management - The process used by Bravo to receive, authorize, execute, and communicate changes to Managed Components.

Cloud and Managed Service Platform (CMSP) - A suite of management applications and tools that Bravo uses to deliver ITIL-based Service Management.

CMSP Disaster Recovery - The deployment of necessary CMSP elements to sustain Service in the event of a complete failure of the primary CMSP instance.

Configuration Management - The process to create and maintain an inventory of the Managed Components.

CPE - Customer Premise Equipment: equipment that exists on the customer premises.

Customer - The entity purchasing Services for its own internal use either directly or through an Authorized Channel.

Customer Acceptance - A mutual agreement with Bravo to acknowledge completion of the Onboarding process.

Customer Notification - A communication to inform the Customer that an Incident has been recorded.

Customer Premises - The physical Customer location where the Managed Components reside.

Customer-Procured Software - Third-Party Software procured and maintained directly by Customer, with Bravo responsible only for integration and management within the Service scope. See Section 4A.2(c).

E-notify - The act of sending notification of Incidents and the status of Tickets electronically.

Elective Change - A change requested by the Customer, often the result of changes in the Customer Network, business processes, or the business. Elective Changes are not the result of Bravo Incident Management and Problem Management processes.

Elective Change Request - Any request for service made by the Customer or Partner, in electronic format (submitted via the Portal).

EOL - End of Life.

EOS - End of Sale.

Field Notice - An electronic notification about product-related issues.

Force Majeure Event - An event beyond the reasonable control of a party as defined in Section 9 of this Service Description. For the avoidance of doubt, security incidents occurring within or affecting Customer's managed environment do not constitute Force Majeure Events.



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Governing Agreement - The agreement identified in the applicable Order Form that governs the commercial terms of the engagement, which may be a previously executed MSA, subcontractor agreement, or other governing agreement, or the Bravo Online MSA in the absence of a separately executed agreement.

Host Device - Chassis.

Incident - Any event that is not part of the standard operation of a service and that causes or may cause an interruption to, or reduction in, the quality of that service.

Incident Management - The process to detect an Incident, notify the Customer about the Incident and resolve the Incident.

Incident Resolution - The process to restore services on Managed Components.

Initial Term - The duration of Service as specified in the applicable Order Form or Quote, prior to any Renewal Term.

Intelligent Monitoring - Advanced correlation and automation of tools and scripts to enable quick response to Incidents.

IOS - Cisco Internet Operating System.

Known Error - Incidents with a defined root cause and resolution.

Letter of Agency - A letter which authorizes Bravo to act as the Customer's agent for purposes of ordering, facilitating, tracking and/or providing services with Carriers and other providers.

Managed Component - An element for which remote IT-infrastructure management services are provided by Bravo.

Managed Passthrough Software - Third-Party Software procured by Bravo on Customer's behalf at vendor pricing plus a stated administrative markup, with Bravo managing the license lifecycle. See Section 4A.2(b).

Management Connection - The physical communication link between Bravo and the Customer Premise.

Management Connectivity - Bi-directional communication between the Customer Premise and Bravo for Management Data to be securely and consistently transmitted.

Management Data - Events, alerts, performance information, traps and/or log messages collected by the Service Management Application.

Management Readiness Assessment - An assessment that determines whether all Managed Components are in good working order prior to completion of the Onboarding process.

Management Services - A service that provides Monitoring, Incident Resolution, Reactive Problem Management, service level management and Standard Changes.

Monitoring - Detecting events on Managed Components.

Network - A set of interconnected and interworking Bravo supported hardware and software implemented, operated and supported by Customer.

Non-Managed Component - Any element for which Bravo does not provide management services.

Normal Service Operation - Service activities within the Bravo service package as defined.

Offer - A distinct service for a specific technology or solution.

Onboarding - A phased process approach in which Bravo prepares Customer infrastructure for the Service.

Partner - The third party contracted by Customer to act as its technical point of contact with respect to the Service and/or Product.



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Passthrough Markup - The administrative fee applied to Managed Passthrough Software, expressed as a fixed percentage or dollar amount, compensating Bravo for procurement and lifecycle management.

Patch - A small fix to a problem using a piece of software code.

Personal Information - Information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular individual or household, as defined under the CCPA/CPRA.

Portal - The online web user interface supplied for Customers and Partners to receive and submit information to and from the NOC.

Priority - The level of effort that will be expended by Bravo and the Customer to resolve the Incident.

Problem - The underlying cause of one or more Incidents.

Problem Management - The process to find and resolve the root cause of a Problem, and prevention of Incidents.

Project Coordinator - The Bravo project manager who is the single point of contact through the Onboarding process.

Quote - Quote for services.

Read - The ability to view system logs, configuration files and other device and system-level information.

Release Management - The process focused on the actual implementation of approved Changes.

Renewal Term - A successive term of Service following the Initial Term, as described in the applicable Governing Agreement and Order Form.

Reseller - The business that sold Bravo management to the Customer.

Resolved - To remedy the Incident and close out the Ticket in the system.

Remediated - A corrected fault or deficiency.

Security Incident - An event resulting in unauthorized access to, or acquisition of, unencrypted data containing Personal Information maintained by Bravo in connection with the Service.

Service Activation Kit (SAK) - A document completed by the Customer during the Onboarding process.

Service Delivery - The phase after Transition Services when Bravo begins to deliver Services.

Service Desk - A single point of contact for Customers for the Service.

Services Manual - A document that provides the Customer with a detailed job aid to be used as a guide once the transition phase ends.

Standard Business Hours - 8AM to 5PM in the time zone of the Customer's headquarters (US and Canada).

Standard Change - A Bravo Co-Managed Services recommended change resulting from Incident/Problem Management or Field Notice.

Standard Change Request - A request for change to solve an Incident or Problem.

Standard Rate - The hourly rate for services as specified in the applicable Order Form or Quote.

SLA - Service Level Agreement.

SLO - Service Level Objective.

SLM - Service Level Management.

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Technology Service Description - A service description that outlines the unique Bravo Co-Managed Services scope, deliverables, and operational specifics for a given product family or technology SKU. Technology Service Descriptions are incorporated by reference into the applicable Order Form and are subordinate to this Common Service Description except where the Technology Service Description expressly provides otherwise.

Termination Device - Customer Premises equipment that terminates the Management Connection.

Third-Party Software - Software, subscriptions, or licensing not developed or owned by Bravo that may be required for or used in connection with the Service. See Section 4A.

Third-Party Software Schedule - The schedule within the Quote or Order Form identifying each item of Third-Party Software, its procurement model, pricing basis, and billing terms.

Ticket - The tracking mechanism for Incidents and service requests within the NOC.

Ticket Trending - Analyzing tickets and ticket trends so that proactive steps can be taken to reduce or eliminate potential future incidents.

VPN - Virtual Private Network.

Write - The ability to make and save changes to device configurations.