

## RED RIVER TERMS AND CONDITIONS FOR MIMECAST MSP SUBSCRIPTIONS

### ARTICLE 1.0 MIMECAST MSP SCOPE OF SERVICES

As Client's Mimecast Managed Services Provider ("MSP"), Red River will provide technical support for the Mimecast subscriptions purchased by Client through Red River.

1. Under the scope of this agreement, Red River will fulfill the following support tasks:
  - a. Policy Configurations
  - b. Platform configurations
  - c. Authentication within Client environment
  - d. Admin access requests
  - e. Cases related to Client environmental issues, including O365 administration (requires CSP agreement)
  - f. Requests for information
  - g. Defined and reproducible use case for suspected defects
2. Red River will also escalate cases to Mimecast on behalf of Client, including for the following:
  - a. Critical Mimecast Platform incidents
  - b. Mimecast Platform defects (resolution)
  - c. Cases requiring Mimecast logs
  - d. Content View Administrator role elevation requests
  - e. Issues requiring Mimecast Engineering intervention
  - f. Login issues to the Mimecast Platform
  - g. Issues unable to be solved due to incorrect Mimecast documentation

Red River is responsible for raising cases to Mimecast Technical Support where Red River does not have the privileges and/or access needed to resolve the related ticket. Red River will act as the primary point-of-contact for Mimecast Customer Critical Cases including ensuring availability of a Certified Technical Contact to work with Mimecast for the duration of the case.

### ARTICLE 2.0 SERVICE LEVEL AGREEMENT

Red River will provide remote technical assistance for cases submitted by the Client, 24x7x365. The Client may submit the request or incident via telephone, email, or portal access to the Red River Service Desk.

*Table 1: Service Level Agreement Performance Targets*

Service Level Requirement	SLA Response Time	Expected Performance	Measurement Tool
<b>Incident Response Time - Severity Level 1</b> Must open ticket by phone	< 1 hour, 24x7x365	95%	ServiceNow
<b>Incident Response Time - Severity Level 2</b> Must open ticket by phone	< 4 hours, 24x7x365	95%	ServiceNow
<b>Incident Response Time - Severity Level 3</b>	< 24 hours, 24x7x365	95%	ServiceNow
<b>Response Time - Severity Level 4</b>	< 2 Business Days *	95%	ServiceNow

\* Business Days are Monday through Friday 7:00 a.m. to 8:00 p.m. Eastern Time (UTC - 5 Standard Time / UTC - 4 Daylight Saving Time), excluding Red River Holidays. The following standard Red River Holidays are subject to change upon communication from Red River to the Client:

- New Year's Day
- Martin Luther King Jr. Day
- Memorial Day

- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day and day after Thanksgiving
- Christmas Day

### 3. SERVICE LEVEL PRIORITY CODES

- a. Service Level Priority Codes are assigned and agreed upon by Red River and Client when the ticket is reported to the Red River Service Desk. Client may assign the Service Level Priority Code through the Red River Service Portal or through a telephone call to the Service Desk.
- b. All email requests are assigned a Severity 3 Medium service level priority by default.
- c. For Critical service level support requests, the Client must submit the request through Red River' Service Desk Line or the Client Portal. This applies to all hours of the day. Email requests will not receive Critical service level priority.
- d. For purposes of this Order, an hour means sixty (60) consecutive minutes.

### 4. SERVICE LEVEL DESCRIPTIONS.

- a. Sev1 Critical – The Incident results in the failure of the complete software system, of a subsystem, or of a software unit (program or module) within the system to the extent that productivity has halted. There is no way to make the failed component(s) functional, however, there are acceptable processing alternatives which will yield the desired results. 50% or more of production system(s) is down causing a critical impact to the Client's business operation. An entire business unit, location or department is down, a Tier 1 critical application is down or unavailable and or there is a current and immediate impact to safety, health, or life. Productivity halted and no work around is available.
- b. Sev2 High – Operational performance of the system(s) is impaired but causes the system to produce incorrect, incomplete, or inconsistent results, or the defect impairs the system usability. A Tier 1 critical application is severely degraded. A non-critical application is down or unavailable. Productivity significantly impacted. Inconvenience to users but workaround is available, although the workaround may only provide partial relief.
- c. Sev3 Medium – The Incident does not cause a failure, does not impair usability, and the desired processing results are easily obtained by working around the defect. A minor failure of the system(s) or a device that has a negligible impact to the business operation or is isolated to only 1 endpoint or User.
- d. Sev4 RFC / Service Request – Request for IMAC; Install, Move, Add, and Change. Consists of the installation, move, add, and change of authorized configuration, hardware and/or software.
- e. Scheduled Request - Service Request for work to be scheduled in advance that does not require a Service Level Agreement target.

### ARTICLE 3.0 TERM AND TERMINATION

The term of the services begins upon the initial activation of Mimecast MSP subscriptions by Red River on behalf of the Client and will continue as long the Client maintains active MSP subscriptions purchased through Red River.