Trustwave®

WebMarshal (On-Premises)

Overview

Trustwave's WebMarshal (On-Premises) ("**Service**") is a software-based, secure Internet gateway solution. The Service scans web requests and responses and helps provide protection against viruses, malware, inappropriate content, and wasteful usage. The following description sets out the parameters of the Service, as may be further modified by an applicable SOW or Order Form between Trustwave and Client.

Service Features

The Service is hosted by the Client on one or more Windows servers or virtual machines and uses an optional Microsoft SQL server for reporting in a traditional datacenter or cloud environment under Client's control. The Service is available in two service tiers: Essentials or Advanced. Additional service features are available with each tier.

Essentials Service Features

WebMarshal Essentials includes the following features:

- **Marshal Core Protection** – includes anti-malware, Sophos Anti-Virus, Web Filter Database Categorization, TRACEnet, unlimited custom rules, a robust policy engine, and optional integration to Google Web Risk categorization within the WebMarshal solution
    - **Web Filter Database Categorization** – a categorized list of millions of URLs organized by content type and threat type
    - **TRACEnet** – protection framework that provides a proprietary, curated list of threat URLs, such as websites associated with spam, phishing, malware, and anonymous proxies
- **Standard Support** – see Additional Information below

Advanced Service Features

WebMarshal Advanced includes the Essentials service features listed above and the following additional feature:

- **Premium Support** – see Additional Information below

Client Obligations

For Trustwave to provide the Service, Client will

- provide the necessary infrastructure (hardware, software, storage, and networking services) to install and run the software;

- manage and maintain the necessary infrastructure;

- install the software according to the applicable documentation;

- configure a minimum set of rules according to documented best practices;

- configure additional rules as required to meet Client's policy objectives;

- configure automatic updates to the service features;

- upgrade the software to a currently supported version as required; and

- report false positives and false negatives to Trustwave as needed through documented means, such as the TRACEnet feedback system, web-based reporting forms, or support cases.

Trustwave Obligations

Trustwave will

- provide Client with access to download the software and automatic updates to the software;

- provide Client with frequent updates to anti-virus, URL listings, and anti-malware detection abilities; and

- provide break-fix support, configuration changes, and any additional updates as Trustwave deems appropriate.

Optional Service Features

The Service may include the following optional service features. Any purchased optional service features will be specified in the applicable SOW or Order Form between Client and Trustwave.

Third-Party Anti-Virus Add-on

Sophos Anti-Virus is included in the Service. Client may purchase additional email gateway anti-virus engines. The specific additional anti-virus engine(s) will be enumerated in the applicable Order Form or SOW between Client and Trustwave.

Client Obligations

For Trustwave to provide this optional service feature, Client will install the additional anti-virus software and allow automatic updates to the anti-virus software as described in the applicable documentation.

Trustwave Obligations

For this optional service feature, Trustwave will

- add the applicable anti-virus engine to Client's account;

- provide break-fix support for the applicable anti-virus engine; and

- update or configure the applicable anti-virus engine as Trustwave deems necessary.

2

Additional Information

<u>Standard & Premium Support</u>

The Service includes standard support and maintenance ("**Standard Support**"). Client has the option to upgrade the support level to premium support and maintenance ("**Premium Support**"), and the upgrade will be reflected in the applicable Order Form or SOW. Standard 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

The hours of operation for Standard Support are Monday through Friday, local business hours for the Trustwave team. Premium Support includes the features listed above with different hours of operation. The 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.

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 Client.