SILVERSKY™
Change the Rules of Engagement

Contract Number:

SERVICES ORDER FORM

COVER PAGE

Customer Legal Name:	**SilverSky Inc.**
Name: Town of Westlake Entity Type: State of Formation:	SilverSky Inc. a Delaware corporation
Customer Address:	**SilverSky Address:**
Address: City, State, Zip: Westlake Texas, Fax:	3015 Carrington Mill Boulevard Suite 400 Morrisville, NC 27560
Customer Business Contact:	
Name: Phone: Email:	
Customer Billing Contact:	
Name: Phone: Email:	
Notices Attn: Accounts Payable	**Notices Attn:** Legal Department

This Order is between SilverSky Inc. ("**SilverSky"** and also referred to as "**we**", "**us**", or "**our**") and the customer named above, on behalf of itself and those of its Affiliates who receive Services (collectively "**Customer**", and also collectively referred to as "**you**" and "**your**"). For purposes of this Order, "Affiliate" means any entity that a party directly or indirectly controls, is controlled by, or is under common control with, and "control" means the possession, directly or indirectly, of the power to direct or cause the direction of the management or policies of an entity, whether through the ability to exercise voting power, by contract or otherwise.

This Services Order Form consists of this Cover Page and the attached Term and Pricing page. This Order is one component of the Master Services Agreement (MSA) between SilverSky and you. The other components of the MSA are the General Terms and Conditions, and all relevant Service Descriptions ("Services") as set forth on the SilverSky website (www.silversky.com), and any other ordering documents that may be signed or submitted to SilverSky by Customer and approved by SilverSky. All Services provided under this MSA will be governed by the terms and conditions of this MSA. In the event of a conflict between the General Terms and Conditions and any terms specified in the Service Description, the terms included in the Service Description shall take precedence.

This MSA and all components is effective on the date specified below as the "**Effective Date**". By signing and delivering this Services Order Form, you represent and warrant to SilverSky that you have read the terms and conditions set forth at https://www.silversky.com/terms-conditions/ and agrees to such terms and conditions and to be legally bound thereby.

Town of Westlake:

By:____
(Authorized Signature)

Printed Name: _________________________________

Title: ____

Date: ____

SilverSky Inc.:

By:____
(Authorized Signature)

Printed Name:

Title:

"**Effective Date**": ______________________________

Contract Number:

TERM AND PRICING:

1. Initial Term:

Commences on the Effective Date and expires on the 12-month anniversary of the Operational Service Date. The "Operational Service Date" means the date all of the Services listed in the fee schedule below are deployed or 45 days from the Effective Date, whichever date is earlier. Deployment projects with activities beyond 45 days are considered complete when 90% of initial assets are ingested into the platform or customer delays communication with our Deployment team for over 10 business days.

2. Fees:

You agree to pay the fees stated below for each Service. SilverSky's standard billing terms call for annual billing; as such, you will be billed for the first full year of service as of the Operational Service Date and any additional years included within the term of this agreement will be billed at each respective anniversary date of the Operational Service Date. In the event You increase the quantity of services purchased, SilverSky will bill for any incremental fees associated with a change in quantities on a monthly basis, beginning in the month of the quantity change and through the end of the Initial Term. Note: All quantities purchased will be confirmed prior to each renewal data, if applicable.

3. Installation Fees:

Any applicable pre-deployment installation and set-up fees that we invoice prior to the Launch Date must be paid in full before we will deploy the Services.

4. Renewal Term:

The Services listed below will automatically renew for a period equal to the Initial Term listed above with the exception of one-time Consulting Services. Either party may opt out of the renewal if they provide the other party with written notice of the intention not to renew at least 60 days prior to the beginning of the renewal term. The fee schedule hereon, including all related pricing, will remain in place during the Initial Term; all fees and related pricing will be subject to a standard price adjustment of a maximum of 5% or the percentage increase in the CPI for the preceding year as publicly reported as of the renewal date. Note: No later than 120 days prior to your renewal date, SilverSky will request that you complete a self-attestation document to confirm the quantities of services purchased. SilverSky may adjust the quantities within the Rate and Fee schedule based on the results of this self-attestation.

5. Cancellation Fees:

If the Services are terminated prior to the end of the Initial Term or any renewal term, for any reason other than our material breach of the MSA, you will pay us a cancellation fee. The cancellation fee will be equal to 100% of your average monthly invoices for the six months prior to the date of termination multiplied by the number of months remaining in the then current term of The Service. The cancellation fee constitutes liquidated damages and is not a penalty. You acknowledge that, the Service are cancelled prior to the completion of the Initial Term or any renewal term, SilverSky's damages will be difficult or impossible to ascertain. Your obligation to pay the cancellation fee is in addition to, and not exclusive of, your obligation to pay all fees accrued and unpaid at the time of termination for any reason.

6. Additional Services (if applicable):

You have agreed to purchase additional, complementary services/SKUs (as included in the rate sheet below) and the description of such ancillary services as set forth on the SilverSky website (www.silversky.com). These services are governed by the terms of the MSA.

Contract Number:

		Installation, Equipment and One-Time Fees		
Qty	Part Number	Description	Unit Price	Ext Sell
1	S-266-2431	External Pen Testing Tier 1 - Up to 10 IP addresses in scope	$3,852.00	$3,852.00
1	S-266-2821	Internal Pen Testing Tier 4 - Up to 3000 IP addresses in scope	$20,000.00	$20,000.00
		Sub-Total for Installation, Equipment and One-Time Fees		**$23,852.00**

Note: Component Provisioning Commitments: We have not performed an onsite audit of your infrastructure. If different or additional hardware or software is determined during the deployment process to be necessary, we may assess additional charges so long as said charges do not materially alter Customer's obligations under this MSA, in which case prior approval from You will be obtained.

Pricing excludes taxes and is valid until 7/2/2023

Software licenses included in the Services are provided by SilverSky and will be revoked upon expiration or termination of this Services Order.

Contract Number:

SilverSky Inc.

440 Wheelers Farms Road, Suite 202
Milford, CT 06461
Phone (800) 234-2175
FAX (203) 878-1284

Install Invoice

Date	Invoice #
6/2/2023	

BILL TO:
Town of Westlake
Westlake Texas,
,
Attn: Accounts Payable

*** NOTE: Deployment of Services will begin upon receipt**

SKU	Description	Amount
S-266-2431	External Pen Testing Tier 1 - Up to 10 IP addresses in scope	$3,852.00
S-266-2821	Internal Pen Testing Tier 4 - Up to 1000 IP addresses in scope	$20,000.00
	TOTAL	**$23,852.00**

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COM HRM CRM PRO BID CON ORD PMO IAM TKT SUP REP TEM KNO FIN

> “We cannot solve our problems using the same logic as when we created them”
>
> -Albert Einstein

INTRODUCTION & OVERVIEW

ITS NOT ‘WHAT' WE DO, ITS HOW WE DO IT

EMPOWER & ENABLE

TECHNOLOGY OPTIMIZATION | COST CONSOLIDATION | PROCESS SIMPLIFCATION ®

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ITSM CHALLENGE
WORK-FLOW MANAGEMENT
SCRAPES

THE MULTI –TECHNOLOGY ITSM CHALLENGE

TRACKING CONTRACTS, ASSETS AS WELL AS FIXED AND VARIBLE TRANSATIONS AND WORKLOADS IS A BIG JOB. MOST CLIENTS EITHER HAVE NOT CREATED AN INTERNAL TOOL DUE TO THE EXPENSE OF SUCH A PLATFORMS DEVELOPMENT, FOUND A SUITABLE SOLUTION IN THE CURRENT SAAS OPTIONS AVAILABLE TODAY, OR DO NOT HAVE THE TEAM AVAILABLE TO MAINTAIN THE DATA REQUIRED TO SUPPORT SUCH AN EFFORT.

1. TECHNOLOGY & FINANCIAL (TCO) ANALYSIS
2. BID / RFP MANAGEMENT
3. SUPPLIER CONTRACT SUPPORT & TERMS TRACKING
4. MIGRATION / ADOPTION READINESS ASSESSMENTS
5. PROCUREMENT AS A SERVICE
6. PROGRAM / PROJECT MANAGEMENT
7. SERVICE INSTALLATION
8. PROACTIVE MANAGEMENT
9. CENTRALIZED SUPPORT DESK
10. ASSET MANAGEMENT
11. BILL AUDIT & EXPENSE MANAGEMENT
12. SOURCE OF TRUTH & LOGICAL COORELATION

NO MORE SCOTASTIC MGMT
NO MORE SPREASHEETS
NO MORE DISPARATE DATA
NO MORE CONFUSION
NO MORE SUPRISES
NO MORE UNEEDED COSTS

TRANSACTION MANAGEMENT
LIFECYCLE SUPPORT
DATA COORELATION
DATA ANALYTICS

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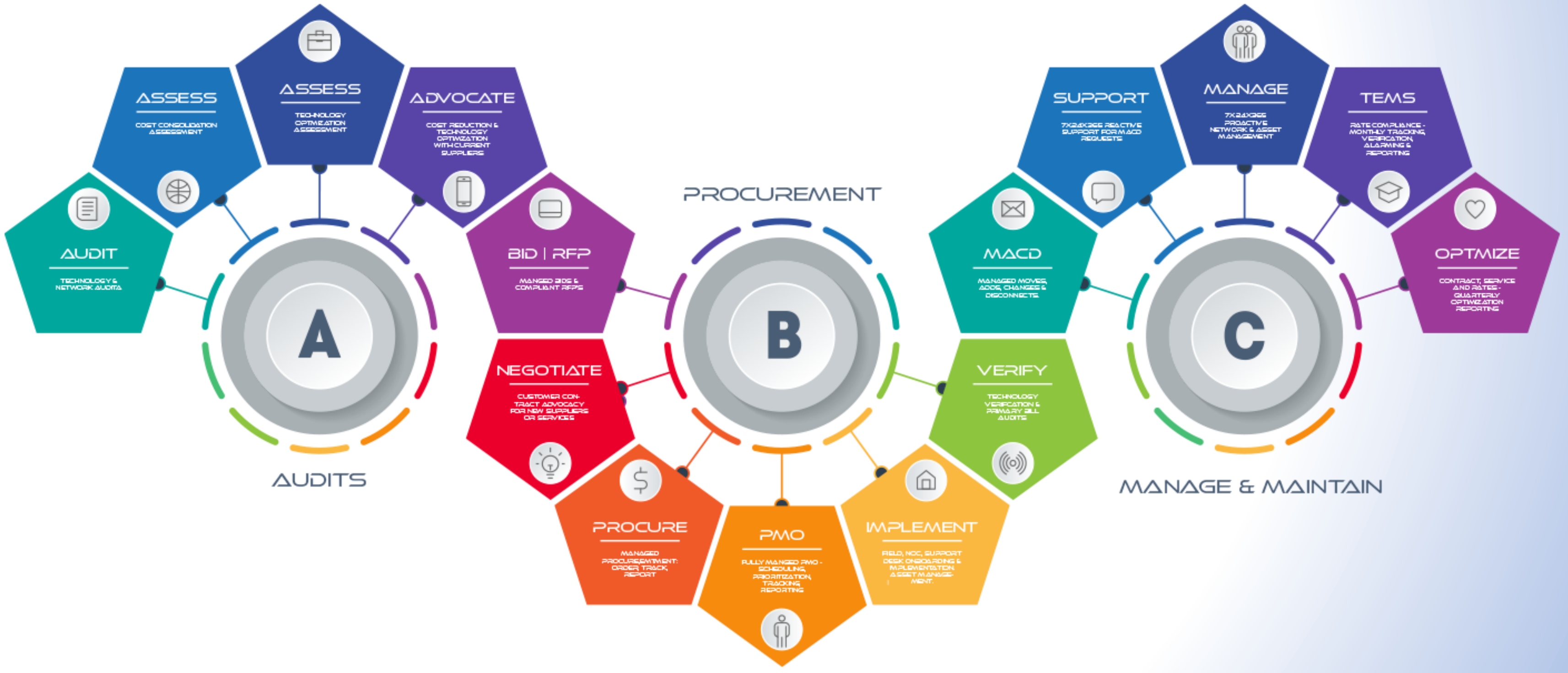
ITSM CHALLENGE
WORK-FLOW MANAGEMENT
SCRAPES

THE MULTI –TECHNOLOGY ITSM CHALLENGE


ASSESS
COST CONSOLIDATION ASSESSMENT
ASSESS
TECHNOLOGY OPTMIZATION ASSESSMENT
ADVOCATE
COST REDUCTION & TECHNOLOGY OPTIMIZATION WITH CURRENT SUPPLIERS
AUDIT
TECHNOLOGY & NETWORK AUDITA
A
AUDITS
PROCUREMENT
BID | RFP
MANGED BIDS & COMPLIANT RFPS
NEGOTIATE
CUSTOMER CON-TRACT ADVOCACY FOR NEW SUPPLIERS OR SERVICES
B
PROCURE
MANAGED PROCURESEMTMENT: ORDER, TRACK, REPORT
PMO
FULLY MANGED PMO - SCHEDULING, PRIORITIZATION, TRACKING REPORTING
IMPLEMENT
FIELD, NOC, SUPPORT DESK ONBOARDING & IMPLEMENTATION. ASSET MANAGE-MENT.
VERIFY
TECHNOLOGY VERIFCATION & PRIMARY BILL AUDITS
MACD
MANAGED MOVES, ADDS, CHANGES & DISCONNECTS
SUPPORT
7X24X365 REACTIVE SUPPORT FOR MACD REQUESTS
MANAGE
7X24X365 PROACTIVE NETWORK & ASSET MANAGEMENT
TEMS
RATE COMPLIANCE - MONTHLY TRACKING, VERIFICATION, ALARMING & REPORTING
OPTMIZE
CONTRACT, SERVICE AND RATES - QUARTERLY OPTIMIZATION REPORTING
C
MANAGE & MAINTAIN

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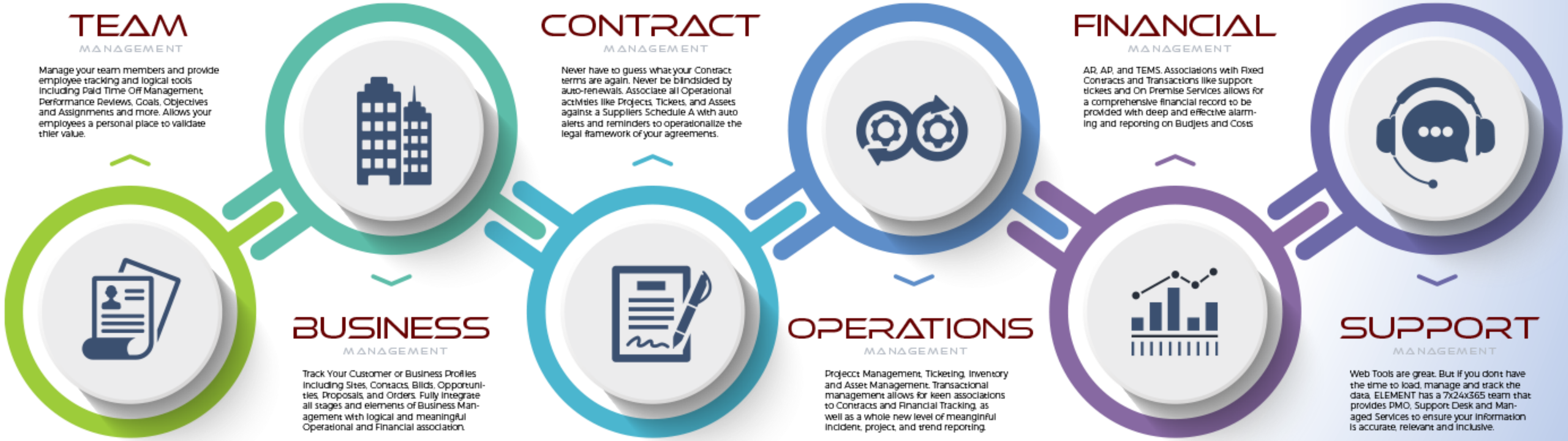
ITSM CHALLENGE
WORK-FLOW MANAGEMENT
SCRAPES

ELEMENTIQ: THE MULTI –TECHNOLOGY ITSM SOLUTION

1. CONNECTING TRANSACTIONS, WORKLOADS & PROCESSES INTO MEANINGFUL DATA
2. PROVIDING A HISTORICAL ‘SINGE SOURCE OF TRUTH’ THROUGHOUT THE ITSM LIFECYCLE
3. RECORDING FIXED AND VARIABLE DATAPOINTS FOR MONTH OVER MONTH & HISTROICAL REPORTING
4. CONNECTING INTERNAL AND APPROVED EXTERNAL TEAMS TO ONE DATASET – YOURS



TEAM MANAGEMENT

Manage your team members and provide employee tracking and logical tools including Paid Time Off Management, Performance Reviews, Goals, Objectives and Assignments and more. Allows your employees a personal place to validate thier value.

BUSINESS MANAGEMENT

Track Your Customer or Business Profiles including Sites, Contacts, Blids, Opportunities, Proposals, and Orders. Fully integrate all stages and elements of Business Management with logical and meaningful Operational and Financial association.

CONTRACT MANAGEMENT

Never have to guess what your Contract terms are again. Never be blindsided by auto-renewals. Associate all Operational actMties like Projects, Tickets, and Assets against a Suppliers Schedule A with auto alerts and reminders to operationalize the legal framework of your agreements.

OPERATIONS MANAGEMENT

Projecct Management, Ticketing, Inventory and Asset Management. Transactional management allows for keen associations to Contracts and Financial Tracking, as well as a whole new level of meanginful incident, project, and trend reporting.

FINANCIAL MANAGEMENT

AR, AP, and TEMS. Associations with Fixed Contracts and Transactions like support tickets and On Premise Services allows for a comprehensive financial record to be provided with deep and effective alarming and reporting on Budjets and Costs

SUPPORT MANAGEMENT

Web Tools are great. But if you dont have the time to load, manage and track the data, ELEMENT has a 7x24x365 team that provides PMO, Support Desk and Managed Services to ensure your information is accurate, relevant and inclusive.

IQ

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TECHNOLOGY OPTIMIZATION | COST CONSOLIDATION | PROCESS SIMPLIFCATION ®

ELEMENTIQ: THE MULTI –TECHNOLOGY ITSM SOLUTION

1. ENTERPRISE HA CLOUD HOSTED ERP – SINGLE TENENT OPTIONS
2. MULTI-LEVEL, HIERARCTICAL & ALGORITHMICALLY SPATIAL DATA MANAGEMENT
3. SECURE RBAC
4. FLEXIBLE MODULAR DESIGN
5. CRADEL TO GRAVE MANAGEMENT
6. CUSTOMIZABLE TO TENENT WORKFLOW, DOCTRINE, MODUS OPERANDI, MODUS VIVENDI

1. CLIENT PROFILE MANAGEMENT
2. SITE PROFILE MANAGEMENT
3. USER PROFILE MANAGEMENT
4. ASSET MANAGEMENT
5. CONTRACT MANAGEMENT
6. PROJECT MANAGEMENT
7. TICKETING MANAGEMENT
8. FINANCIAL MANAGEMENT
9. ALERTING & REPORTING

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ELEMENTIQ: THE MULTI –TECHNOLOGY ITSM SOLUTION

ITSM CHALLENGE
WORK-FLOW MANAGEMENT
SCRAPES

TEAMS

USERS
ROLES
RBAC

PTO
CASES
PERFORMANC
E

COM HRM

BUSINESS

CLIENT PROFILE
SITE PROFILES
CONTACTS / LCON
DEPARTMENTS
COST CENTERS
BRANDS
FRANCHISES
DOCUMENTS
ASSETS
ASPECTS

BIDS
PROPSALS
ORDERS

CRM PRO
BID ORD

CONTRACTS

DATES
SUPPLIERS
RATES
TERMS
SLA'S
RENEWALS
NOTIFICATIONS
REPORTING

CON

OPERATIONS

PROJECT MANAGEMENT
ASSET MGMT
PROACTIVE
MANGEMENT
TAC TICKETING
ONSITE TICKETING
NOTIFICATIONS
ESCALATIONS
INCIDENTS
PROBLEMS
CHRONICS
REPORTING

PMO IAM
TKT
REP KNO

FINANCIAL

BILLING
FIXED FEES
VARIABLE FEES
REPORTING

TEM FIN

IT SUPPORT

PMO
7X24X365 MANGEMENT
SUPORT DESK

IAM
TKT SUP
REP KNO

IQ

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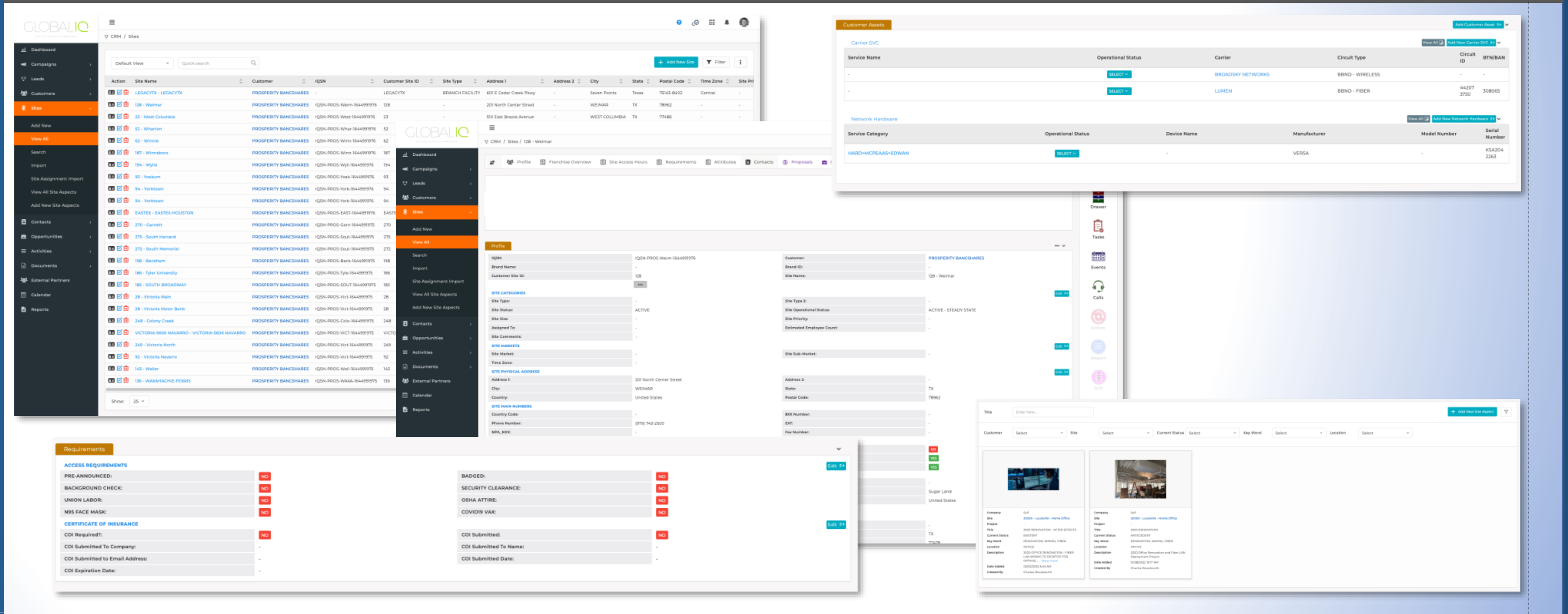
CRM

ELEMENTIQ: PROFILES

ITSM CHALLENGE
WORK-FLOW MANAGEMENT
SCRAPES
TAC TICKETING
SITE PROFILES
ASSET PROFILES
CONTRACTS

IQ



CRM / Sites

Action	Site Name	Customer	IQSN	Customer Site ID	Site Type	Address 1	Address 2	City	State	Postal Code	Time Zone	Site Pri
	LEGACYTX - LEGACYTX	PROSPERITY BANCSHARES	-	LEGACYTX	BRANCH FACILITY	601 E Cedar Creek Pkwy	-	Seven Points	Texas	75143-8402	Central	-
	128 - Weimar	PROSPERITY BANCSHARES	IQSN-PROS-Weim-1644991976	128	-	201 North Center Street	-	WEIMAR	TX	78962	-	-
	23 - West Columbia	PROSPERITY BANCSHARES	IQSN-PROS-West-1644991976	23	-	510 East Brazos Avenue	-	WEST COLUMBIA	TX	77486	-	-
	52 - Wharton	PROSPERITY BANCSHARES	IQSN-PROS-Whar-1644991976	52								
	62 - Winnie	PROSPERITY BANCSHARES	IQSN-PROS-Winn-1644991976	62								
	187 - Winnsboro	PROSPERITY BANCSHARES	IQSN-PROS-Winn-1644991976	187								
	194 - Wylie	PROSPERITY BANCSHARES	IQSN-PROS-Wyli-1644991976	194								
	93 - Yoakum	PROSPERITY BANCSHARES	IQSN-PROS-Yoak-1644991976	93								
	94 - Yorktown	PROSPERITY BANCSHARES	IQSN-PROS-York-1644991976	94								
	94 - Yorktown	PROSPERITY BANCSHARES	IQSN-PROS-York-1644991976	94								
	EASTEX - EASTEX-HOUSTON	PROSPERITY BANCSHARES	IQSN-PROS-EAST-1644991976	EASTE								
	270 - Garnett	PROSPERITY BANCSHARES	IQSN-PROS-Garn-1644991975	270								
	275 - South Harvard	PROSPERITY BANCSHARES	IQSN-PROS-Sout-1644991975	275								
	272 - South Memorial	PROSPERITY BANCSHARES	IQSN-PROS-Sout-1644991975	272								
	198 - Beckham	PROSPERITY BANCSHARES	IQSN-PROS-Beck-1644991975	198								
	186 - Tyler University	PROSPERITY BANCSHARES	IQSN-PROS-Tyle-1644991975	186								
	185 - SOUTH BROADWAY	PROSPERITY BANCSHARES	IQSN-PROS-SOUT-1644991975	185								
	28 - Victoria Main	PROSPERITY BANCSHARES	IQSN-PROS-Vict-1644991975	28								
	28 - Victoria Motor Bank	PROSPERITY BANCSHARES	IQSN-PROS-Vict-1644991975	28								
	248 - Colony Creek	PROSPERITY BANCSHARES	IQSN-PROS-Colo-1644991975	248								
	VICTORIA-5606 NAVARRO - VICTORIA-5606 NAVARRO	PROSPERITY BANCSHARES	IQSN-PROS-VICT-1644991975	VICTO								
	249 - Victoria North	PROSPERITY BANCSHARES	IQSN-PROS-Vict-1644991975	249								
	92 - Victoria Navarro	PROSPERITY BANCSHARES	IQSN-PROS-Vict-1644991975	92								
	143 - Waller	PROSPERITY BANCSHARES	IQSN-PROS-Wall-1644991975	143								
	136 - WAXAHACHIE-FERRIS	PROSPERITY BANCSHARES	IQSN-PROS-WAXA-1644991975	136								

CRM / Sites / 128 - Weimar

Profile

IQSN:	IQSN-PROS-Weim-1644991976	Customer:	PROSPERITY BANCSHARES
Brand Name:	-	Brand ID:	-
Customer Site ID:	128	Site Name:	128 - Weimar

SITE CATEGORIES

Site Type:	-	Site Type 2:	-
Site Status:	ACTIVE	Site Operational Status:	ACTIVE - STEADY STATE
Site Size:	-	Site Priority:	-
Assigned To:	-	Estimated Employee Count:	-
Site Comments:	-		

SITE MARKETS

Site Market:	-	Site Sub-Market:	-
Time Zone:	-		

SITE PHYSICAL ADDRESS

Address 1:	201 North Center Street	Address 2:	-
City:	WEIMAR	State:	TX
Country:	United States	Postal Code:	78962

SITE MAIN NUMBERS

Country Code:	-	BXX Number:	-
Phone Number:	(979) 743-2500	EXT:	-
NPA_NXX:	-	Fax Number:	-

Customer Assets

Carrier SVC

Service Name	Operational Status	Carrier	Circuit Type	Circuit ID	BTN/BAN
-	SELECT	BROADSKY NETWORKS	BBND - WIRELESS	-	-
-	SELECT	LUMEN	BBND - FIBER	44207 3750	308065

Network Hardware

Service Category	Operational Status	Device Name	Manufacturer	Model Number	Serial Number
HARD>MCPEAAS>SDWAN	SELECT	-	VERSA	-	KSA204 2263

Requirements

ACCESS REQUIREMENTS

PRE-ANNOUNCED:	NO	BADGED:	NO
BACKGROUND CHECK:	NO	SECURITY CLEARANCE:	NO
UNION LABOR:	NO	OSHA ATTIRE:	NO
N95 FACE MASK:	NO	COVID19 VAX:	NO

CERTIFICATE OF INSURANCE

COI Required?:	NO	COI Submitted:	NO
COI Submitted To Company:	-	COI Submitted To Name:	-
COI Submitted to Email Address:	-	COI Submitted Date:	-
COI Expiration Date:	-		

Title: Enter here...

Customer: Select | Site: Select | Current Status: Select | Key Word: Select | Location: Select

Company	Self
Site	20000 - Louisville - Home Office
Project	-
Title	2020 RENOVATION - AFTER EFFECTS
Current Status	EXISTENT
Key Word	RENOVATION, WIRING, FIBER
Location	OFFICE
Description	2020 OFFICE RENOVATION - FIBER LAN WIRING TO DESKTOP FOR OPTIMIZ... show more
Date Added	[illegible]
Created By	Charles Woodworth

Company	Self
Site	20000 - Louisville - Home Office
Project	-
Title	2020 RENOVATION
Current Status	ANTECEDENT
Key Word	RENOVATION, WIRING, FIBER
Location	OFFICE
Description	2020 Office Renovation and Fiber LAN Deployment Project
Date Added	[illegible]
Created By	Charles Woodworth

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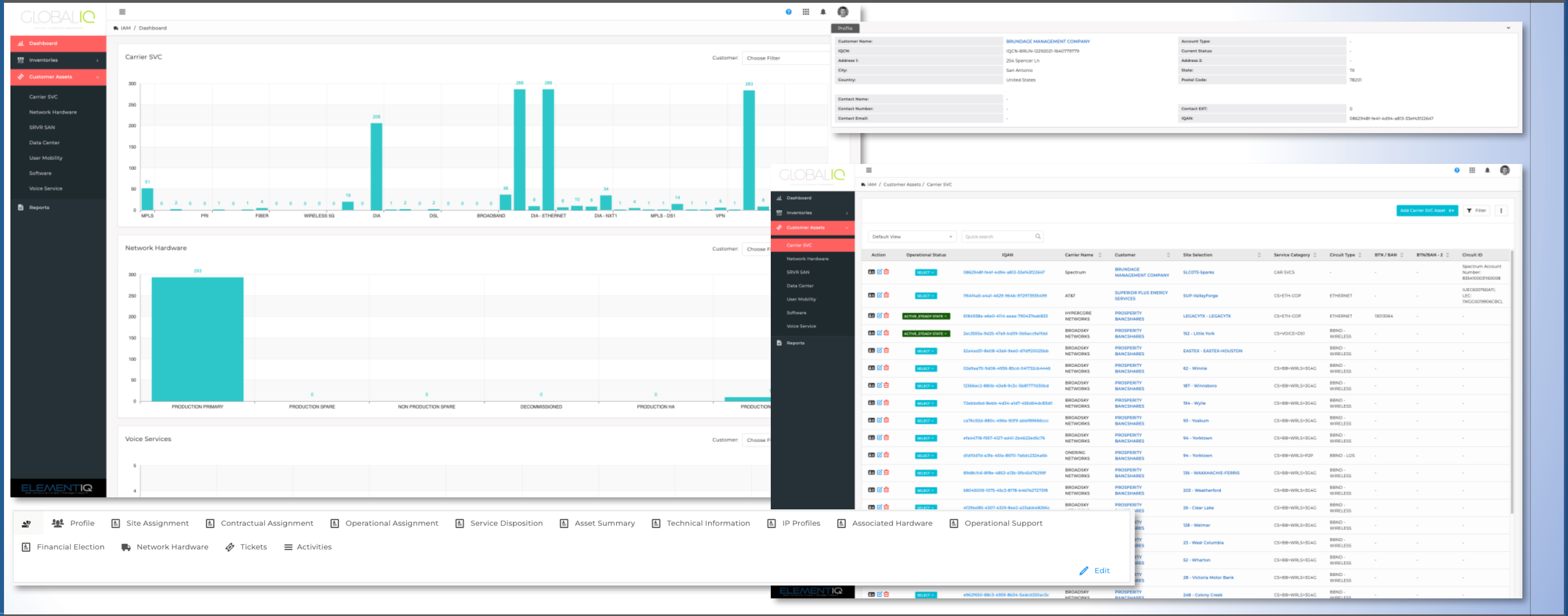
WORK-FLOW MANAGEMENT
SCRAPES
TAC TICKETING
SITE PROFILES
ASSET PROFILES
CONTRACTS

ELEMENTIQ: ASSETS



Profile

Customer Name:	BRUNDAGE MANAGEMENT COMPANY	Account Type:	-
IQCN:	IQCN-BRUN-12292021-1640779779	Current Status:	-
Address 1:	254 Spencer Ln	Address 2:	-
City:	San Antonio	State:	TX
Country:	United States	Postal Code:	78201
Contact Name:	-		
Contact Number:	-	Contact EXT:	0
Contact Email:	-	IQAN:	0862948f-fe4f-4d94-a813-33ef43f22647

Action	Operational Status	IQAN	Carrier Name	Customer	Site Selection	Service Category	Circuit Type	BTN / BAN	BTN/BAN - 2	Circuit ID
	SELECT	0862948f-fe4f-4d94-a813-33ef43f22647	Spectrum	BRUNDAGE MANAGEMENT COMPANY	SLC073-Sparks	CAR SVCS	-	-	-	Spectrum Account Number: 8354100031160008
	SELECT	1164f4a5-e4a1-4629-964b-972973935499	AT&T	SUPERIOR PLUS ENERGY SERVICES	SUP-ValleyForge	CS>ETH-COP	ETHERNET	-	-	IUEC600760ATI; LEC: TIKGCS019906CBCL
	ACTIVE_STEADY STATE	6184938a-e6e0-4114-aaaa-790437eab833	HYPERCORE NETWORKS	PROSPERITY BANCSHARES	LEGACYTX - LEGACYTX	CS>ETH-COP	ETHERNET	13013064	-	-
	ACTIVE_STEADY STATE	2ec3555a-9d25-47a9-bd39-0b5acc9a1fdd	BROADSKY NETWORKS	PROSPERITY BANCSHARES	152 - Little York	CS>VOICE>DS1	BBND - WIRELESS	-	-	-
	SELECT	52a4ad31-8e08-43a6-9ea0-d7dff20025bb	BROADSKY NETWORKS	PROSPERITY BANCSHARES	EASTEX - EASTEX-HOUSTON	-	BBND - WIRELESS	-	-	-
	SELECT	02e9aa70-9d06-4936-85cd-041732cb4446	BROADSKY NETWORKS	PROSPERITY BANCSHARES	62 - Winnie	CS>BB>WRLS>3G4G	BBND - WIRELESS	-	-	-
	SELECT	12366ec2-880b-43e8-9c3c-5b81777d30bd	BROADSKY NETWORKS	PROSPERITY BANCSHARES	187 - Winnsboro	CS>BB>WRLS>3G4G	BBND - WIRELESS	-	-	-
	SELECT	72ebbdbd-8ebb-4d34-a1d7-456d64dc83d9	BROADSKY NETWORKS	PROSPERITY BANCSHARES	194 - Wylie	CS>BB>WRLS>3G4G	BBND - WIRELESS	-	-	-
	SELECT	ca76c92d-880c-496e-90f9-abbf89666ccc	BROADSKY NETWORKS	PROSPERITY BANCSHARES	93 - Yoakum	CS>BB>WRLS>3G4G	BBND - WIRELESS	-	-	-
	SELECT	efa44718-f957-4127-ad41-2b4622ed5c76	BROADSKY NETWORKS	PROSPERITY BANCSHARES	94 - Yorktown	CS>BB>WRLS>3G4G	BBND - WIRELESS	-	-	-
	SELECT	d1df0d7d-e3fe-451e-8670-7a6dc2324a6b	ONERING NETWORKS	PROSPERITY BANCSHARES	94 - Yorktown	CS>BB>WRLS>P2P	BBND - LOS	-	-	-
	SELECT	89d8cfc6-8f8e-4853-a13b-5fb45d76299f	BROADSKY NETWORKS	PROSPERITY BANCSHARES	136 - WAXAHACHIE-FERRIS	CS>BB>WRLS>3G4G	BBND - WIRELESS	-	-	-
	SELECT	68045009-1075-45c3-8178-b4b7e27273f8	BROADSKY NETWORKS	PROSPERITY BANCSHARES	203 - Weatherford	CS>BB>WRLS>3G4G	BBND - WIRELESS	-	-	-
	SELECT	4f29bd85-4307-4329-8ee2-a23abb48266c	BROADSKY	PROSPERITY	26 - Clear Lake	CS>BB>WRLS>3G4G	BBND - WIRELESS	-	-	-
					128 - Weimar	CS>BB>WRLS>3G4G	BBND - WIRELESS	-	-	-
					23 - West Columbia	CS>BB>WRLS>3G4G	BBND - WIRELESS	-	-	-
					52 - Wharton	CS>BB>WRLS>3G4G	BBND - WIRELESS	-	-	-
					28 - Victoria Motor Bank	CS>BB>WRLS>3G4G	BBND - WIRELESS	-	-	-
	SELECT	e962f650-88c3-4959-8b34-5edcd250ac5c	BROADSKY NETWORKS	PROSPERITY BANCSHARES	248 - Colony Creek	CS>BB>WRLS>3G4G	BBND - WIRELESS	-	-	-

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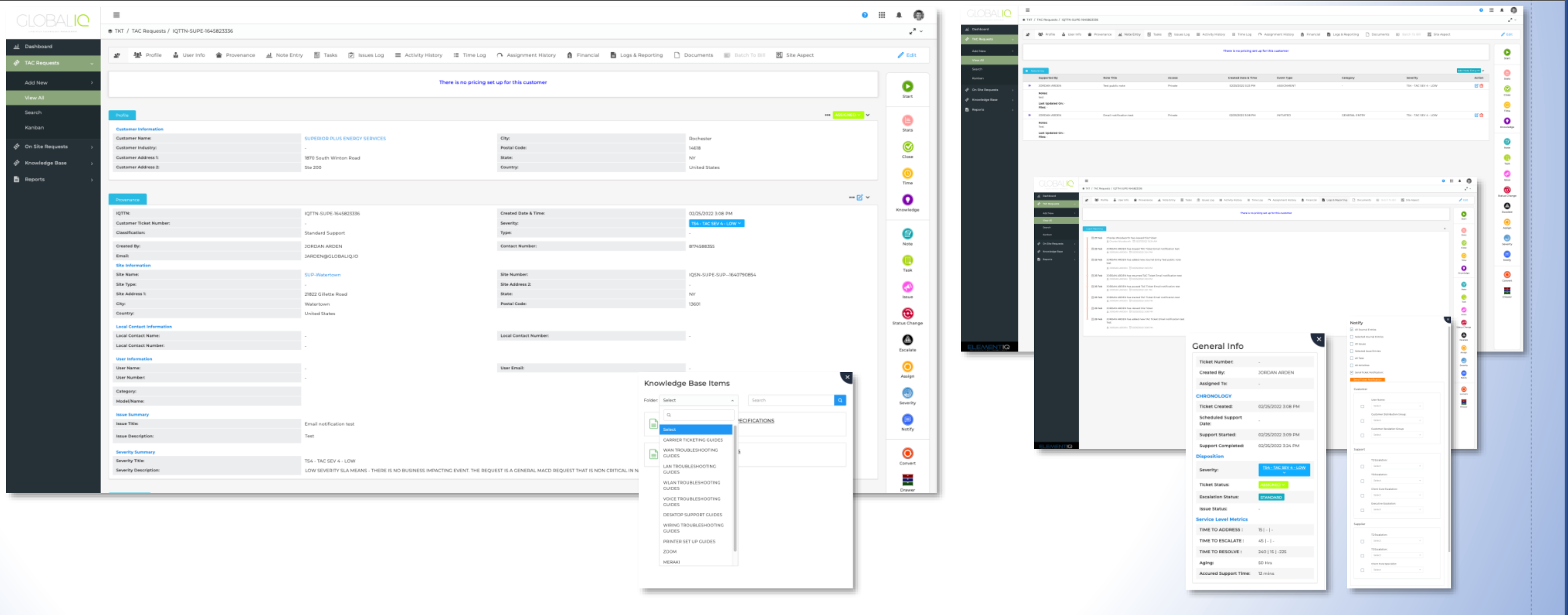
ELEMENTIQ: TICKETING

ITSM CHALLENGE
WORK-FLOW MANAGEMENT
SCRAPES
TAC TICKETING
SITE PROFILES
ASSET PROFILES
CONTRACTS



There is no pricing set up for this customer

Profile

Customer Information

Customer Name:	SUPERIOR PLUS ENERGY SERVICES	City:	Rochester
Customer Industry:	-	Postal Code:	14618
Customer Address 1:	1870 South Winton Road	State:	NY
Customer Address 2:	Ste 200	Country:	United States

Provenance

IQTTN:	IQTTN-SUPE-1645823336	Created Date & Time:	02/25/2022 3:08 PM
Customer Ticket Number:	-	Severity:	TS4 - TAC SEV 4 - LOW
Classification:	Standard Support	Type:	-
Created By:	JORDAN ARDEN	Contact Number:	8174588355
Email:	JARDEN@GLOBALIQ.IO		

Site Information

Site Name:	SUP-Watertown	Site Number:	IQSN-SUPE-SUP--1640790854
Site Type:	-	Site Address 2:	-
Site Address 1:	21822 Gillette Road	State:	NY
City:	Watertown	Postal Code:	13601
Country:	United States		

Local Contact Information

Local Contact Name:	-	Local Contact Number:	-
Local Contact Number:	-		

User Information

User Name:	-	User Email:	-
User Number:	-		
Category:			
Model/Name:			

Issue Summary

Issue Title:	Email notification test
Issue Description:	Test

Severity Summary

Severity Title:	TS4 - TAC SEV 4 - LOW
Severity Description:	LOW SEVERITY SLA MEANS - THERE IS NO BUSINESS IMPACTING EVENT. THE REQUEST IS A GENERAL MACD REQUEST THAT IS NON CRITICAL IN N

Knowledge Base Items

Folder: Select

- Select
- CARRIER TICKETING GUIDES
- WAN TROUBLESHOOTING GUIDES
- LAN TROUBLESHOOTING GUIDES
- WLAN TROUBLESHOOTING GUIDES
- VOICE TROUBLESHOOTING GUIDES
- DESKTOP SUPPORT GUIDES
- WIRING TROUBLESHOOTING GUIDES
- PRINTER SET UP GUIDES
- ZOOM
- MERAKI

General Info

Ticket Number:	-
Created By:	JORDAN ARDEN
Assigned To:	-

CHRONOLOGY

Ticket Created:	02/25/2022 3:08 PM
Scheduled Support Date:	-
Support Started:	02/25/2022 3:09 PM
Support Completed:	02/25/2022 3:24 PM

Disposition

Severity:	TS4 - TAC SEV 4 - LOW
Ticket Status:	ASSIGNED
Escalation Status:	STANDARD
Issue Status:	-

Service Level Metrics

TIME TO ADDRESS :	15 | - | -
TIME TO ESCALATE :	45 | - | -
TIME TO RESOLVE :	240 | 15 | -225
Aging:	50 Hrs
Accured Support Time:	12 mins

IQ

EMPOWER & ENABLE

ELEMENTIQ

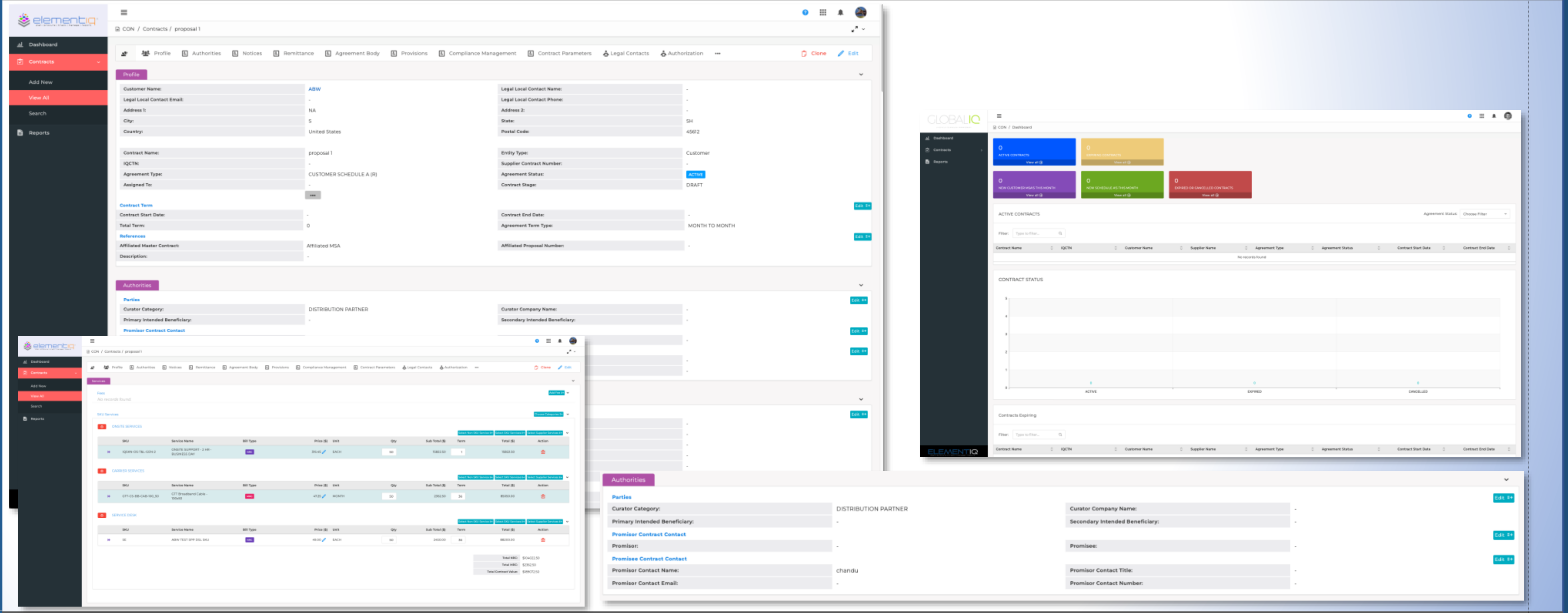
plan | procure | track | manage | report

CON

EIQ M06

ITSM CHALLENGE
WORK-FLOW MANAGEMENT
SCRAPES
TAC TICKETING
SITE PROFILES
ASSET PROFILES
CONTRACTS

ELEMENTIQ: CONTRACTS



CON / Contracts / proposal 1

Profile | Authorities | Notices | Remittance | Agreement Body | Provisions | Compliance Management | Contract Parameters | Legal Contacts | Authorization | Clone | Edit

Profile

Customer Name:	ABW	Legal Local Contact Name:	-
Legal Local Contact Email:	-	Legal Local Contact Phone:	-
Address 1:	NA	Address 2:	-
City:	S	State:	SH
Country:	United States	Postal Code:	45612
Contract Name:	proposal 1	Entity Type:	Customer
IQCTN:	-	Supplier Contract Number:	-
Agreement Type:	CUSTOMER SCHEDULE A (R)	Agreement Status:	ACTIVE
Assigned To:	-	Contract Stage:	DRAFT

Contract Term

Contract Start Date:	-	Contract End Date:	-
Total Term:	0	Agreement Term Type:	MONTH TO MONTH

References

Affiliated Master Contract:	Affiliated MSA	Affiliated Proposal Number:	-
Description:	-		

CON / Dashboard

0 ACTIVE CONTRACTS View all
0 EXPIRING CONTRACTS View all
0 NEW CUSTOMER MSA'S THIS MONTH View all
0 NEW SCHEDULE A'S THIS MONTH View all
0 EXPIRED OR CANCELLED CONTRACTS View all

ACTIVE CONTRACTS — Agreement Status: Choose Filter

Filter: Type to filter...

Contract Name	IQCTN	Customer Name	Supplier Name	Agreement Type	Agreement Status	Contract Start Date	Contract End Date
No records found							

CONTRACT STATUS

Contracts Expiring

Contract Name	IQCTN	Customer Name	Supplier Name	Agreement Type	Agreement Status	Contract Start Date	Contract End Date

Authorities

Parties

Curator Category:	DISTRIBUTION PARTNER	Curator Company Name:	-
Primary Intended Beneficiary:	-	Secondary Intended Beneficiary:	-

Promisor Contract Contact

Promisor:	-	Promisee:	-

Promisee Contract Contact

Promisor Contact Name:	chandu	Promisor Contact Title:	-
Promisor Contact Email:	-	Promisor Contact Number:	-

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TECHNOLOGY OPTIMIZATION | COST CONSOLIDATION | PROCESS SIMPLIFCATION ®

GLOBAL IQ

LIFECYCLE TECHNOLOGY MANAGEMENT

"We cannot solve our problems using the same logic as when we created them"

-Albert Einstein

BUSINESS INTRODUCTION & OVERVIEW

PURPOSE BUILT, MODULAR, LIFECYCLE TECHNOLOGY SUPPORT SOLUTIONS

EMPOWER & ENABLE

TECHNOLOGY OPTIMIZATION | COST CONSOLIDATION | PROCESS SIMPLIFCATION ®

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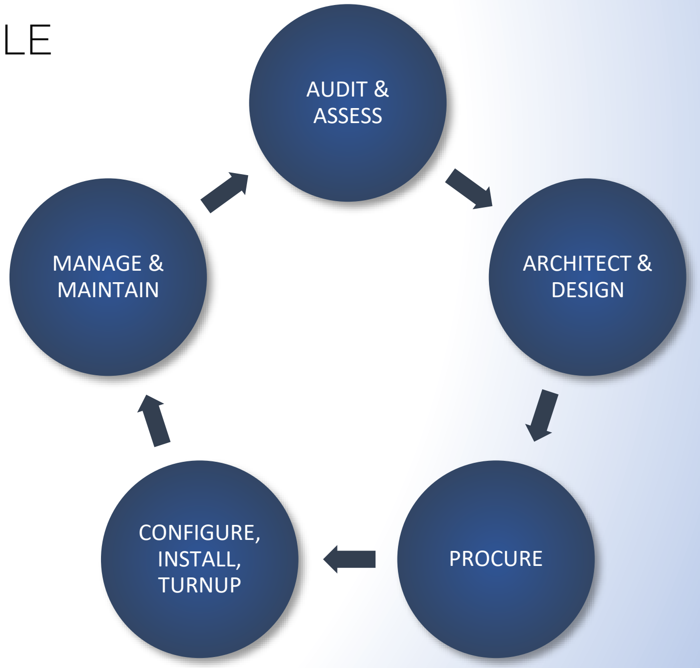
WAN, LAN / WLAN, VOICE, DATA CENTER & CLOUD

ACCURATE, EFFECTIVE, REPEATABLE, SCALABLE

1. AUDIT & ASSESS
2. ARCHITECT & DESIGN
3. PROCURE
4. CONFIGURE, INSTALL
5. MANAGE & MAINTAIN



GLOBAL IQ

LIFECYCLE TECHNOLOGY MANAGEMENT

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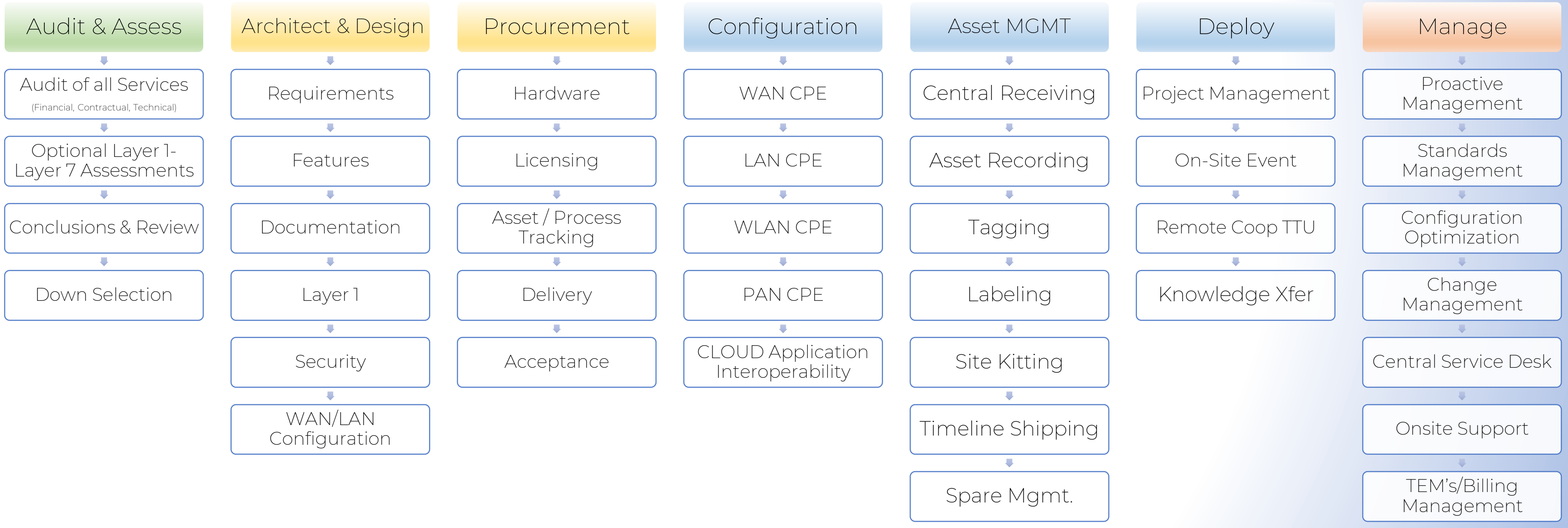

Audit & Assess	Architect & Design	Procurement	Configuration	Asset MGMT	Deploy	Manage
Audit of all Services (Financial, Contractual, Technical)	Requirements	Hardware	WAN CPE	Central Receiving	Project Management	Proactive Management
Optional Layer 1-Layer 7 Assessments	Features	Licensing	LAN CPE	Asset Recording	On-Site Event	Standards Management
Conclusions & Review	Documentation	Asset / Process Tracking	WLAN CPE	Tagging	Remote Coop TTU	Configuration Optimization
Down Selection	Layer 1	Delivery	PAN CPE	Labeling	Knowledge Xfer	Change Management
	Security	Acceptance	CLOUD Application Interoperability	Site Kitting		Central Service Desk
	WAN/LAN Configuration			Timeline Shipping		Onsite Support
				Spare Mgmt.		TEM's/Billing Management

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GLOBALIQ

LIFECYCLE TECHNOLOGY MANAGEMENT

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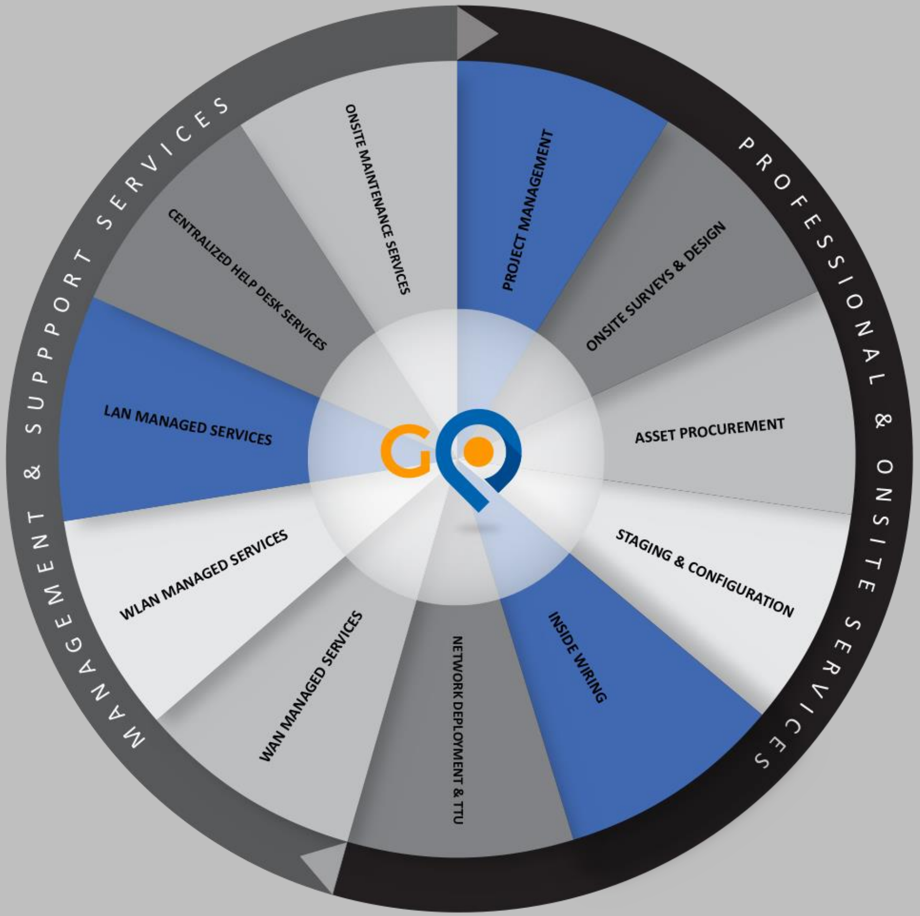
SUPPORT PORTFOLIO OVERVIEW

1. Project Management
2. Network Engineering
3. Remote & Onsite Assessments
4. Structured Cabling
5. Technology Deployment Projects
6. Proactive Network Managed Services
7. Business Select: Managed Hardware
8. Centralized Service Desk
9. SLA Onsite Maintenance Support
10. Asset Management
11. Technology Expense Management
12. Technology Advisory Support



EMPOWER & ENABLE

CREATIVE TECHNOLOGY SUPPORT BUNDLES

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1. Tiered 24x7x365 WAN Managed Services
2. Tiered 24x7x365 LAN Managed Services
3. BUSINESS SELECT Managed OPEX Hardware Solutions (SD WAN, WAN, LAN)
4. Centralized Help Desk Services
5. Onsite And Remote Maintenance Support
6. Asset & Sparing Management

Managed Services & Centralized Help Desk

1. Program, Project Management
2. Site, Network Assessments, Design, Optimization
3. CPE Procurement (As Needed), Asset Management
4. Engineering, Staging & Configuration, Centralized Asset Delivery
5. Inside Wiring, Network Deployment, Testing & Turn Up Support

Pro Services & Onsite Services

Firewalls
Routers
Switches
SD WAN (ECESSA)
Load Balancers

Wireless Controllers
Access Points

Cloud Voice
Physical Servers
Virtual Servers
Storage / SAN
Point of Sale
...and more

WAN

WLAN

LAN

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PROFESSIONAL SERVICES

1. PROGRAM & PROJECT MANAGEMENT
2. ASSET PROCUREMENT & SPARING MANAGEMENT
3. KITTING & INVENTORY CONTROL
4. THIRD PARTY SUPPORT COMPLIANCE
5. NETWORK ENGINEERING & CONFIGURATION OPTMIZATION
6. STAGING & CONFIGURATION
7. ASSET MANAGEMENT
8. TECHNOLOGY ADVISORY SUPPORT

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SURVEYS & ASSESSMENTS

1. NETWORK OPTIMIZATION
2. NETWORK REFRESH PREDECESSOR / PRIORITIZATION
3. HOSTED VOICE READINESS
4. INDOOR / OUTDOOR WLAN OPTIMIZATION
5. WAN/LAN/WLAN NETWORK ASSESSMENTS
6. WLAN REMOTE PLANS / ONSITE SURVEYS
7. NETWORK CAPACITY / LAYER 7 OPTIMIZATION ASSESSMENTS
8. SERVERS & SAN
9. SOFTWARE COMPLIANCE
10. OS STANDARDIZATION
11. NETWORK STANDARDIZATION

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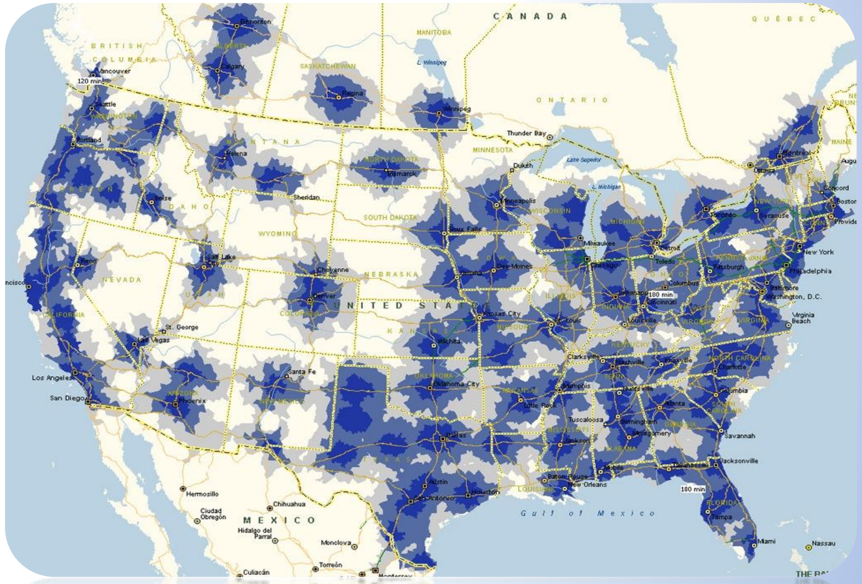
ONSITE SUPPORT SERVICES

1. INSIDE WIRING
2. TECHNOLOGY PROJECTS
3. GENERAL ONSITE T&M SUPPORT
4. SLA ONSITE SUPPORT SERVICES
5. TIERED SUPPORT
   a. INSIDE WIRING
   b. FIBER WIRING
   c. NETWORK SMART HANDS
   d. NETWORK ENGINEER 1
   e. NETWORK ENGINEER 2
   f. WLAN ENGINEER
   g. VERTICAL SPECIALISTS (VOICE, SECURITY, SERVER/SAN ETC)



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REMOTE MANAGED SERVICES

1. 7X24X365 US BASED NOC & TAC
2. MULTI-VENDOR / MULTI TECHNOLOGY EXPERIENCED
3. WAN – CARRIER CIRCUITS, SD WAN, ROUTERS, FIREWALLS
4. LAN – SWITCHES, DESKTOPS, PHYSICAL AND VIRTUAL SERVERS, SAN
5. WLAN – CONTROLLERS, ACCESS POINTS, ON-PREMISE, CLOUD
6. CLOUD – AMAZON, AZURE, FLEXENTIAL
7. MICROSOFT 365 ADMINISTRATION / MACD

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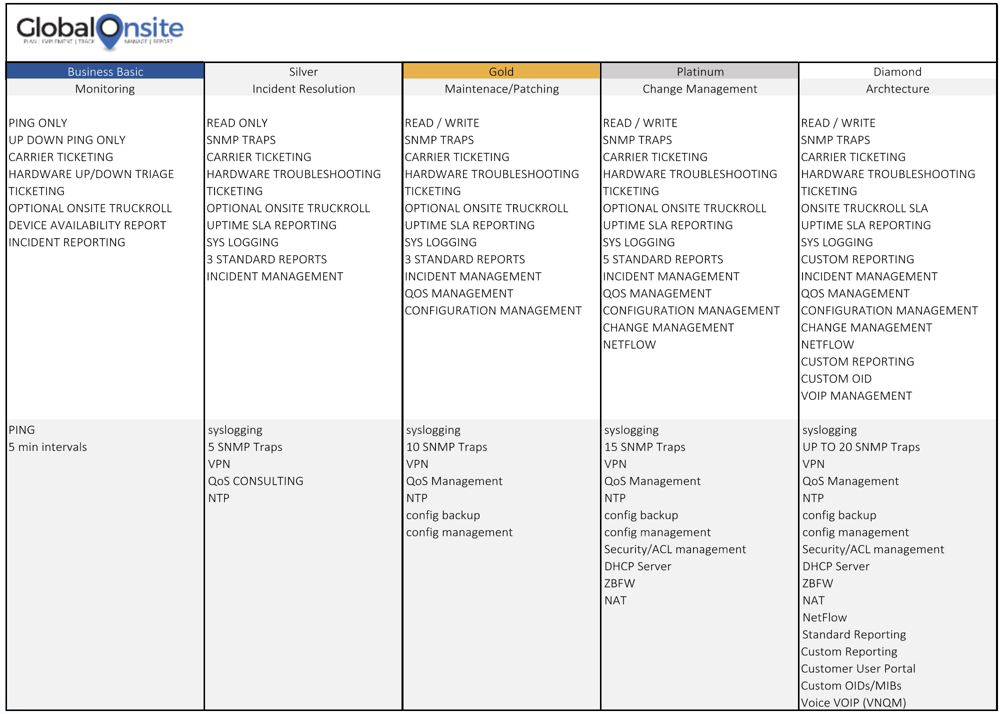
REMOTE MANAGED SERVICES: 5 Levels of Support



GlobalOnsite

Business Basic	Silver	Gold	Platinum	Diamond
Monitoring	Incident Resolution	Maintenace/Patching	Change Management	Archtecture
PING ONLY UP DOWN PING ONLY CARRIER TICKETING HARDWARE UP/DOWN TRIAGE TICKETING OPTIONAL ONSITE TRUCKROLL DEVICE AVAILABILITY REPORT INCIDENT REPORTING	READ ONLY SNMP TRAPS CARRIER TICKETING HARDWARE TROUBLESHOOTING TICKETING OPTIONAL ONSITE TRUCKROLL UPTIME SLA REPORTING SYS LOGGING 3 STANDARD REPORTS INCIDENT MANAGEMENT	READ / WRITE SNMP TRAPS CARRIER TICKETING HARDWARE TROUBLESHOOTING TICKETING OPTIONAL ONSITE TRUCKROLL UPTIME SLA REPORTING SYS LOGGING 3 STANDARD REPORTS INCIDENT MANAGEMENT QOS MANAGEMENT CONFIGURATION MANAGEMENT	READ / WRITE SNMP TRAPS CARRIER TICKETING HARDWARE TROUBLESHOOTING TICKETING OPTIONAL ONSITE TRUCKROLL UPTIME SLA REPORTING SYS LOGGING 5 STANDARD REPORTS INCIDENT MANAGEMENT QOS MANAGEMENT CONFIGURATION MANAGEMENT CHANGE MANAGEMENT NETFLOW	READ / WRITE SNMP TRAPS CARRIER TICKETING HARDWARE TROUBLESHOOTING TICKETING ONSITE TRUCKROLL SLA UPTIME SLA REPORTING SYS LOGGING CUSTOM REPORTING INCIDENT MANAGEMENT QOS MANAGEMENT CONFIGURATION MANAGEMENT CHANGE MANAGEMENT NETFLOW CUSTOM REPORTING CUSTOM OID VOIP MANAGEMENT
PING 5 min intervals	syslogging 5 SNMP Traps VPN QoS CONSULTING NTP	syslogging 10 SNMP Traps VPN QoS Management NTP config backup config management	syslogging 15 SNMP Traps VPN QoS Management NTP config backup config management Security/ACL management DHCP Server ZBFW NAT	syslogging UP TO 20 SNMP Traps VPN QoS Management NTP config backup config management Security/ACL management DHCP Server ZBFW NAT NetFlow Standard Reporting Custom Reporting Customer User Portal Custom OIDs/MIBs Voice VOIP (VNQM)

PRIMARY TOOLS

a. PRTG
b. MERAKI MANAGEMENT PORTAL
c. HP ARUBA CENTRAL
d. NINJA RMM (DESKTOP)
e. Rapid Fire Tools - LAN

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BUSINESS SELECT MANAGED HARDWARE - MCPEAAS

BUSINESS SELECT
BY GLOBAL ONSITE

1. BUSINESS SELECT INCLUDES:
   a. HARDWARE IN AN OPEX MODEL
   b. DEVICE CONFIGURATION
   c. PRE-RACKED OPTIONS
   d. ONSITE INSTALLATION& UPS PROTECTED
   e. ONSITE AND REMOTE TESTING & TURN UP
   f. REMOTE 24X7X365 PROACTIVE MANAGEMENT
   g. INCIDENT,PROBLEM,CHANGE MANAGEMENT
   h. PATCH AND VERSION CONTROL
   i. 7X24X365 CENTRALIZED CASE MANAGEMENT
   j. WARRANTY MANAGEMENT WITH NBD REPLACEMENT OF PARTS

2. BUSINESS SELECT BENEFITS:
   a. PURPOSE BUILT SOLUTIONS
   b. PROVISIONED, CONFIGURED, PRE-RACKED
   c. PROTECTED BY UPS
   d. FULLY MANAGED
   e. OPEX HARDWARE
   f. LIFT AND SHIFT

SilverSky

External Penetration Test Questionnaire

This questionnaire is used in determining the scope and parameters for an external penetration test or external vulnerability assessment.

Company Name:			
Prepared by:		**Date:**	

I. Point of Contacts

Name	Title	Phone #	Email	Notify before testing?

II. Scope of Testing

Network Ranges

IP Address Range	Description	Number of “live” hosts

Network Targets

IP Address	Type (server, router, firewall, etc.)	DNS name

External Penetration Test Questionnaire

Website Targets for Web Application Pen Testing if applicable

Website URL or IP Address	Platform (Apache, IIS, etc.)	Authentication Required?

External Penetration Test Questionnaire

III. Conditions of Testing

Item	Response
Are there specific dates/times that testing should be conducted within? If answer is yes, please detail the specific timeframes. If answer is no, the default timeframe we conduct tests is regular business hours (8 AM – 6 PM EST)	
Are any IPS (intrusion prevention system) solutions or similar in place that would filter or block a vulnerability scan? If answer is yes, how is this to be handled? (ex. BAE IP address will be whitelisted, IPS will be left on, etc.)	
Are there any targets in scope that have been known to react adversely to vulnerability scanning or pen testing in the past? If answer is yes, how are these targets to be handled?	
Are any of the targets in scope hosted in a third party network? (ex. AWS, Rackspace, etc.) If answer is yes, does the third party provider require authorization or notification prior to testing?	
Below only applicable for website testing If there any form fields in the website(s) being tested that can result in emails being generated to someone in the company? If answer is yes, is CAPTCHA utilized for form entry? (ex. marketing or support sites typically have forms where visitors can request information, sign up for newsletters, etc.)	
Below only applicable for website testing Are there authenticated tests to be performed on the website(s)? If answer is yes, please detail what type of authentication the website requires. (ex. user/password, one time PIN/code, etc.)	

Internal Penetration Testing Questionnaire

SilverSky

This questionnaire is used in determining the scope and parameters for the penetration test

Company Name:			
Prepared by:		**Date:**	

I. Point of Contacts

Name	Title	Phone #	Email

II. Conditions of Testing

Item	Response
Are there any targets in scope that have been known to react adversely to vulnerability scanning in the past? If answer is yes, how are these targets to be handled?	
Are any of the targets in scope hosted in a third party network? (ex. AWS, Rackspace, etc.) If answer is yes, does the third party provider require authorization or notification prior to testing?	
Are vulnerability scans restricted to a certain date/time? If answer is yes, what are the allowed scanning windows?	
How Many User/Endpoints on the Network that is in-scope for testing?	
How Many Servers are on the Network that is in-scope for testing?	
Do you have any cloud environments with assets that will be part of scope? If so please list all cloud environments that are in-scope.	

III. Network Ranges

List all of the internal network ranges/subnets in the environment and the approximate number of live IP addresses within each range.

Discovery scans will be performed on these ranges as part of the assessment which includes ping seeps and port/service scans. Vulnerability scans will only be run on those targets detailed in the next sections.

IP Address Range / Subnet	Description	Number in use

SERVICE ORDER ATTACHMENT
STATEMENT OF WORK

S-266-2431 EXTERNAL PENETRATION TESTING

1 Overview

This Statement of Work ("SOW"), with any appendices included by reference, is part of any agreement which incorporates this document by reference.

1.1 Service Summary

The purpose of the External Penetration Testing (the "Service") is to identify the feasibility of an attack on, and determine the extent of impact of a successful exploitation of, Internet-facing systems controlled by Customer. The testing will employ intrusion analysis and testing methodologies to determine this. The process will mimic typical attacker techniques and actual attempts to exploit identified vulnerabilities. SILVERSKY consultants will meet with key members of the Customer's staff to determine the scope and 'rules of engagement' before performing this testing. This preliminary range-setting includes clarifying or determining specific aspects such as the extent and depth of testing, notification requirements, and testing. The testing is performed remotely from SilverSky offices. Typically, there is minimal interaction required of the Customer after the initial range-setting meeting.

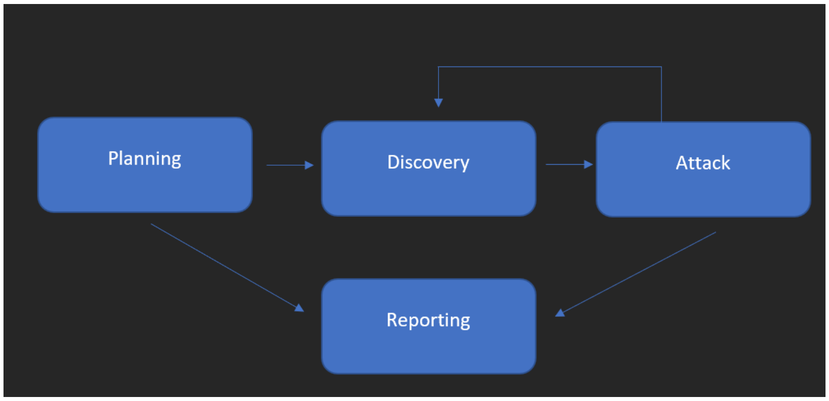
Project Deliverables:

- Comprehensive Report

1.2 Phases of Penetration Testing

Phases of penetration testing activities include the following:

- Planning – Customer goals and rules of engagement (RoE) obtained
- Discovery – Perform scanning and enumeration to identify potential vulnerabilities and exploits
- Attack – Confirm potential vulnerabilities through exploitation and perform further enumeration
- Reporting – Document all found vulnerabilities and exploits, failed attempts and company strengths



1.3 Project Summary

SilverSky will undertake the following primary tasks, subject to modification or extension based on the investigation findings.

1. Kick-off Meeting

2. Reconnaissance (Passive / Active)
3. Scanning and Enumeration
4. Exploitation and Vulnerability Validation
5. Analysis of Findings
6. Draft Report and meeting on Initial Findings
7. Comprehensive Report

2 Scope

2.1 SilverSky Obligations:

Kick-off Meeting - Meet to discuss and agree on customer goals and the rules of engagement for the project. This includes project scoping (determining the target systems to be included in the testing), testing style (white box, black box or grey box testing), the timeframe for testing, the extent to which system exploits can be performed, and procedures to follow should any issues occur during the testing. Any additional precautions or provisions are also considered before testing.

Reconnaissance - Use a variety of passive reconnaissance techniques including Open Source Intelligence (OSINT) to gather publicly accessible information about the target systems and understand the target environment. Active reconnaissance will also be performed to identify the types and versions of systems and applications in use on internet facing assets. This includes port and service scans, fingerprinting and enumeration of systems.

Scanning and Enumeration - Assess the integrity and overall level of external security of critical network components such as servers and devices. SILVERSKY performs vulnerability scans using tools that are continually updated and contain checks for thousands of known vulnerabilities and exploits.

1. Host Discovery - Automated and manual probing of targeted IP addresses and network blocks in scope to determine which addresses are connected to live systems and responding. This includes port scanning for well-known TCP and UDP ports which can reveal open ports and services running on the in scope devices.

2. Run vulnerability assessment tools – Perform vulnerability scan against targets in scope to identify known vulnerabilities.

3. **Enumeration** – Carry out enumeration techniques to get a complete picture of the targets using information gathered during the reconnaissance phase. This includes identifying valid user accounts or systems with security weaknesses to uncover potential attack vectors.

Exploitation and Vulnerability Validation – Attempt to prove the ability to exploit a given vulnerability, through validation that vulnerability could be successfully exploited. Exploitation of identified vulnerabilities could lead to a breach of the external network allowing internal network access. This phase includes manually validation of vulnerabilities identified in the Scanning and Enumeration phase to eliminate false positives. Manual checks also uncover vulnerabilities not identified by the assessment tools. SILVERSKY processes and techniques will vary significantly depending on the type of weakness identified and may include activities such as testing whether the system is exposed to sending malformed URLs and input on a website form, or connecting to management services using default or cracked credentials, among others. SILVERSKY will perform testing only according to the agreed-upon rules of engagement.

Analysis of Findings Phase – SilverSky will compile and analyze the data generated from the assessment tools and manual checks and categorize vulnerabilities by severity, depending on the potential impact each can have in the affected network. This analysis is the basis for recommendations to potentially address risk associated with the vulnerabilities.

2.2 Deliverables

At the conclusion of the assessment, SilverSky will provide a comprehensive report composed of an executive summary and a detailed findings section. Customer will have an opportunity to review drafts of the report and SilverSky will deliver a final version after joint review with Customer.

Executive Summary - The executive summary summarizes the results of the assessment. It is intended for upper management and board of directors and includes:

- Overview of assessment results
- Itemization of the risk ratings for each area reviewed during the assessment
- Key findings and recommendations

Detailed Findings - The detailed findings section describes the assessment results in detail. It is intended for management, administrators and other operations personnel and includes:

- An itemized listing of individual vulnerabilities
- A description of each vulnerability
- the severity of the threat likely posed by each vulnerability
- Potentially affected resources
- Recommendations for remediation

2.3 Out of Scope

Any activity not explicitly included in this SOW is considered out of scope. In the event that Customer requests additional services, such services will be the subject of a change request.

3 Customer Obligations and Assumptions

Services, fees and work schedule are based upon the assumptions, representations and information supplied by Customer. Customer's fulfilment of these responsibilities is critical to the success of the engagement.

3.1 Customer Obligations

- **Project Liaison** - Designate an authorized representative to authorize completion of key project phases, assign resources and serve as project liaison.
- **Access** - Ensure SilverSky consultants have access to key personnel and data requested.
- **Resources** - Furnish SilverSky with Customer personnel, facilities, resources and information and perform tasks promptly.
- **Cooperation** - Ensure all of Customer's employees and contractors cooperate fully with SilverSky and in a timely manner. SilverSky will advise Customer if increased Customer participation is required in order for SilverSky to perform the Service under this SOW.
- **Documentation** – Deliver in a timely fashion all documentation requested by SilverSky including Customer's security policies, network diagrams, server listings, and procedures.

3.2 SILVERSKY Assumptions

- Customer will provide SilverSky with reasonably requested information upon which SilverSky can rely to be current, accurate, and complete.
- Customer will provide access to Customer personnel who have detailed knowledge of Customer security architecture, network architecture, computing environment, and related matters.
- Customer will provide access to Customer personnel who have an understanding of Customer's security policies, regulations and requirements.

- Customer will evaluate SilverSky deliverables and immediately notify SilverSky of any perceived problems or issues with SilverSky obligations.
- SilverSky will immediately notify Customer of any perceived problems or issues regarding Customer obligations.
- Customer is responsible for any additional costs if SilverSky is unable to perform the Service due to Customer's delay or other failure to fulfill its obligations under this Statement of work.

1 PROJECT PARAMETERS

1.1 Project Scope

The scope of the project is based on the above description with the additional details listed as follows:

Project Component	**Parameter(s)**
Project Start Date	Typically within 30 days of Effective Date
Project Duration	Approximately 1-3 weeks, subject to Tier level and project variables
Project Scope Exclusions	Exclusions – Internal and Web Application Testing unless contracted under a separate agreement
Project Scope Tier 1	Project is limited up to 10 external IP addresses and up to 15 hours of testing
Project Scope Tier 2	Project is limited up to 25 external IP addresses and up to 30 hours of testing
Project Scope Tier 3	Project is limited up to 50 external IP addresses and up to 50 hours of testing
Project Scope Tier 4	Project is limited up to 100 external IP addresses and up to 70 hours of testing

1.2 Location and Travel Reimbursement

The Service defined in this SOW does not require onsite participation by SilverSky staff at Customer location(s).

1.3 Acceptance

Delivery of all stated project deliverables will constitute acceptance of services provided under this SOW.

SERVICE ORDER ATTACHMENT
STATEMENT OF WORK

S-266-2821 INTERNAL PENETRATION TESTING

1 Overview

This Statement of Work ("**SOW**"), with any appendices included by reference, is part of any agreement which incorporates this document by reference.

1.1 Service Summary

The purpose of Internal Penetration Testing (the "**Service**") is to identify the feasibility of an attack and to determine the extent of impact of a successful exploitation of internal systems against one or more realistic objectives in an assumed breach scenario. The testing will employ intrusion analysis and testing methodologies to test the vulnerability of specific Customer assets to malicious activities. The process will mimic typical attacker techniques, including actual attempts to exploit identified vulnerabilities from a foothold within the network. SilverSky consultants will meet with key members of Customer's staff to determine the scope and 'rules of engagement' for performing the testing. This includes clarifying or determining specific aspects such as the objective and target(s) of the test, notification requirements, and the timing of testing. The Customer will provide SilverSky with initial access to the internal network to simulate an assumed breach scenario as part of this assessment.

Project Deliverables:

Comprehensive Report structured as follows:

An executive summary outlining at a business level the review conducted, the key issues found and the business impact of any vulnerabilities discovered

Narrative descriptions of the scope and approach of the testing done

Assessment information including the environment description, narrative, key findings (including severity, description, affected hosts, recommendation, references and evidence)

1.2 Phases of Penetration Testing

Phases of penetration testing activities include the following:

- Planning – Customer goals and rules of engagement (RoE) obtained
- Discovery – Perform scanning and enumeration to identify potential vulnerabilities and exploits
- Attack – Confirm potential vulnerabilities through exploitation and perform further enumeration
- Reporting – Document all found vulnerabilities and exploits, failed attempts and company strengths

1.3 Project Summary

SilverSky will provide the following primary tasks, subject to modification or extension based on the engagement:

1. Kick-off Meeting
2. Reconnaissance (Passive / Active)

3. Scanning and Enumeration
4. Exploitation and Vulnerability Validation
5. Analysis of Findings
6. Draft Report and meeting on Initial Findings
7. Comprehensive Report

2 Scope

2.1 SilverSky Obligations:

Kick-off Meeting – Meet to discuss and agree on customer goals and the rules of engagement for the project. This includes project scoping (determining the target systems to be included in the testing), testing style (white box, black box or grey box testing), the timeframe for testing, the extent to which system exploits can be performed, and procedures to follow should any issues occur during the testing. Any additional precautions or provisions are also considered before testing.

Objective-setting - SilverSky will propose a number of objectives according to Customer's size, industry vertical, and potential adversaries in the threat landscape. Customer may accept SilverSky' proposed objectives or may request alternative objectives. SilverSky will accept alternative objectives that SilverSky considers reasonable. Additional fees and a Change Order may be required if the proposed alternative objectives materially impact the scope of the engagement.

Primary Objectives - These objectives are the critical success factors for the goal-based penetration test. If these objectives are completed, the test is considered a success.

Secondary Objectives - These objectives are considered 'stretch goals' to be attempted once the primary objectives are completed. SilverSky will pursue secondary objectives SilverSky considers reasonably possible in the time allocated for the project, not to exceed the limits stated in the applicable tier below.

The Primary and Secondary Objectives defined will be assessed by SilverSky to ensure they are 'SMART' (Specific, Measurable, Achievable, Reasonable, Time-Bound) prior to the parties' agreement on the objectives to be completed under this SOW. Two examples of potential objectives are:

Domain Admin - With credentialed access to Customer network, elevate privileges to the point where the SilverSky testing team has access to or control of an account in the 'Domain Admins' group on Active Directory in the Customer domain before the end date of the test.

Email Access - With credentialed access to Customer network, gain access to the mailbox of USER@CUSTOMER.COM and send an email to the project liaison before the end of the test.

In some cases, Customer may be required to make minor changes to its environment to allow the test to be conducted without disruption to Customer's operations. For example, if Customer chooses the 'Email Access' objective, SilverSky recommends creating and properly provisioning a new mailbox for the duration of the test, rather than using an actual employee mailbox. SilverSky may use both manual and automated toolsets as part of this assessment which may require changes to the customer environment as part of the setup and configuration of the toolsets.

Security Testing Phase - Steps taken may include:

A) Information Gathering & Reconnaissance

SilverSky may gather information about the target for potential use in later phases or for attack positioning. This might include personal information (for phishing and social engineering), technical information (for exploitation and vulnerability identification), and/or physical information (for physical intrusion). Information gathered during this phase will support the testing and will be included in the report to the extent that SilverSky believes it is pertinent to the narrative. (This phase is not a replacement for a full open-source intelligence assessment.)

B) Scanning and Enumeration

With an initial foothold on the network, SilverSky will perform scanning and enumeration to identify potential vulnerabilities and attack vectors in an effort to move laterally through the network and identify potential opportunities for privilege escalation. This could involve identifying unpatched software or systems, weak security controls or misconfigurations,

C) Attack Execution, Network Traversal & Escalation

Following the Scanning and Enumeration phase, SilverSky conducts initial actions to traverse the Customer's network and exploit vulnerabilities on the target (both technical and non-technical) within the boundaries of the scope previously agreed upon by the parties. Lateral and vertical movement takes place within Customer's network to locate key systems and escalate access and privilege levels. Persistence via multiple routes into and out of the network may be established.

D) Actions on Target & Data Exfiltration

Agreed-upon actions are executed once the key targets have been located. Such actions may include: (i) compromise of assets; (ii) interception of key information; or (iii) network positioning to allow for disruption, degradation, or destruction, alongside exfiltration of any target data or assets.

It may become necessary at various points during the Security Testing phase to simulate certain activities to avoid business disruption or to keep within timescales. For example, if SilverSky identifies encrypted data it estimates could be decrypted in a reasonable time, SilverSky may ask Customer to decrypt the data.

If SilverSky identifies a significant issue during the test, SilverSky will stop to identify the issue and its potential outcome. For example, should SilverSky detect a vulnerability that provides the ability to gain access to a host, application, or service, Customer will be given the choice of the potential outcome based upon SilverSky leveraging the exploit or Customer providing the same level of access without exploitation.

E) Analysis of Findings Phase

SilverSky will compile and analyze the data generated from the testing. Then SilverSky will categorize findings by severity - based on the potential impact each can have. This analysis is the basis for recommendations to potentially address risk associated with the findings.

2.2 Reporting

At the conclusion of the assessment, SilverSky will provide a comprehensive report. The report will include three main sections: (i) an executive summary, (ii) a narrative, and (iii) a detailed findings section. Customer will have an opportunity to review drafts of the report and SilverSky will deliver a final version after joint review with Customer.

Executive Summary - The executive summary summarizes the results of the assessment. It is intended for upper management and boards of directors and includes:

- Overview of assessment results

- Itemization of the risk ratings for each area reviewed during the assessment
- Key findings and recommendations

Narrative - The narrative details the major events and findings discovered during testing. It is interspersed with technical detail and analysis.

Detailed Findings - This section describes the assessment results in detail. It is intended for management, administrators, and other operations personnel and includes:

- An itemized listing of individual vulnerabilities
- A description of each vulnerability
- The severity of the threat likely posed by each vulnerability
- Potentially affected resources
- Recommendations for remediation

2.3 Out of Scope

Any activity not explicitly stated in this SOW is considered out of scope. In particular, the Service does not include any testing of Customer's external (public-facing) assets and does not include a comprehensive vulnerability assessment. If Customer requests additional services, such services will be the subject of a change request or additional SOWs, depending on the nature of the Customer requests.

3 Customer Obligations and Assumptions

Services, fees, and work schedule are based upon the assumptions, representations and information supplied by Customer. Customer's fulfilment of the obligations listed below is critical to the success of the engagement.

3.1 Customer Obligations

Project Liaison - Designate an authorized representative to authorize completion of key project phases, assign resources, and serve as project liaison. During the test, the Project Liaison or a nominated representative should be available at all times to support the test. If the liaison is not available to answer questions or provide technical assistance, it may affect the ability of the team to conduct the test within the allowed time.

Access - Ensure SilverSky consultants have access to key personnel and data requested

Resources - Furnish SilverSky with Customer personnel, facilities, resources, and information and perform assigned tasks promptly

Cooperation - Ensure all Customer employees and contractors cooperate fully with SilverSky in a timely manner. SilverSky will advise Customer if increased Customer participation is required in order for SilverSky to perform the Service under this SOW.

Documentation - Timely delivery of all documentation requested by SilverSky including Customer's security policies, network diagrams, server listings and procedures

Scheduling - SilverSky will contact Customer to agree a start date. Once agreed, if Customer needs to change the scheduled start date this must be done at least two weeks (14 days inclusive) prior to the first day of the engagement. Any change to the dates within two weeks (14 days inclusive) of the start date may result in effort being forfeited if

SilverSky cannot reassign committed resources to other customer work. Customer will be responsible for any non-refundable travel and lodging already booked, should travel have been agreed upon.

3.2 SilverSky Assumptions

Customer will provide SilverSky with reasonably requested information upon which SilverSky can rely to be current, accurate and complete.

For engagements conducted at Customer's site, Customer will provide SilverSky personnel with a workplace that meets industry standard health and safety requirements along with access to network and power.
Customer will provide access to Customer's personnel who have detailed knowledge of Customer's security architecture, network architecture, computer environment, and related infrastructure.
Customer will provide access to Customer's personnel who have an understanding of Customer's security policies, regulations, and requirements.

Customer will evaluate SilverSky deliverables and notify SilverSky of any perceived problems or issues with SilverSky obligations within two weeks (14 days inclusive) of the comprehensive report delivery.

SilverSky will promptly notify Customer of any perceived problems or issues regarding Customer obligations.
Customer is responsible for any additional costs if SilverSky is unable to perform the Service due to Customer's delay or other failure to fulfill its obligations under this Statement of Work.

4 Project Parameters

4.1 Project Scope

The scope of the project is based on the above description with the additional details listed as follows:

Project Component	**Parameter(s)**
Project Start Date	Typically within 30 days of Effective Date
Project Exclusions	Web Application Testing and External Penetration Testing unless contracted separately
Project Duration	Approximately 2-3 weeks, depending on Tier level and subject to project variables
Project Testing Scope Tier 1	Project is limited to up to 50 internal IP addresses and up to 20 hours of testing
Project Testing Scope Tier 2	Project is limited to up to 100 internal IP addresses and up to 30 hours of testing
Project Testing Scope Tier 3	Project is limited to up to 250 internal IP addresses and up to 40 hours of testing
Project Testing Scope Tier 4	Project is limited to up to 500 internal IP addresses and up to 50 hours of testing
Project Testing Scope Tier 4	Project is limited to up to 1000 internal IP addresses and up to 60 hours of testing

All penetration testing services are performed as time-bounded exercises utilizing skilled and experienced consultants following our standard, repeatable methodology.

Penetration testing is an active assessment of a defined network, system or application. Impact on Customer's normal business operation is expected to be minimal. However, given the nature of the assignment, SilverSky makes no representations or covenants regarding actual consequences that may result from the testing. Should either SilverSky or Customer suspect that the testing has caused an issue, all work will be halted until such time as it has been resolved or the penetration testing been ruled out as the cause.

4.2 Location and Travel Reimbursement

The Service defined in this SOW is performed remotely

On occasion testing may require onsite participation by SilverSky's staff at Customer location(s).

For Customer-approved onsite participation, Customer will be invoiced for all actual SilverSky's staff travel and living expenses associated with all onsite visits. An administration fee of ten percent (10%) of all travel and living expenses will be billed to Customer in the event Customer requires an itemized statement of such expenses.

Location	Scope of Work

4.3 Acceptance

Delivery of all stated project deliverables will constitute acceptance of services provided under this SOW.