Service Agreement Form (SAF) for Trend Micro

This Service Agreement Form (SAF) outlines the commitments, responsibilities, and service levels between Pakistan Mobile Communications Limited (PMCL) and customer for the delivery of Managed Endpoint Detection and Response (EDR) services and/or Managed Extended Detection (XDR) response. EDR & XDR are hereinafter collectively referred to as Service.

Trend micro is a cybersecurity OEM and providing the Service to Customer and PMCL is acting as an agent.

Service Terms

Service Inclusions

- ➢ **24/7 Monitoring:** Continuous monitoring of customer endpoints to detect and respond to threats.
- ➢ **Threat Detection:** Use of advanced analytics and threat intelligence to identify e activities.
- ➢ **Incident Response:** Automated and manual responses to detected threats.
- ➢ **Threat Hunting:** Proactive search for threats within the network environment.
- ➢ **Forensic Analysis:** Detailed investigation of security incidents.
- ➢ **Reporting:** Regular and on-demand reports on security status and incidents.
- ➢ **Software Maintenance:** Regular updates and patches to the EDR solution.
- ➢ **Support 24/7:** round the clock support

Service Exclusions

- Support for third-party applications integration or firewalls, active directories, unless explicitly included in the Order Form.
- Customer's software, OS configurations, and patch management itself.
- Not applicable on the customer on prem services unless explicitly included in an Order Form.

Service Activation Process

The process of service activation is as follows:

a. The Customer shall agree to the proposal submitted by PMCL via email or Pakistan Mobile Communications Limited's (PMCL) Self Service Portal and shall accordingly issue a Purchase Order ("PO") to PMCL's authorized representative.
b. After issuance of a PO Customer will e-sign the Order Form that will be sent via a system-generated email and can be approved by Customer on Self Service Portal.
c. After acceptance of Order Form PMCL shall itself or via its sub-contractor(s) will deliver the Service to Customer according to timelines stipulated in the Order Form.
d. After Service is delivered the Customer will be invoiced as per agreed timelines in the Order Form.

Service Termination by PMCL

Without limiting the generality of any other clause in the Master Agreement or this Service Agreement Form, PMCL may terminate Customer's Service immediately by notice in writing if:

a. The Customer has provided PMCL with false or misleading information or the Customer has not

provided PMCL with any information that we have reasonably requested for the purposes of this Contract

b. The Customer's nominated payment method is refused or dishonored, or the Customer fails to pay the amount specified within fourteen (14) days of the due date.
c. The Customer is unlawfully using the Service.
d. The Customer has breached any provision of the Contract
e. It is required under any regulatory or emergency
f. The operations, security or efficiency of a Service is impaired by Customer's use of Service or Customer Equipment connected to the Service

Service Cancellation by Customer

Customer cannot terminate the Service after it is provisioned/provided to the Customer once , however if Customer wishes to discontinue the Service it shall not raise a request of renewal with PMCL.

Billing

PMCL may bill the Customer for:

a. Recurring or fixed charges in advance.
b. variable charges, in arrears, including but not limited to excess resources, internet speed and licenses usage charges.
c. installation or set-up charges, before installation occurs or decommissioning charges; or
d. any equipment the Customer purchases from us, on or after delivery.

Bills may include charges from previous billing periods where these have not been remitted if a Service that is subject to a subscription period is terminated prior to expiry of said period by the Customer (or by PMCL due to the Customer's breach of the Agreement), PMCL shall be entitled to charge early termination charges equivalent to the price quoted in Order Form for the remaining period of subscription and PMCL will not refund any charges paid in advance for the subscription period.

Service Level

The following Service Level calculation methodology will apply:

The Service Level applicable for this Service is defined in the End User License Agreement (EULA) of Trend Micro available on its website; https://store.trendmicro.com/

Service Level Exclusions

Anything not committed by Trend Micro in the EULA will not be part of the Service Level.

Responsibility Matrix

Task/Activity	PMCL	Customer	Description
Service Activation	A/R	I	PMCL activates the service itself or via its sub-contractors, Customer to provide relevant details
Security & Access Control	*	R/A	Customer to manages access controls after licenses are provided by PMCL.
Compliance	*	R/A	Customer to ensure compliance with standards and regulations
Monitoring & Support	R/A	I	Trend Micro monitors the service and provides necessary support in case of managed services support
Service Availability	*	I	Trend Micro ensures uptime, Customer monitors service usage.
Billing	A	R	CP manages billing, C ensures timely payments.

R = Responsible, A = Accountable, C = Consulted, I = Informed

* Trend Micro to be responsible as per EULA

Support Severity Levels

In case of any support required by Customer regardless of its severity it can reach out to Trend Micro according to terms specified in EULA.

 In case PMCL has committed support to Customer it will ensure to raise the support requests with Trend Micro within 4 Business hours and PMCL will revert to the customer in reasonable time after receiving response from Trend Micro.

Escalation Process:

Escalation Matrix	
Level 1 Self Service Portal	cloud.support@jazz.com.pk 0304 111 0365
Level 2	Taimoor.ali@jazz.com.pk

Assigned Account Manager	
Level 3 Support & Platform Lead	Yasim.kiani@jazz.com.pk 0307 1505041