

SCHEDULE 1B

BASELINE SUPPORT SERVICES

(NORTH AMERICA)

1 Service Description

- 1.1 All capitalised terms not defined in the present Schedule 1B shall take the meaning as set out in the Terms and Conditions for the sale of Products and provision of Services by Garrison (North America) made available on www.garrison.com/legal, as amended from time to time.
- 1.2 Additional capitalised terms used in this Schedule 1B shall take the meaning as set out below:
- 1.2.1 **"Cross Domain Solution"** or **"CDS"** means a set of architectural techniques and supporting technologies used to build secure end to end connectivity between IT systems that have different "trust" levels (e.g., different security domains).
- 1.2.2 **"Garrison Isolation Platform"** means the combination of the Hardware and the Software components defined as GIP Components below.
- 1.2.3 **"Garrison Isolation Platform Components"** or **"GIP Components"** means the Software components performing CDS functions including the following ones: IAP, GSM, GCB and GIA firmware (BPM & BPC), all as further described in Appendix A to this Schedule 1B.
- 1.2.4 **"Capability Components"** means the Garrison App and one or more of the Software components which can be deployed with the GIP Components to provide end-to-end functionality including the following ones: RAE, RDE, App Schema, GPS and RCD, all as further described in Appendix A to this Schedule 1B.
- 1.2.5 **"Functional Enhancements"** means any improvements in the Product that go beyond basic maintenance or bug fixes and might involve new features, significant changes in how existing features work, improvements in efficiency, or additions that make the Product easier or more effective to use.
- 1.3 The Baseline Support Services Garrison shall provide to Customer include the following:
- a) access to the latest Software Updates for GIP Components and for the relevant Capability Components as described in Section 3.1;
 - b) Hardware support above and beyond the Warranty, subject to Section 3.4 of the Terms and Conditions;
 - c) Software Incident support as described below for each Level of Baseline Support; and
 - d) access to Garrison's Customer support centre by phone, web and email for up to fifteen (15) Authorised Users during the service hours specified below for each Level of Baseline Support.
- 1.4 Garrison shall not be responsible for correcting any errors not attributable to Garrison. Errors attributable to Garrison shall be defined as those errors which are reproducible by Garrison on unmodified Products.

2 Levels of Baseline Support

- 2.1 The Level of Baseline Support purchased by Customer is set out in the Order. There are two Levels of Baseline Support: Standard or Premium as further described below. Garrison will use its reasonable endeavours to comply with the Service Levels set out below, though given the unknown nature of the type or recurrence of the fault, compliance by Garrison with the Service Levels cannot be assured.

Standard Support - SLA			
Service Hours	Software Incident SLA	Hardware Break/Fix SLA	
		RMA	FRU
Business Hours only.	Only reasonable endeavours to respond to (but not to resolve) identified software incidents.	RMA shipped to Customer within five (5) Business Days , after receipt of Customer's faulty Hardware appliance at Garrison's designated facility in the US.	FRU shipped to Customer within five (5) Business Days after confirmation of an FRU failure by Customer.

Table 1

Premium Support - SLA			
Service Hours	Software Incident SLA	Hardware Break/Fix SLA	
		RMA	FRU
24 x 7 x 365 (phone support only outside Business Hours).	Response Time and Resolution Time Service Levels as per Table 3 below.	RMA shipped to Customer within next Business Day after receipt of Customer's faulty appliance at its designated facility in the US.	FRU shipped to Customer within the next Business Day after confirmation of an FRU failure by Customer.

Table 2

Premium Baseline Support – Software Incident SLA					
Priority	Impact	Response Time	Resolution Time	Conditions	
Urgent	Product rendered unavailable or unresponsive in a live Production deployment and requires immediate fix.	15 minutes	4 hours	Requires a phone call from Customer to log an Urgent ticket	
High	Sub-component or major application in a live Production deployment not functioning as described. Major performance degradation of a live Production environment.	2 hours	16 hours	Requires a phone call from Customer to log a High priority ticket	
Normal	Minor application not functioning as documented.	5 Business Hours	32 Business Hours	In Business Hours only	
Low	General usage question. General information requests. Feature requests.	8 Business Hours	N/A	In Business Hours only	

Table 3

For the purposes of Table 3 above:

Response means an acknowledgement that the incident has been received by one of Garrison's support staff. This SLA is measured as the time between a new incident being raised by Customer to Garrison's support team, through the agreed support channels, and Garrison's response confirming receipt (receipt for these purposes does not include an automated acknowledgement of receipt of the ticket).

Resolution means that the incident has been confirmed as resolved by Customer (having followed Garrison's instructions) through a suitable fix, workaround, or action plan to resolve in full. This SLA is measured as the time between a new incident being raised by Customer to Garrison's support team, through the agreed support channels as set out in the table above, and the time at which the incident is set to "solved" by Garrison.

3 Other General Provisions on Baseline Support Services

The following additional provisions apply in relation to Baseline Support Services irrespective of the applicable Level of Baseline Support.

3.1 Software Support

3.1.1 Garrison will provide different types of support to GIP Components and to Capability Components as set out below.

3.1.3 GIP Components

3.1.3.1 During the Support Term Garrison shall provide Customer notification of Updates to any GIP Components.

3.1.3.2 Where Garrison identifies or is notified of a security vulnerability affecting cross-domain security in any GIP Components, Garrison will issue a security advisory through the appropriate channels, inform Customer about the potential impact of any such vulnerability, and may issue an Update to any affected GIP Components to remediate the issue.

- 3.1.3.3 Garrison will conduct vulnerability monitoring through Third Party Software components used within GIP Components using the NIST National Vulnerability Database. Where any published vulnerabilities impact non-cross-domain security within GIP Components, Garrison will issue a security advisory and may issue an Update depending on the assessed impact of the vulnerability on the affected GIP Components. Updates to Third Party Software used in the GIP Components will approximately be carried out every six (6) months, or with such other frequency as required by Garrison's vulnerability management process.
- 3.1.3.4 Where issues are reported in any functionality included in any GIP Component, Garrison will provide Software Incident Support in accordance with the applicable Level of Support. This may result in an Update to one or more GIP Components.
- 3.1.3.5 Any Updates required as a result of clauses 3.1.3.2, 3.1.3.3 or 3.1.3.4, will be made to the latest version of the associated GIP Component(s) ("N") and Garrison shall have no obligation to fix the error in any prior GIP Component release ("N-X") and the Customer will need to update to the latest GIP Component release in order to obtain the fix.
- 3.1.3.6 Unless Garrison directs otherwise, the Customer may obtain Updates either through email or from the Garrison support portal.

3.1.4 Capability Components

- 3.1.4.1 During the Support Term, Garrison shall provide Customer notification of Updates and Upgrades for Capability Components. Garrison may designate a particular release of Capability Components as an Upgrade at its sole discretion.
- 3.1.4.2 Where issues are reported in functionality included in any Capability Component, Garrison will provide Software Incident support in accordance with the applicable Level of Baseline Support. This may result in an Update to one of more Capability Components. Where the resolution also requires change to one or more GIP Components, the resolution will be managed as described under section 3.1.3.5 above.
- 3.1.4.3 Garrison will provide support to customers running the latest Capability Component release ("N") at all times. For the previous Capability Component release ("N-1"), Garrison will provide support for a minimum of six (6) months after the release of the latest Capability Component release (N).
- 3.1.4.4 If it is found that a particular error is fixed in the most current Capability Component release, then Garrison shall have no obligation to fix the error in any prior release and the Customer will need to upgrade to the current Capability Component release in order to obtain the fix.
- 3.1.4.5 Unless Garrison directs otherwise, the Customer may obtain Updates and Upgrades for Capability Components either through email or from the Garrison support portal.

3.1.5 Access to Functional Enhancements

- 3.1.5.1 The Baseline Support Services under this Schedule 1B do not provide automatic access to Functional Enhancements. Garrison reserves the right to separately charge for Functional Enhancements.

3.2 RMA Process

- 3.2.1 Hardware returns for repair or replacement will be managed as follows:
 - a) Customer shall log a support request via web, phone or email per standard support mechanisms;
 - b) Customer shall provide the part number; serial number; quantity; reason for return; an explanation of all failure symptoms; and other relevant information;
 - c) upon confirmation by Garrison of a defect, Garrison will either ship replacement parts for Customer to install (FRUs only) or if Garrison deems that the Product needs to be returned, Customer will be provided an RMA number;
 - d) It is the Customer's responsibility to ensure any Hardware is sanitized of any sensitive or classified data in accordance with Customer's own policies and requirements prior to returning the Hardware to Garrison;
 - e) Customer shall package the appliance in its original packing material or equivalent, write the RMA number on the outside of the package, and return it properly insured to Garrison's designated facility in the US;
 - f) Customer shall be responsible for all costs associated with shipping such Hardware to Garrison, including but not limited to duties and taxes;
 - g) Customer shall assume any and all risk of loss or damage to such Hardware during shipping;
 - h) on receipt of the faulty appliance Garrison will inspect the Hardware for damage;

- i) assuming fault is not due to Excluded Maintenance, Garrison will ship an appliance (repaired or new) to Customer according to the Hardware break/fix SLA; and
 - j) where the fault is due to Excluded Maintenance, any repairs or replacements will be undertaken at Customer's expense (such work only to be undertaken with Customer's prior approval).
- 3.2.2 All parts and components removed from the Hardware in the course of performing the Baseline Support Services shall no longer constitute part of the Hardware.
- 3.2.3 All replacements **and** spare parts provided by Garrison to Customer shall become part of the Hardware and the property of Customer. Garrison will assign to Customer, with full title guarantee and free from all third-party rights, replacements provided by Garrison.
- 3.2.4 Where Customer is unable to return the Hardware to Garrison, Garrison shall not be responsible to provide Customer any Hardware replacement, unless at the time of claiming Customer has a valid Non-Return-To-Base Uplift Support contract that covers the Hardware.

4 Excluded Maintenance

- 4.1 Garrison is not obliged to perform any Excluded Maintenance. "**Excluded Maintenance**" means the maintenance arising out of:
 - a) the fault or negligence of Customer, its employees, agents or contractors;
 - b) Customer's failure to comply with these Terms and Conditions;
 - c) Customer's failure to provide reasonable cooperation (having due regard to Customer's skills, capacity and knowledge) to Garrison in helping to identify the nature of the bug or failure;
 - d) Customer's failure to implement all Updates to the Product which are made available to Customer under these Terms and Conditions;
 - e) Customer's failure to provide a suitable installation environment;
 - f) any alteration, modification, enhancement or addition to the Products performed by parties other than Garrison or its authorised contractors;
 - g) use of the Products in a manner or for a purpose for which they were not designed;
 - h) accident, abuse, neglect, unauthorised repair, or misuse of the Products;
 - i) operation of the Products outside of environmental specifications;
 - j) interconnection of the Products with other products not supplied by Garrison;
 - k) use of the Software on any systems that do not meet the minimum software requirements specified by Garrison for such Software; or
 - l) introduction of data into any database used by the Products by any means other than the use of the Software.
- 4.2 Where Garrison is performing or has performed the Baseline Support Services in circumstances where it is established that the Product was not in Good Working Order due to any item falling under Excluded Maintenance, Garrison may charge, and Customer shall pay, the additional charges in respect of such work.

APPENDIX A TO SCHEDULE 1B

1

The Garrison Isolation Platform Components (GIP Components) as defined in par. 1.2.3 of Schedule 1B are further described as Follows:

- a) **"Isolation Appliance Platform" ("IAP")** - A cross-domain Component of the Garrison Solution running on Garrison Isolation Appliances (GIAs) including software and firmware responsible for configuring a GIA, managing the lifecycle of SAVI nodes and providing connectivity to the Garrison App.
- b) **"Garrison System Manager" ("GSM")** - A Component of the Garrison Solution running in the management domain providing images and configuration for one or more Garrison appliances in an enterprise deployment.
- c) **"Garrison Connection Broker" ("GCB")** - A Component of the Garrison Solution running in the client domain providing load balancing across Garrison appliances in an enterprise deployment and end user authentication.
- d) GIA firmware:
 - i) **"Base Platform - Management" ("BPM")** - The Management Processor software used when the appliance is running in Boot Phase 1. BPM includes the software and firmware necessary to provide network connectivity to the Management Processor as well as transitioning the system from Boot Phase 1 to Boot Phase 2
 - ii) **"Base Platform - Chassis Controller" ("BPC")** - The Chassis Controller software used when the appliance has booted into its operational mode. It has responsibility for power supplies (and power control of the management board), fans and the front panel display.

2

The Capability Components as defined in par. 1.2.4 of Schedule 1B are further described as follows:

- a) **Garrison App** - Garrison software application which runs on the end user device (desktop, laptop, tablet or phone) and allows the user to access the Garrison service.
- b) **"Remote Application Environment" ("RAE")** - An environment for users accessible via the Garrison App and a SAVI node. Provides a browser-based environment in the remote domain for users of the Garrison Solution.
- c) **"Remote Desktop Environment" ("RDE")** - An environment for users accessible via the Garrison App and a SAVI node. Provides a set of VDI applications which can be used to access VDI infrastructure in the remote domain for users of the Garrison Solution.
- d) **"App Schema"** - A schema uploaded to the GSM to allow for configuration of the Garrison App through the GSM (instead of via the GCLient.ini file).
- e) **"Garrison Profile Store" ("GPS")** - A Component of the Garrison Solution running in the remote domain providing distributed, resilient storage of user data (including browser bookmarks, cookies and open tabs, file downloads and app settings).
- f) **"Remote Certificate Database" ("RCD")** - A database held on the remote (low) side of the environment for cross-domain x.509 certificate use.