

This Product Schedule (the "Schedule"), between Simplify IT Limited, ("Simplify IT") and

**The Customer** ("You") is effective immediately and is issued pursuant to and incorporates by reference the terms and conditions of the Master Service Agreement (the "MSA") by and between Simplify IT and You.

All capitalized terms in this Schedule shall have the same meaning as set forth in the MSA, unless defined herein. In the event of a conflict or inconsistency between the terms of the MSA and the terms of this Schedule, the latter shall supersede and govern.

## 1. Products Covered

The terms of this Schedule apply to all Simplify IT Security Products, including without limitation Bitdefender Security Solutions and Sophos Security Solutions (collectively, the "Simplify IT Security Solutions") purchased by You from Simplify IT.

## 2. Available Plans and Effect of Termination

All subscriptions to Bitdefender Security or Sophos Security will be structured as Annual Plans, with an Initial Term and Renewal Term as defined in Section 2.1(b) of the MSA. Monthly Plans will only be available upon request. Section 2.2(b) of the MSA does not apply to Bitdefender Security or Sophos Security subscriptions and is replaced by the following Section 2.2(b) for all Bitdefender Security or Sophos Security Services subscriptions:

- (b) **Annual Plan.** For an Annual Plan, you may terminate any Schedule for any reason by following the termination procedure defined in the MSA. If such a termination is effective prior to the end of the then-current Term, then (i) no refund is allowed for fees that have been paid and (ii) You may be charged an "Early Termination Charge," meaning an amount equal to up to all fees and charges due from You for the remaining duration of the then-current Term of your Bitdefender Annual Security or Sophos Annual Security subscriptions, by Simplify IT. Simplify IT does not currently charge Early Termination Charges for Bitdefender Security or Sophos Security subscriptions but expects to begin doing so in the future, effective at the time that either Bitdefender or Sophos begins to assess early termination charges against Simplify IT. Accordingly, notwithstanding Simplify IT's current policy of not charging Early Termination Charges for Bitdefender Security or Sophos Security subscriptions, that policy may be changed at any time with little or no notice, and Simplify IT reserves the right to charge an Early Termination Charge in connection with any Bitdefender Security or Sophos Security subscriptions that are cancelled prior to their expiration, including Your subscription described by this Schedule. To the extent practical, Simplify IT will use commercially reasonable efforts to provide you with advance notice of any change in Simplify IT's policy with respect to charging Early Termination Charges.

### 3. Restrictions

You shall not, for yourself or through any affiliate, agent, or other third party, extract, remove or reuse images, software, or commercial licenses of Simplify IT without Simplify IT's specific prior written consent. You shall regularly and accurately report the number of users of the Bitdefender Security or Sophos Security subscriptions under your subscription described hereby.

Simplify IT will have the right during the term of the MSA, at its own expense and not more than once each calendar year, to audit Your processes, procedures, records, and other documentation relevant to establish Your compliance with the restrictions in this Section 3; provided, however, that: (a) any such inspection and audit will be conducted at Your place of business during regular business hours with reasonable notice of the audit, in such a manner as not to interfere with Your normal business activities, and (b) if any audit should disclose a noncompliance by You, then You shall promptly take such actions as necessary to comply with this Section 3, pay all fees and charges associated with such noncompliance and reimburse Simplify IT for the reasonable costs associated with the performance of such audit, and Simplify IT reserves the right to terminate the MSA or this Schedule immediately due to Your material breach.

### 4. Service Level Agreement

If you need support for Bitdefender Security or Sophos Security subscriptions, you have several options at your disposal for contacting Simplify IT:

- **Send an Email:** If you have an issue or query related to Bitdefender Security or Sophos Security subscriptions, you can contact the Simplify IT Support Services helpdesk by email. They will help you with your questions and/or requests and escalate the issue to the technical team when required. [support@simplifyit.co.ke](mailto:support@simplifyit.co.ke)  
**NOTE:** The mailbox is monitored 24/7 and you will receive the Ticket Creation Automated Email as soon as an agent has logged the ticket with the incident/request you submitted.

On the Ticket Creation Automated Email you will find the unique Simplify IT Support ID as a reference of your request and the details of the issue as you reported it.

- **Make a call:** Call the Simplify IT helpdesk and a skilled agent will answer 24/7, within the agreed SLA (see [attached](#)). Telephone details are on the SLA
- **Open an Incident Request (IR):** If you have any query or issue related to our cloud services, you can open a ticket on the helpdesk portal. The portal requires credential that will be provided during the Simplify IT Services onboarding process.  
As soon as you submit the ticket, you will receive an automated email containing the unique Simplify IT Support ID and other ticket's details.
- **Live Chat with an agent:** When you have a query/issue related to our products, you can start a Live conversation with one of the Simplify IT Helpdesk agent directly from our website. The agent will open a ticket for you and solve when possible your request/incident.

## 6. Service Delivery Management



### a. Incident Request (IR) Classification

Every IR received is registered on our ticketing tool (when submitted by phone or email) and a request type and priority assigned.

### b. Investigation & Routing

The IR is analysed and assigned to the appropriate engineer for the resolution.

### c. IR Management

The assigned engineer works on the case and contacts the IR requestor when necessary.

### d. Resolution or Escalation

IR resolution is communicated to the requestor or the requestor is informed that the IR has been classified as Level 3 and needs to be escalated to the vendor's technical team

### e. Follow up and Closure

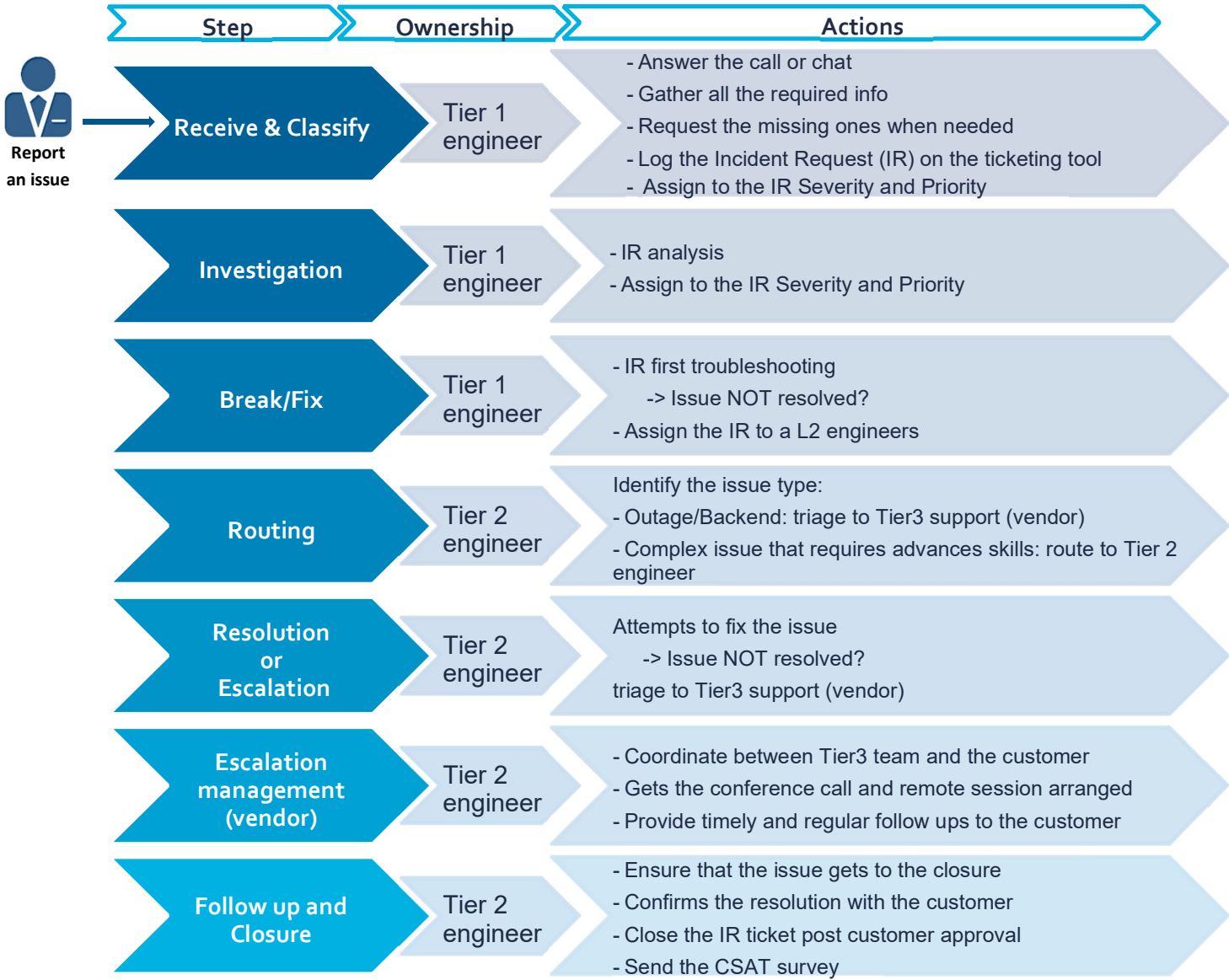
The Level 3 IR is monitored by the Simplify IT engineer who will work together with the Bitdefender or Sophos engineer through the IR resolution. The IR resolution is validated with the requestor and the case closed upon confirmation.

**NOTE:** Simplify IT is a Bitdefender Gold Partner and Sophos Gold Partner and is a leading provider of cloud related services. Our scale, experience and vendor relationships allow us to offer you the best Level 3 support. For this purpose, Simplify IT has direct access to Bitdefender and Sophos dedicated engineers. This means Simplify IT can contact Bitdefender and Sophos as needed to efficiently resolve Services break-fix support incidents having a direct line with them and immediate "high priority" will be assigned for cases opened by Simplify IT.

### Bitdefender and Sophos-Simplify IT relationship benefits:

- Less than 1 hour response times and escalation management for Severity A issues
- Direct access to a team of Services Account Managers who provide proactive guidance and support assistance for the most critical cases
- Proactive communications about outages, releases and programs
- Architecture guidance for deployment, migration and Cloud API implementations
- Proactive guidance and training so Simplify IT support is ready for what's next
- Fast-response problem resolution
- High priority for cases opened by Simplify IT
- 24/7 support coverage
- Pre-sales assistance available on demand
- On demand consulting
- Tickets routed to different skilled engineers according to issue type and languages
- Dedicated Services Account Manager (SAM) as direct main point of contact.

## Incident Request (IR) Lifecycle



**All Bitdefender Annual Security or Sophos Annual Security products Services subscription come with free support for Level 1 intervention. Any support that extends to Level 2 and Level 3 is a chargeable service. Details of the charges can be availed upon request.**

**7. Customer Pricing**

Details of service-specific pricing as negotiated between You and Simplify IT are provided in your annual billing.

• **ANEXO 1 - Support Levels Definition**

IT Support Level	Function	Definition	Support methodology
<b>Level 0</b>	Self-help and userretrieved information	<p>Automated or self-service solutions that users can access themselves without the aid of the Help Desk.</p> <p>These include automated password resets, Web sites for requesting upper support, and knowledge base lookup.</p> <p>Level 0 support is performed without the aid of a Help Desk technician.</p>	<p>Users retrieve support information from Web, pages or apps, including FAQs, detailed product and technical information, blog posts, manuals, and search functions.</p> <p>Users also use apps to access service catalogues where they can request and receive services without involving the IT staff. (Not available: App release TBD)</p> <p>Email, Web forms, phone and chat I contact methods are used to send questions and requests to upper support Levels or company personnel. Customer forums allow users to crowd-source solutions, without input from company personnel.</p>
<b>Level 1</b>	Basic Help Desk resolution and service desk delivery	<p>Filters helpdesk calls and provides basic support and troubleshooting, such as password resets, configurations, break/fix instructions. Account and subscription management, access management, purchase/pricing, usage/billing, invoicing enablement. Basic installation, setup, and general technical usage, ticket routing and escalation to Level 2 and Level 3 support. A Level 1 tech gathers and analyses information about the user’s issue and determines the best way to resolve their problem. Level 1 may also provide support for identified Level 2 and Level 3 issues where configuration solutions have already been documented. This is basic/initial level of support where support engineer logs, categorises, prioritises, tracks incidents or alarms reported by user or monitoring tools.</p>	<p>Support for basic customer issues such as solving usage issues and fulfilling service desk requests that need IT involvement.</p> <p>If no solution is available, Level 1 personnel escalate incidents to a higher Level.</p>
<b>Level 2</b>	In-depth technical support	<p>Troubleshooting, configuration, database administration, and repair for server, network, infrastructure, data centre, email, file shares, and other infrastructure issues. Besides always having the ability to deploy solutions to new problems, a Level 2 tech usually has the most expertise in a company and is the go-to person for solving difficult issues. The engineer manages and acts on incidents raised by the L1 Team and follows the workflow to resolve incidents as per SOP within timeline agreed and documented SLA (Service Level Agreement). And if required escalates the incident as per the Escalation Matrix.</p>	<p>Experienced and knowledgeable technicians assess issues and provide solutions for problems that cannot be handed by Level 1.</p> <p>If no solution is available, Level 2 support escalates the incident to Level 3.</p>
<b>Level 3</b>	Expert product and service support	<p>Engineers are technical experts and resolve issues that are typically difficult and escalated. L3 engineers participate in management, prioritisation and product enhancements.</p>	<p>Access to the highest technical resources available for problem resolution or new feature creation.</p> <p>Level 3 technicians attempt to duplicate problems and define root causes, using product designs, code, or specifications.</p> <p>Once a cause is identified, the company decides whether or not to create a new fix, depending on what caused the problem. New fixes are documented for use by Level 1 and Level 2 personnel.</p>

**Bitdefender Security or Sophos Security subscriptions**

Signed by: Name \_\_\_\_\_ Position \_\_\_\_\_ Date: \_\_\_\_\_ Signature \_\_\_\_\_ On Behalf of Simplify IT

Signed by: Name \_\_\_\_\_ Position \_\_\_\_\_ Date: \_\_\_\_\_ Signature \_\_\_\_\_ On Behalf of \_\_\_\_\_