

SERVICE DESCRIPTION

Client Success Manager (CSM)

Overview

Trustwave's Client Success Manager ("**Service**") provides Client with an assigned Trustwave representative who meets with Client's representatives on a regular basis and manages Client's overall experience and satisfaction with Trustwave's services. The following description sets out the parameters of the Service, as may be further modified by an applicable SOW or Order Confirmation between Trustwave and Client.

Please note that the Service is automatically included in certain Trustwave services. Where that is the case, please refer to the description of Client Success Manager in such services' description.

Service Features

The Service includes the following features:

Client Success Manager (CSM)

This Service includes the following elements:

- Point-of-contact between Client and Trustwave for
 - Client's questions pertaining to the Service;
 - escalation requests;
 - customer service requests; and
 - Client contact and representative information updates
- Regular meetings between the CSM and Client's representatives to review Client's statistics in the Trustwave Fusion platform, conduct status checks on open items, and receive updates from Client
- Maintains availability during regular, regional business hours for contact via email, phone, or other Trustwave communication mechanisms, as provided
- Supports continuous service improvement initiatives

CSM Service Tiers

- **Monthly** – This is the default service tier. The Service automatically includes monthly meetings with a CSM.
- **Weekly** – Client may elect to additionally purchase the premium service tier, in which case, meetings with a CSM will occur weekly. This will be indicated in the applicable Order Confirmation or SOW.

Client Obligations

For Trustwave to provide this feature of the Service, Client will

- Review documents provided by the CSM;
- Establish and remain available for communications from Trustwave; and
- Accurately provide Trustwave representatives with information and access to data as reasonably requested by Trustwave.

Client further acknowledges that the CSM feature is not a substitute for legal or regulatory advice and the quality and effectiveness of the feature is dependent upon Client's cooperation with and provision of information to Trustwave.

Trustwave Obligations

As a part of the CSM feature of the Service, Trustwave will

- Review relevant documents with Client's representatives to manage administrative activities of the Service;
- Work with Client's representatives to maintain communication throughout the Service Term;
- Schedule and lead meetings according to the applicable service tier;
- Generate and analyze standard service review reports and performance as relates to the Service;
- Act as a point-of-contact between Trustwave and Client; and
- Help respond to Service-related requests and escalate requests as applicable.

Definitions

All capitalized terms not defined in this document have the meanings ascribed to them in Trustwave's Master Terms and Conditions available at <https://www.trustwave.com/en-us/legal-documents/contract-documents/> or in the applicable Statement of Work or Order Confirmation between Trustwave and Client.