

## SERVICE DESCRIPTION

# MailMarshal Cloud Reseller

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## Overview

Trustwave's MailMarshal Cloud Reseller ("**Service**") is a cloud-based email protection solution available for resale. The Service allows the Reseller ("**Reseller**") to provision its customers with email scanning and management services through MailMarshal Cloud. The following description sets out the parameters of the Service.

Reseller will have an opportunity to renew the Service prior to the expiration of the Term set forth in the applicable SOW or Order Form. If Reseller decides not to renew the Service, the end user's Service configurations will be deactivated and the end user's email flow may be impacted, unless the end user updates its mail exchange record accordingly. Trustwave disclaims all liability if the end user loses access to its email as a result of failing to update its mail exchange record.

## Service Features

Reseller can opt to have the Service provisioned on one of the three available MailMarshal Cloud instances (US, EU, or Australia). Reseller will be able to provision and manage its customers on the instance selected. Reseller may offer the Service in two tiers: Essential or Advanced. The two tiers are defined as follows:

### Essentials Service Features

MailMarshal Cloud Essentials includes the following service features:

- **Marshal Core Protection** – includes anti-spam detection, anti-malware detection, anti-virus detection, anti-phishing detection, anti-spoofing detection, business email compromise, fraud protection, data loss prevention, attachment controls, size and bandwidth controls, acceptable use enforcement, blended threat module, and a robust policy engine
  - **Anti-spam Detection** – provides detection of spam, fraud, and phishing email messages using multiple technologies. As part of the anti-spam detection, Trustwave updates detection algorithms regularly. In addition, the SpamProfiler feature, which is included in anti-spam detection, delivers signature-based detection at the message level with very frequent updates.
  - **Blended Threat Module** – provides advanced protection against malicious links in emails through the application of a ruleset that allows messages to be scanned in real-time (time of click)
  - **Acceptable Use Enforcement** – filters for explicit, adult images and inappropriate language in email through the application of specific rulesets

- **Data Loss Prevention** – performs content inspection and contextual analysis of data before an email is sent out to help block unauthorized transfers of data
- **Anti-virus Detection** – scans for viruses in both inbound and outbound emails
- **User Matching** – matches specific email policies to specific user types
- **Standard Support** – see Additional Information below

### **Advanced Service Features**

MailMarshal Cloud Advanced includes the Essentials service features listed above and the following additional features:

- **Sandboxing** – searches for malware by executing or detonating code in a simulated and isolated environment to observe that code's behavior and output activity
- **Advanced Image Analysis** – performs image analysis to block inbound messages with attached images that are identified as potentially pornographic

Both Service tiers include the following additional service features to assist Reseller in managing and provisioning the Service to its customers:

- **Management Console** – allows Reseller to provision and manage its customers' accounts and report on customer usage
- **Support Login Access** – allows Reseller to assist its customers in the daily configuration and management of the MailMarshal Cloud Service.

### ***Reseller Obligations***

Reseller will

- provision and configure its Reseller access logins;
- provision and configure its customers' accounts and logins;
- provide daily, first-tier support to its customers; and
- maintain records of its customers' contracted usage and estimated usage.

### ***Trustwave Obligations***

Trustwave will

- provide Reseller with an account to enable the Service;
- maintain overall aspects of the MailMarshal Cloud Service including, but not limited to, environment, application software, and overall policy configuration;
- provide break-fix support, configuration changes, and updates as Trustwave deems appropriate.

## **Additional Information**

### **Support for Reseller**

The Service includes second level support for Reseller. Second level support includes:

- Clarification of the functions and features of the Service
- Clarification of the documentation accompanying the Service
- Guidance to operate the Service

- Assistance in identifying and verifying the causes of suspected errors in the Service
- Advice on remediating identified errors in the Service, if reasonably possible

Hours of operation for Standard Support are Monday through Friday, local business hours for the Trustwave team. Hours of operation for Premium Support are (i) Standard Support hours of operation and (ii) 24x7 on-call support for Priority 1 issues (as defined in the Trustwave Support Services Guide, which is available online). If Client contacts Trustwave outside of the Standard Support hours of operation, Client must do so by telephone.

For detailed information on technical support deliverables, services, escalation process, priority definitions, SLAs, and other support items, please request a copy of the Trustwave Support Services Guide.

## **Service Management**

Trustwave may provide steady-state operations, maintenance, and change management functions for MailMarshal Cloud.

### ***Reseller Obligations***

For Trustwave to provide the Service, Reseller will

- respond to notifications regarding operational issues in a timely manner;
- upon Trustwave's request, assist Trustwave with issue analysis;
- inform Trustwave of all Reseller environment maintenance activity and changes that may affect the provision of the Service; and
- raise changes in accordance with the change management process below.

### ***Trustwave Obligations***

Trustwave will

- perform operational monitoring of MailMarshal Cloud, including monitoring for performance and capacity;
- implement third-party software version updates (e.g., new releases, patches, hotfixes) as Trustwave deems necessary;
- implement break-fix support and configuration of the Service;
- create and update support tickets with relevant information as appropriate; and
- run reports at its discretion to determine whether the end user is exceeding the agreed-upon number of users or licenses. If Trustwave determines that the end user is exceeding the agreed-upon number of users or licenses, (i) Reseller or end user will rectify the excess use within a timeframe established by Trustwave, or (ii) Trustwave will bill Reseller for the excess use.

## **Change Management**

Trustwave maintains an overall change control and configuration management procedure for its support infrastructure and associated services. Changes that could affect the delivery of the Service to or from Reseller's environment or Reseller's customers' environment are coordinated with Reseller. Trustwave establishes an email address for each Reseller contact to support communication with Reseller personnel responsible for administration of the Reseller's environment.

Trustwave will assess and implement change requests submitted by Reseller to Trustwave. Trustwave evaluates all change requests to verify they are aligned with the features included with MailMarshal Cloud and may confirm such changes will not detrimentally impact the security of Reseller's environment. Typical change requests for the Service include

- configuration changes to the Service as requested by Reseller; and
- change reversals as requested by Reseller.

### ***Reseller Obligations***

For Trustwave to provide the Service, Reseller will

- submit change requests using the Trustwave Fusion platform;
- submit a change request to change the incident priority when Reseller does not agree with an incident priority;
- provide Trustwave with requested information in a reasonable timeframe and review the risk assessment related to the requested changes;
- review, assess, and notify Trustwave of approval or non-approval of a proposed change request in a timely manner; and
- request that Trustwave roll back or reverse a change request if necessary;
  - Reseller will submit reversal requests by using the Trustwave Fusion platform, emailing, or calling the Trustwave support team; and
  - Reseller will provide resources to execute joint testing of the change reversal, confirm the change reversal is aligned with Reseller's submitted request, and confirm completion of the rollback change request.

### ***Trustwave Obligations***

Trustwave will

- allow Reseller to submit change requests through the Trustwave Fusion platform as needed;
- perform change management activities when requested if in compliance with Trustwave policies;
- determine whether Reseller's change request is within the scope of the Service;
- source additional information as needed to support the implementation of the change request;
- assess the potential risk of implementation of the change request and advise Reseller of the outcome of the assessment;
- confirm Reseller approval to implement the change request after reviewing risk assessment results with Reseller. Reseller is ultimately responsible for any resulting risks associated with the change request;
- confirm Reseller's acceptance of the implemented changes;
- when authorized by Reseller to roll back or reverse a change request,
  - confirm receipt of Reseller's request for a change reversal and confirm completion of the change rollback upon execution of the change reversal activities;
  - execute joint testing with Reseller to check if the rollback is aligned to Reseller's change request; and
  - update the change request with information related to the rollback changes;
- notify Reseller where a change request is outside of the scope of the Service and if additional charges will apply to a change request.

## **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 SOW or Order Form between Trustwave and Reseller.

