



# CLOUD SERVICES GUIDE

2019 Edition

Amazon Web Services

True Digital Security Inc.

[www.TrueDigitalSecurity.com](http://www.TrueDigitalSecurity.com)

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## PROGRAM OVERVIEW

As your Cloud Services Provider (CSP), we act as an intermediary between your Cloud Platform Provider and your organization's IT support mechanism, whether that is an internal IT department, True Digital's IT Support Group (Guaranteed Networks) or any other Managed IT Service Provider (MSP). As such, this program relies upon a third parties to make available certain resources and services provisioned to support your operation. This third party is called the Cloud Platform Provider, or in this case, Amazon Web Services (AWS). Amazon Web Services are directly and solely responsible for making those resources and services available for use. The Cloud Platform Provider bears the operational burden as they operate, manage and control the components from the host operating system and virtualization layer down to the physical security of the facilities in which the resources and services operate. In this dynamic, TRUE bears no responsibility nor makes any assurances as to their availability.

We, like you, are reliant upon that provider to fulfill their obligations. We will act as your proxy when working with the AWS until their remediation efforts have reached a conclusion. We will assess and communicate all root cause analysis made available by the AWS to better understand what, if anything, could be done to mitigate the outage. We will pursue any/all opportunities for credits if/when any applicable AWS Service Level Agreements (SLA) are in breach, and ensure those credits are applied to your account.

Additionally, you, the customer, assume the operational burden including, but not limited to, responsibility for and management of the guest operating systems (including updates and security patches), other associated application software residing on the instances, including, but not limited to the configuration & management of any connecting devices or applications **not** provisioned by or through the Cloud Platform. True Digital Security does offer service programs to remove the operational burden described here, those items just aren't covered under this specific Cloud Services Provider program.

If at any point during the life of this program you have questions about the program, it's limitations, capabilities, how to merge services, request customized support or anything else, please contact your either your True Digital Security Sales Representative or Technical Account Manager.

## CLOUD PLATFORM PROVIDER TERMS AND CONDITIONS AGREEMENT

At all times, you, the customer, are governed by the Cloud Platform Provider's Service Terms and Customer Agreement, in addition to any terms and conditions imposed on you by True Digital Security. It is your responsibility to maintain awareness of and alignment with the conditions prescribed, as these terms change often and without notice from the Cloud Platform Provider. This Program bears no responsibility in updating, informing, assessing or applying conditions contained therein.

## PROGRAM MODEL

### SHARED RESPONSIBILITY MODEL

Management of the AWS platform is a shared responsibility between TRUE and the customer. This shared model can help relieve you of the operational burden as TRUE operates, manages and controls the resources operating on the AWS platform. To facilitate an integrated and shared responsibility, TRUE will establish certain roles and responsibilities for you to establish and maintain.

#### CLIENT ROLES

Role	Responsibility
<b>Program Manager</b>	<ul style="list-style-type: none"> <li>Individual Responsible for the day-to-day operation of the Cloud Managed Service Program</li> <li>Will receive monthly reporting, copies of invoices</li> <li>Will be notified of Service-related issues, including, but not limited to, Service Ticket Creation, status changes, after-hours or emergency alerts &amp; calls, other program related communications</li> <li>Responsible for ensuring the policies and procedures outlined herein are followed by the Client</li> </ul>
<b>Purchasing Approver</b>	<ul style="list-style-type: none"> <li>Individual who has the authority to approve purchases on behalf of the client</li> <li>Quotes, Scopes of Work, and other requests for approval of funding will be directed to this person</li> <li>Note: This may be the same person as the Program Manager</li> </ul>
<b>Accounting/Invoices</b>	<ul style="list-style-type: none"> <li>Individual or Team to whom invoices will be sent</li> <li>Responsible for timely payment per the conditions of the program</li> </ul>
<b>Executive Sponsor</b>	<ul style="list-style-type: none"> <li>Primary Executive Level individual who can act as the final decision maker on all matters relating to the Client</li> </ul>

#### TRUE ROLES

Role	Responsibility
<b>Technical Account Manager (TAM)</b>	<ul style="list-style-type: none"> <li>Individual Responsible for the day-to-day operation of the Cloud Managed Service Program</li> <li>Will deliver monthly reporting</li> <li>Will act as an account manager, providing periodic proactive and/or as needed guidance, such as utilization and costing, on platform matters that warrant Client's consideration</li> <li>Acts as an escalation point for internal oversight of all matters relating to the program, including, but not limited to, Billing invoicing related matters</li> </ul>
<b>CSP Engineer</b>	<ul style="list-style-type: none"> <li>The CSP Engineer to act as a primary Cloud Platform technical resource</li> <li>The CSP Engineer will be responsible for providing technical support on the platform.</li> <li>This individual will <b>NOT</b> <ul style="list-style-type: none"> <li>Act as a primary contact for service inquiries or requests</li> <li>Respond to requests or communications outside of TRUE's established practices</li> <li>Be assigned to or expected to resolve all Technical Matters relating to the platform</li> </ul> </li> </ul>
<b>Solution Architect</b>	<ul style="list-style-type: none"> <li>The Solution Architect will provide guidance on architecture within the cloud platform</li> <li>This individual will <b>NOT</b> <ul style="list-style-type: none"> <li>Act as a primary contact for service inquiries or requests</li> <li>Respond to requests or communications outside of TRUE's established practices</li> <li>Be assigned to or expected to resolve all Architectural Matters relating to the platform</li> </ul> </li> </ul>
<b>Accounting</b>	<ul style="list-style-type: none"> <li>We will provide a general email inbox for all payments, payment inquiries, and/or general questions about invoicing</li> <li>This mailbox will <b>NOT</b> <ul style="list-style-type: none"> <li>Act as a primary contact for questions about the details of an invoice</li> <li>Replace the Program Manager acting as an escalation point for billing matters</li> </ul> </li> </ul>
<b>Service Manager</b>	<ul style="list-style-type: none"> <li>Individual who will act as an escalation point for new, pending, or previously "closed" service matters</li> </ul>
<b>Executive</b>	<ul style="list-style-type: none"> <li>Primary Executive Level individual who can act as decision maker on any Company related matters</li> <li>Executive can be contacted if the client program manager or executive sponsor believes it is warranted</li> </ul>

## PLATFORM SECURITY

As a security and compliance first company, TRUE applies a rigid standard to granting access to the cloud platform. Unless otherwise instructed, TRUE will always grant least privilege permissions, based upon our understanding of the required or requested task. Further, TRUE establishes CloudTrail to capture all activity within the platform. This activity is stored, in perpetuity, in an S3 bucket with versioning rights to a separate S3 bucket. This ensures that any action taken in the platform is documented and able to be reviewed at any time.

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## ROOT ACCOUNT

TRUE requires ownership of the ROOT account for the duration of this program. TRUE will, effectively, retire the account except in exigent situations and/or as part of the program termination process. While TRUE maintains oversight of this account, TRUE will disable all access keys, establish a multicharacter strong password and enable, at a minimum, Multi-factor Authentication (MFA) access.

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## YOUR ACCESS

TRUE will provide you and anyone you identify with access to the platform. To align your request with TRUE's stated approach to granting least privilege permissions; you will need to provide us with which services or service offerings are *required*, what level of access should be granted – FULL, LIMITED, READ ONLY – and for how long should this access to granted. TRUE will further establish minimum standards for passwords and multi-factor authentication.

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## PROGRAMMATIC ACCESS (API'S)

TRUE will provide you and anyone you identify with access to the platform. To align your request with TRUE's stated approach to granting least privilege permissions; you will need to provide us with which services or service offerings are *required*, what level of access should be granted – FULL, LIMITED, READ ONLY – and for how long should this access to granted. TRUE will further establish minimum standards for passwords and multi-factor authentication.

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## TRUE ACCESS

TRUE will establish what internal resources it deems necessary for the support of this program and allocate accordingly. TRUE will align these accounts with our stated approach to granting least privilege permissions, ensuring we only provide access for TRUE employees to perform specific responsibilities as defined in this service guide or as part of any custom support agreement. TRUE will further establish and maintain minimum standards for passwords, multi-factor authentication, and a consistent rotation of security keys.

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## THIRD PARTY ACCESS

Unless otherwise directed by, using the change request process found herein, TRUE will not grant nor provide third party access to the Cloud Platform. If such a request is made, TRUE will align your request with TRUE's stated approach to granting least privilege permissions; you will need to provide us with which services or service offerings are *required*, what level of access should be granted – FULL, LIMITED, READ ONLY – and for how long should this access to granted. TRUE will further establish minimum standards for passwords and multi-factor authentication.

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## PERIODIC REVIEWS

From time to time, TRUE will perform, at its own discretion and at its own cost, an audit of all accounts active and available to access the platform. Accounts that have not accessed the platform in >60 days will be flagged for review and consideration for termination. TRUE will work with you to review and consider.

## PLATFORM SERVICE TICKETS AS CHANGE MANAGEMENT

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### OVERVIEW

TRUE will provide you with access to the company's ticketing portal where service tickets can be created, updated, assigned, closed and/or reopened for remediation requests, provisioning requests and solution architect assistance. This system will contain all program related inquiries and will serve as the de facto change request tool.

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## SERVICE TICKETS AS CHANGE REQUESTS – CHANGE MANAGEMENT

From time to time, business needs will change and/or programmatic changes to the platform will be required. All changes, of any kind, must be tracked through the ticketing system, unless an agreed upon framework is appended to the document. It is the customer's responsibility to utilize this system to ensure all platform changes are effectively captured and codified in this system.

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## SERVICE TICKETS AS REQUESTS FOR REMEDIATION, PROVISIONING OR ARCHITECTING

All requests for Cloud Platform activity that are not governed by a remediation plan outlined in this document must be captured in a service ticket. Depending upon the support plan selected, remediation efforts will not begin until or unless you have reviewed and provided explicit approval. Some provisioning and/or architecting requests will require a Scope of Work process that supplements the Service Ticket requests.

All requests are governed by the program SLA and the company prioritization chart.

## MAINTENANCE WINDOW(S)

Establishing a known, consistent maintenance window to perform maintenance or other work that may disrupt production utilization of Cloud resources is a best practice that TRUE Digital subscribes to. We will work with the decision makers at your organization to establish an agreed upon window of time for TRUE to perform maintenance **without** prior authorization from the client. TRUE will make every effort to inform the client Program Manager before and after any work is to take place. If a conflict is known to you, it is your responsibility to communicate to TRUE that a conflict exists during this window of time.

## BACKUP, RECOVERY AND ARCHIVAL POLICIES

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### OVERVIEW

TRUE Digital Security leverages the native snapshot/backup solution provided by the Cloud Platform provider. Using this tool, TRUE applies a standard "template" approach to all Cloud Platform instances in a production status within the client's platform. This template is intended to ensure what TRUE Digital views as the minimum acceptable standards to create recovery points that promote an acceptable recovery window with acceptable parameters for data loss. Unless otherwise documented in the Backup & Recovery Exceptions list (in the GN Schedule or Cloud Schedule) or in an executed addendum, all server instances, excluding services managed by the Cloud Platform provider, will be governed by this template.

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### RECOVERY POINTS & RECOVERY TIME OBJECTIVES

Recovery Point Objective (RPO) describes the maximum interval of time that might pass during a disruption before the quantity of data lost during that period exceeds the Business Continuity Plan's maximum allowable threshold. The Recovery Time Objective (RTO) describes the maximum duration of time required to restore an object or instance from backup before exceeding a company's Business Continuity Plan's maximum allowable threshold. TRUE can accommodate exceptions to the backup and recovery template outlined here. Such accommodation should be discussed with your Technical Account Manager.

TRUE Digital applies the following policies as described below:

Server Role	Recovery Point Objective*	Retention Window	Recovery Points	Recovery Time Objective**		Offsite Replication
Platform Managed Service	Set by Platform provider	N/A	N/A	N/A		N/A
Domain Controller	Every 12 hours	30-days	60	File: 1 Hour	Server: 2 Hours	Ongoing
File Server	Hourly, 24 hours per day	30-days	720	File: 1 Hour	Server: 4-hours	Ongoing
Application Server	Hourly, 24 hours per day	30-days	720	File: 1 Hour	Server: 2-hours	Ongoing
Database Server	Hourly, 24 hours per day	30-days	720	File: 1 Hour	Server: 8-hours	Ongoing
Remote Access Server	Every 12 hours	30-days	60	File: 1 Hour	Server: 2-hours	Ongoing
Web Server	Every 12 hours	30-days	60	File: 1 Hour	Server: 2-hours	Ongoing

Utility Server	Every 12 hours	30-days	60	File: 1 Hour	Server: 2-hours	Ongoing
Jump Box	Every 12 hours	30-days	60	File: 1 Hour	Server: 2-hours	Ongoing

## ARCHIVAL

Data archiving is the process of moving data that is no longer actively used to a separate storage device for long-term retention. Archive data consists of older data that is still important to the organization and may be needed for future reference, as well as data that must be retained for regulatory compliance. TRUE does not provide an archival template policy for the Cloud Managed Services Program nor does this program provide coverage for archival efforts unless otherwise codified in an executed addendum.

## PLATFORM REPORTING

### UTILIZATION REPORTING

TRUE will generate and send a Utilization Report for the prior calendar month's utilization of services and/or service offerings by or before the 10<sup>th</sup> calendar day of the next billing month (e.g., The August report will be delivered by or before the 10<sup>th</sup> of September). This report will include a summarization of the current amount owed for the platform utilization, by category, with a 90-day average and a 12-month total spend. This report will also include a detailed usage statement of all services and service offerings by category.

### CUSTOM OR AD-HOC REPORTS

If your program choice supports it, TRUE will provide a customized report based upon your individual requirements. This offer is limited to one customized report per month, unless you have a great idea that you allow us to democratize.

## PROGRAM DELIVERABLES

### SERVICE LEVEL AGREEMENT GOVERNING DELIVERABLES

SLA						
Support Plan	Monitoring Window	Monitoring Response Time	Remediation Window	Remediation Response Time	Provisioning Window	Provisioning Response Time
Basic	24x7x365	<15-minute	8x5 ET M-F	<4hr	8x5 ET M-F	<4hr
Professional	24x7x365	<15-minute	8x5 ET M-F	<2hr	8x5 ET M-F	<2hr

## MONITORING EXPLAINED

The monitoring of services and resources will be performed utilizing tools created and managed by TRUE. This is a 24x7x365 service that will generate notifications if parameters, as defined by TRUE, are exceeded. TRUE will establish these parameters to establish an acceptable threshold that suggests an impaired or unhealthy status of the underlying service or service offering. When that threshold is exceeded, two things will happen: (1) a service ticket will be generated within TRUE's ticketing system documenting the "issue" and (2) and email and/or SMS message will be delivered to the client program manager. The email and/or SMS message will inform you, the client, which monitored service has exceeded what associated threshold.

### MONITORING RESPONSE TIME SERVICE LEVEL AGREEMENT

The Monitoring Response Time Service Level Agreement (SLA) for Basic and Professional is met when you receive an email and/or SMS message in less than 15 minutes, provided there are no underlying issues with the email provider and/or SMS provider.

### MONITORING IN A BASIC SERVICE PLAN – YOUR RESPONSIBILITIES

If you have a basic plan, it is incumbent upon you, your program manager or other any other authorized resource to determine whether TRUE will be tasked with resolving the issue. If you determine that the issue is for TRUE to resolve, you will need to access the Ticketing

Portal and change the status of the ticket to “Client Approved”. This status change will authorize TRUE to begin remediation steps and all time associated with this remediation, including, but not limited to any other associated integrated service or service offering issues directly related to the initial problem, will be understood as billable at program rates.

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## REMEDIATION EXPLAINED

Remediation for this program is the process TRUE undertakes to ensure your provisioned Cloud Platform service or service offering passes all availability and health checks, provided the underlying service or service offering is not under repair by the Cloud Platform provider (TRUE cannot perform remediation to services or service offerings that are down for maintenance or unanticipated outages). Once the service or service offering passes all availability and health checks, the remediation is considered complete. TRUE will notify the Program Manager and/or other authorized client representatives (i.e., IT staff) via service ticket, email, text or phone call.

It is important to know and understand that these remediation efforts do not extend beyond the services and service offerings of the Cloud Platform provider. In a scenario where a non-Cloud Platform service, application of other technical or non-technical resource requires remediation, but that resource(s) relies upon Cloud Platform Service or Service Offering to function correctly, TRUE Cloud engineers will work with your IT representative(s), in a collaborative fashion, to ensure those representatives have clarity that the Cloud Service and Service Offerings pass availability status and health checks. If additional assistance is requested by the IT representative or client, TRUE will make every effort to provide that assistance as it relates to the Cloud Platform.

If you selected the Basic support plan, Remediation requests that do not have a corresponding monitoring alert, can only be submitted via email at [help@truedigitalsecurity.com](mailto:help@truedigitalsecurity.com). For Professional and Enterprise service plans, remediation requests that do not have a corresponding monitoring alert can be submitted at the same address.

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## REMEDIATION RESPONSE TIME SERVICE LEVEL AGREEMENT

The Remediation Response Time Service Level Agreement (SLA) for Basic and Professional are met when TRUE assigns approved TRUE Service Tickets to TRUE designated staff members.

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## PROVISIONING EXPLAINED

Provisioning is a pay-for service. Provisioning is the act of requesting an additional service or service offering from the platform, upgrading or downgrading an existing service or service offering, or terminating an existing service or service offering. Provisioning requests will, except in exigent circumstances, be reviewed by a certified Solution Architect prior to deployment. This review process can be timely and is intended to ensure that the request produces the intended outcome. This process may include an evaluation of the (a) the level of effort required to complete the request, (b) the expected or anticipated cost increases/decreases from the service or service offering being added or removed, and (c) the impact to the operations of your business this request might have. In some cases, your provisioning requests will necessitate a Scope of Work (SOW) to execute the request.

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## PROVISIONING RESPONSE TIME SERVICE LEVEL AGREEMENT

The Provisioning Response Time Service Level Agreement (SLA) for Basic and Professional is met when TRUE assigns approved TRUE Service Tickets to TRUE designated staff members.

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## PROVISIONING: PROOF OF CONCEPT

From time to time, you or TRUE may recommend or consider a new service or service offering from the Platform Provider to replace or augment your existing services. To facilitate your ability to evaluate these services, without directly impacting your production environment, TRUE can and will work with you to develop a Scope of Work designed to validate a Proof of Concept. All time, platform costs, and other efforts are excluded from coverage in this program and will be governed by the executed Scope of Work.

## TERMINATION & TRANSITIONING OF SERVICES

Although we hate to see any client leave, it is said that all good things must (sometimes) come to an end. In the event that you ever wish to terminate services with True Digital Security and transition your services to another provider, we will need to proceed with the following steps, as applicable:

### TRANSITION OF SERVICES

In the event this program is terminated for any reason whatsoever and you request TRUE's in transitioning to a new support structure, whether that be you, the Client, or another service provider, TRUE shall do so based on the terms defined in your Agreement (MSA, Addendum, Schedule, SOW) with TRUE. Any such transition will include the following actions:

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#### TRANSITION OF SERVICES: AGENT REMOVAL

Upon termination of this program for any reason, and during a mutually agreeable window of time that may or may not correspond with the maintenance window, TRUE will remove all remote monitoring and management agents, if deployed, from the environment. This excludes any Platform specific agents; you or the new service provider will assume responsibility for these agents as they may be required for production purposes.

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#### TRANSITION OF SERVICES: DEVICE REMOVAL

Upon termination of this program for any reason, TRUE will remove all TRUE-owned equipment from your premises (if any).

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#### TRANSITION OF SERVICES: IDENTITY AND ACCESS MANAGEMENT

Upon termination of this program for any reason, TRUE and the new service provider will coordinate the creation, transfer or elimination of accounts created by TRUE to support your environment. TRUE will work with the new service provider to ensure no impact to business operations during this transfer; during this process the ability of TRUE to support your environment may be compromised as access and required "rights" may be eliminated.

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#### TRANSITION OF SERVICES: REPORTING

Upon termination of this program for any reason, TRUE will produce a final utilization report. No further reports will be available.

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#### TRANSITION OF SERVICES: ROOT ACCOUNT

Upon termination of this program for any reason, and upon completion of the transfer of all other services, TRUE will reassign the ROOT account from TRUE to your new service provider of choice, at which point TRUE will have no further responsibilities with regards to your Cloud Platform Provider's account.

PROGRAM PRIORITIZATION OF RESPONSE TIMES & SERVICE LEVEL OBJECTIVES

Priority	Definition	Example	Response Time	Resolution Plan
<b>Emergency Response</b>	Instance(s) or platform services are unavailable and business operations are severely degraded	Instance or Service Status/Health check Failure Internet access failure in AWS VPN Outage	1-Hour: TRUE will assign (a) technical representative(s) to the ticket within 1 business hour of ticket creation  Technical representative(s) will remain assigned to ticket until conclusion	2 Hours: TRUE will develop and execute a resolution plan within 2 hours from ticket being assigned to technical representative
<b>Quick Response</b>	1 User unable to work or all users experience service degradation (non-outage)	WorkSpace enters unhealthy status Restoration of instance/file/data from backup IAM Credential Change (unscheduled)	4 Hours: TRUE will assign (a) technical representative(s) to the ticket within 4 business hours of ticket creation  Technical representative(s) will be assigned to the ticket and will only be altered for exigent circumstances	2 Hours: TRUE will develop and execute a resolution plan within 2 hours from ticket being assigned to technical representative
<b>Normal Response</b>	1 user unable to perform a single function or experiencing service degradation	WorkSpace disconnects General slowness IAM Credential Change (scheduled)	1 Business Day: TRUE will assign a technical representative to the issue within 1 Business Day  Technical representative may be reassigned to the ticket based upon prioritization of other tickets, skill set match and/or exigent circumstances	2 Hours: TRUE will develop and execute a resolution plan within 2 hours from ticket being assigned to technical representative
<b>Scheduled Maintenance</b>	General question, inquiry or problem that generally can be worked around	How do I...? Provisioning requests Inventory & Accounting Requests	1 Business Days: TRUE will assign a technical account manager to the ticket within 1 Business Day  Technical Account Manager may be reassigned based on prioritization, skill set and/or exigent circumstances	3 Days: TRUE will develop and execute a resolution plan within 3 business days from ticket being assigned to technical representative

**PROGRAM DELIVERABLES**

Description	Action(s)	Deliverable
<p><b>DETAILED INVOICING</b></p>	<p>TRUE will provide you with two documents each month that describe the Cloud Platform utilization and cost(s) associated with consumption of Cloud Platform resources. TRUE will also provide access to a portal where current and historical invoices can be reviewed.</p>	<ol style="list-style-type: none"> <li>(1) Cloud Platform Monthly Utilization Report by or before the 10<sup>th</sup> calendar day</li> <li>(2) Cloud Managed Services Invoice</li> </ol>
<p><b>TICKETING PORTAL</b></p>	<p>TRUE will provide access to a ticketing portal where all tickets generated during the life of the program can be created, reviewed or amended. Your ability to access this portal is critical to health and functionality of the program. To request individuals to have access to this portal, simply submit a request to <a href="mailto:help@truedigitalsecurity.com">help@truedigitalsecurity.com</a></p>	<ol style="list-style-type: none"> <li>(1) Ticketing portal with individual access as requested by the client</li> <li>(2) Additional credentials can be created as requested by the client</li> </ol>

Description	Action(s)	Deliverable
<p><b>INSTANCE MONITORING</b></p> <hr/> <p><b>SYSTEM STATUS CHECKS</b></p> <p>System Status Checks evaluate the systems your instances utilize. These checks detect underlying problems with your instance that require your Cloud Platform Provider’s involvement to repair.</p> <hr/> <p><b>INSTANCE STATUS CHECKS</b></p> <p>Instance Status Checks evaluate the software and network configuration of your individual instance. These checks detect problems that require (y)our involvement to repair.</p>	<p>TRUE will provide instance monitoring that performs System Status Checks and Instance Status Checks of all host instances deployed to the Platform.</p> <p><b>Exceptions:</b> This program deliverable excludes instances identified by TRUE and/or by the Client as that have not reached a production status or instances intended for short term use, such as Batch processing.</p>	<ol style="list-style-type: none"> <li>(1) Instance Status Check every minute</li> <li>(2) System Status Check every minute</li> <li>(3) Upon failure of either status check, Email(s) or SMS Message(s), per instance and per check type, to you, the client, within 15 minutes of initial failed status check AND to TRUE via our ticketing system</li> </ol>
<p><b>INSTANCE REMEDIATION</b></p>	<p>Depending upon the program you selected, TRUE CAN (Basic) or WILL (Professional) provide instance remediation on any Instance that fails an Instance Status Check or a System Status Check.</p> <p><b>Exceptions:</b> This program deliverable excludes instances identified by TRUE and/or by the Client that have not reached a production status or instances intended for short term use, such as Batch processing.</p>	<ol style="list-style-type: none"> <li>(1) Depending upon your program of choice and whether you authorize TRUE to perform, TRUE CAN or WILL bring instances that have failed an Instance Status Check or a System Status Check back to a “Passed” status.</li> <li>(2) TRUE will document all activity in a service ticket that will include a Root Cause Analysis</li> <li>(3) If the issue could have been prevented and/or mitigated, TRUE engineers will document this within the ticket.</li> </ol>

Description	Action(s)	Deliverable
<p><b>EBS VOLUME MONITORING</b></p> <p><b>VOLUME STATUS: WARNING</b></p> <p>System Status Checks evaluate the systems your instances utilize. These checks detect underlying problems with your instance that require your Cloud Platform Provider’s involvement to repair.</p> <p><b>VOLUME STATUS: IMPAIRED</b></p> <p>Instance Status Checks evaluate the software and network configuration of your individual instance. These checks detect problems that require (y)our involvement to repair.</p>	<p>TRUE will provide EBS Volume monitoring that performs volume consistency checks to ascertain if the drive is operating within acceptable parameters.</p> <p><b>Exceptions:</b> This program deliverable excludes volumes identified by TRUE and/or by the Client that have not reached a production status or volumes intended for short term use, such as Batch processing.</p>	<ol style="list-style-type: none"> <li>(1) EBS Volume System Status Check every 300 seconds (~5 minutes)</li> <li>(2) Upon failure of either status check, Email(s) or SMS Message(s), per volume, to you, the client, within 15 minutes of initial failed status check AND to TRUE via our ticketing system</li> </ol>
<p><b>EBS VOLUME REMEDIATION</b></p>	<p>Depending upon the program you selected, TRUE CAN (Basic) or WILL (Professional) provide EBS Volume remediation on any volume that fails a Volume System Status Check.</p> <p><b>Exceptions:</b> This program deliverable excludes volumes identified by TRUE and/or by the Client that have not reached a production status or volumes intended for short term use, such as Batch processing.</p>	<ol style="list-style-type: none"> <li>(1) Depending upon your program of choice and whether you authorize TRUE to perform, TRUE CAN or WILL bring the volume(s) that have failed a Volume System Status Check back to an “OK” status.</li> <li>(2) TRUE will document all activity in a service ticket that will include a Root Cause Analysis</li> <li>(3) If the issue could have been prevented and/or mitigated, TRUE engineers will document this within the ticket.</li> </ol>

Description	Action(s)	Deliverable
<p><b>LOAD BALANCER MONITORING</b></p> <p><b>HEALTHY HOST COUNT</b></p> <p>The number of healthy instances registered with your load balancer.</p>	<p>TRUE will provide Load Balancer monitoring that performs health checks of the instances registered with the load balancer. When an unhealthy instance is identified and removed, an alert will be generated.</p> <p><b>Exceptions:</b> This program deliverable excludes any service or service offering identified by TRUE and/or by the Client that have not reached a production status or services or service offerings intended for short term use, such as Batch processing.</p> <p><b>Monitoring Limits:</b> (3) Application and Network Load Balancers, in total</p>	<ol style="list-style-type: none"> <li>(1) Load Balancer Healthy Host Count Check every 60 seconds (~1 minute)</li> <li>(2) Upon failure of either status check, Email(s) or SMS Message(s) to you, the client, within 15 minutes of initial failed status check AND to TRUE via our ticketing system</li> </ol>
<p><b>LOAD BALANCER REMEDIATION</b></p>	<p>Depending upon the program you selected, TRUE CAN (Basic) or WILL (Professional) provide Load Balancer remediation efforts designed to ensure your Load Balancers are routing traffic, whether application (HTTP/S) or Network, to instances registered with the load balancer or an associated scaling group.</p> <p><b>Exceptions:</b> This program deliverable excludes any service or service offering identified by TRUE and/or by the Client that have not reached a production status or services or service offerings intended for short term use, such as Batch processing.</p>	<ol style="list-style-type: none"> <li>(1) Depending upon your program of choice and whether you authorize TRUE to perform, TRUE CAN or WILL ensure the load balancer(s) have failed a Healthy Host Count Check back to an “OK” status.</li> <li>(2) TRUE will document all activity in a service ticket that will include a Root Cause Analysis</li> </ol>

		(3) If the issue could have been prevented and/or mitigated, TRUE engineers will document this within the ticket.
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Description	Action(s)	Deliverable
<p><b>SCALING GROUP MONITORING</b></p> <p><b>DESIRED CAPACITY</b></p> <p>The number of instances that the Auto Scaling group attempts to maintain.</p> <p><b>IN-SERVICE INSTANCES</b></p> <p>The number of instances that are running as part of the Auto Scaling group. This metric does not include instances that are pending or terminating.</p>	<p>TRUE will provide monitoring of the production Scaling Group(s) “Desired Capacity” count &amp; In-Service Instance Count. This is a configurable evaluation that will ensure the desired number of instances are available and “in-service”. When an incorrect number of instance(s) are identified and/or when the count of in-service instances falls below acceptable parameters as provided by you, the client, an alert will be generated.</p> <p><b>Exceptions:</b> This program deliverable excludes any service or service offering identified by TRUE and/or by the Client that have not reached a production status or services or service offerings intended for short term use, such as Batch processing.</p> <p><b>Monitoring Limits:</b> (3) Scaling Groups, in total</p>	<ol style="list-style-type: none"> <li>(1) Scaling Group Desired Capacity Check every 300 seconds (~5 minute)</li> <li>(2) In-Service Instances Check every 300 seconds (~5 minute)</li> <li>(3) Upon failure of either status check, Email(s) or SMS Message(s), per volume, to you, the client, within 15 minutes of initial failed status check AND to TRUE via our ticketing system</li> </ol>
<p><b>SCALING GROUP REMEDIATION</b></p>	<p>Depending upon the program you selected, TRUE CAN (Basic) or WILL (Professional) provide Scaling Group remediation efforts designed to return the Scaling Group to the Desired Capacity and correct the number of In-Service Instances. This may include, and is not limited to, the creation of and addition of instances to the Scaling Group.</p> <p><b>Exceptions:</b> This program deliverable excludes any service or service offering identified by TRUE and/or by the Client that have not reached a production status or services or service offerings intended for short term use, such as Batch processing.</p>	<ol style="list-style-type: none"> <li>(1) Depending upon your program of choice and whether you authorize TRUE to perform, TRUE CAN or WILL ensure the Scaling Group Desired Capacity Check returns to an “OK” status and/or the count of in-service instances is in a normative state.</li> <li>(2) TRUE will document all activity in a service ticket that will include a Root Cause Analysis</li> <li>(3) If the issue could have been prevented and/or mitigated, TRUE engineers will document this within the ticket.</li> </ol>

Description	Action(s)	Deliverable
<p><b>VPN CONNECTION MONITORING</b></p> <p><b>TUNNEL STATE</b></p> <p>The state of the VPN tunnel, e.g., Up/Down.</p>	<p>TRUE will provide VPN Connection State monitoring that monitors the status of any VPN tunnel into the Cloud Platform VPC in an Up or Down manner.</p> <p><b>Exceptions:</b> This program deliverable excludes any service or service offering identified by TRUE and/or by the Client that have not reached a production status, services or service offerings intended for short term use, such as Batch processing.</p> <p>This solution does not monitor, nor offer support for any VPN Tunnel failures outside of the Cloud Platform.</p> <p><b>Monitoring Limits:</b> (5) VPN Tunnels</p>	<ol style="list-style-type: none"> <li>(1) VPN Tunnel State Check every 300 seconds (~5 minute)</li> <li>(2) Upon failure of VPN Tunnel State Check, an Email(s) or SMS Message(s), to you, the client, within 15 minutes of initial failed status check AND to TRUE via our ticketing system</li> </ol>
<p><b>VPN CONNECTION REMEDIATION</b></p>	<p>Depending upon the program you selected, TRUE CAN (Basic) or WILL (Professional) provide VPN Connection remediation efforts designed to return the Tunnel State into a known good status.</p> <p><b>Exceptions:</b> This program deliverable excludes any service or service offering identified by TRUE and/or by the Client</p>	<ol style="list-style-type: none"> <li>(1) Depending upon your program of choice and whether you authorize TRUE to perform, TRUE CAN or WILL ensure the VPN Tunnel State returns to an “On” status, as assessed by the Cloud Platform.</li> </ol>

	<p>that have not reached a production status, services or service offerings intended for short term use, such as Batch processing.</p> <p>This solution does not monitor, nor offer support for any VPN Tunnel failures outside of the Cloud Platform.</p>	<p>(2) If the VPN Tunnel State is affected by a non-cloud platform resource, TRUE will not provide remediation assistance under this agreement.</p> <p>(3) TRUE will document all activity in a service ticket that will include a Root Cause Analysis</p> <p>(4) If the issue could have been prevented and/or mitigated, TRUE engineers will document this within the ticket.</p>
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Description	Action(s)	Deliverable
<p><b>VPC NAT GATEWAY MONITORING</b></p> <hr/> <p><b>PACKETS DROP COUNT</b></p> <p>The number of packets dropped by the NAT gateway.</p>	<p>TRUE will provide VPC NAT Gateway Monitoring for the NAT Gateway service that monitors the Packets Dropped by the NAT Gateway. Any amount of packets greater than zero (0) suggests an ongoing transient issue with the NAT Gateway necessitating interaction with the Platform provider.</p> <p><b>Exceptions:</b> This program deliverable excludes any service or service offering identified by TRUE and/or by the Client that have not reached a production status, services or service offerings intended for short term use, such as Batch processing.</p> <p><b>Monitoring Limits:</b> (5) NAT Gateway Services.</p>	<p>(1) Packets Dropped Count Check every 60 seconds (~1 minute)</p> <p>(2) When then monitor exceeds zero, Email(s) or SMS Message(s), to you, the client, within 15 minutes of initial failed status check AND to TRUE via our ticketing system</p>
<p><b>VPC NAT GATEWAY REMEDIATION</b></p>	<p>Depending upon the program you selected, TRUE CAN (Basic) or WILL (Professional) provide NAT Gateway remediation efforts designed to bring your NAT Gateway service back to a known good status. The NAT Gateway is a managed service delivered by the Platform Provider and TRUE will work with the Provider to resolve the underlying issue including the provisioning of a replacement NAT Gateway.</p> <p><b>Exceptions:</b> This program deliverable excludes any service or service offering identified by TRUE and/or by the Client that have not reached a production status, services or service offerings intended for short term use, such as Batch processing.</p>	<p>(1) Depending upon your program of choice and whether you authorize TRUE to perform, TRUE CAN or WILL ensure the NAT Gateway returns to a known good status as identified by the Platform Provider and the Packets Drop Count reporting as zero (0).</p> <p>(2) The resolution path for this managed service may require the provisioning of a new NAT Gateway. If the platform provider recommends this course of action TRUE will, as part of the remediation effort, provision and deploy a new NAT Gateway.</p> <p>(3) TRUE will document all activity in a service ticket that will include a Root Cause Analysis</p> <p>(4) If the issue could have been prevented and/or mitigated, TRUE engineers will document this within the ticket.</p>

Description	Action(s)	Deliverable
<p><b>ROUTE53 (DNS) MONITORING</b></p> <hr/> <p><b>HEALTH CHECK STATUS</b></p> <p>Route 53 health checkers report when the endpoint is unhealthy.</p>	<p>TRUE will provide monitoring of the Route 53 service that performs health status checks of registered endpoints. When an unhealthy endpoint is identified, an alert will be generated.</p> <p><b>Exceptions:</b> This program deliverable excludes any service or service offering identified by TRUE and/or by the Client that have not reached a production status, services or service offerings intended for short term use, such as Batch processing.</p> <p><b>Monitoring Limits:</b> N/A</p>	<p>(1) Health Check Status every 60 seconds (~5 minute)</p> <p>(2) Upon failure of either status check, Email(s) or SMS Message(s) to you, the client, within 15 minutes of initial alert AND to TRUE via our ticketing system</p>

<p><b>ROUTE53 (DNS) REMEDIATION</b></p>	<p>Depending upon the program you selected, TRUE CAN (Basic) or WILL (Professional) provide remediation efforts designed to ensure the Route 53 service is routing traffic to healthy endpoints.</p> <p><b>Exceptions:</b> This program deliverable excludes any service or service offering identified by TRUE and/or by the Client that have not reached a production status, services or service offerings intended for short term use, such as Batch processing.</p>	<ol style="list-style-type: none"> <li>(1) Depending upon your program of choice and whether you authorize TRUE to perform, TRUE CAN or WILL ensure the service health check status returns to an "OK" status.</li> <li>(2) TRUE will document all activity in a service ticket that will include a Root Cause Analysis</li> <li>(3) If the issue could have been prevented and/or mitigated, TRUE engineers will document this within the ticket.</li> </ol>
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Description	Action(s)	Deliverable
<p><b>DIRECTORY SERVICE MONITORING</b></p> <hr/> <p><b>DIRECTORY STATUS NOTIFICATIONS</b></p> <p>Notifications for when a directory changes from Active status to Impaired or Inoperable</p>	<p>TRUE will provide monitoring that performs status checks of the Directory(ies).</p> <p><b>Exceptions:</b> This program deliverable excludes any service or service offering identified by TRUE and/or by the Client that have not reached a production status, services or service offerings intended for short term use, such as Batch processing.</p> <p><b>Monitoring Limits:</b> N/A</p>	<ol style="list-style-type: none"> <li>(1) Directory Status Check every 60 seconds (~1 minute)</li> <li>(2) Upon failure of either status check, Email(s) or SMS Message(s), to you, the client, within 15 minutes of initial failed status check AND to TRUE via our ticketing system</li> </ol>
<p><b>DIRECTORY SERVICE REMEDIATION</b></p>	<p>Depending upon the program you selected, TRUE CAN (Basic) or WILL (Professional) provide Directory Service remediation efforts designed to ensure your Directory is working within acceptable norms.</p> <p><b>Exceptions:</b> This program deliverable excludes any service or service offering identified by TRUE and/or by the Client that have not reached a production status, services or service offerings intended for short term use, such as Batch processing. Further, this service may be provided by the platform provider and any issues to the underlying architecture may prevent TRUE from providing remediation services.</p>	<ol style="list-style-type: none"> <li>(1) Depending upon your program of choice and whether you authorize TRUE to perform, TRUE CAN or WILL ensure the Directory Status Check returns to an "Healthy" status.</li> <li>(2) TRUE will document all activity in a service ticket that will include a Root Cause Analysis</li> <li>(3) If the issue could have been prevented and/or mitigated, TRUE engineers will document this within the ticket.</li> </ol>

Description	Action(s)	Deliverable
<p><b>AWS WORKSPACES</b></p> <hr/> <p><b>AWS WORKSPACE PROVISIONING</b></p> <p>General provisioning and management of the AWS WorkSpace console</p>	<p>Depending upon the program you selected, TRUE CAN (Basic) or WILL (Professional), provide general provisioning and management of the AWS WorkSpace(s) service.</p> <p><b>Exceptions:</b> This program deliverable excludes any service or service offering identified by TRUE and/or by the Client that have not reached a production status, services or service offerings intended for short term use, such as Batch processing.</p> <p><b>Limits:</b> (5) workspaces per ticket per day. Cloud Services Program only covers the provisioning of the WorkSpace; all other actions are out of scope.</p>	<ol style="list-style-type: none"> <li>(1) Depending upon your program of choice and whether you authorize TRUE to perform, TRUE CAN (Basic) or WILL (Professional), provision a new WorkSpace when requested through a service ticket that include employee name, department and/or image or bundle type, WorkSpace model.</li> <li>(2) True will provision the WorkSpace with the provided information and deliver a welcome email to the employee and contact any other designated recipient as requested or required.</li> </ol>
<p><b>WORKSPACES SERVICE REMEDIATION</b></p>	<p>Depending upon the program you selected, TRUE CAN (Basic) or WILL (Professional) provide Reboot, Stop, Rebuild, and Restore capabilities to covered WorkSpaces</p>	<ol style="list-style-type: none"> <li>(1) Depending upon your program of choice and whether you authorize TRUE to perform, TRUE CAN or WILL perform actions necessary to return a WorkSpace to a</li> </ol>

<p><b>Remediation efforts for the AWS WorkSpaces used in production</b></p>	<p><b>Exceptions:</b> This program deliverable excludes any service or service offering identified by TRUE and/or by the Client that have not reached a production status, services or service offerings intended for short term use, such as Batch processing.</p> <p><b>Limits:</b> Coverage under the Cloud Managed Service Program does not extend beyond the AWS WorkSpace functionality.</p>	<p>“Healthy” status as defined by AWS. This includes efforts to Reboot, Stop, Rebuild and/or Restore the WorkSpace to a last known good configuration.</p> <ol style="list-style-type: none"> <li>(2) TRUE will document all activity in a service ticket that will include a Root Cause Analysis</li> <li>(3) If the issue could have been prevented and/or mitigated, TRUE engineers will document this within the ticket.</li> </ol>
<p><b>WORKSPACES IMAGE/BUNDLE MANAGEMENT</b></p> <p><b>Managing the WorkSpace images deployed to production.</b></p>	<p>Depending upon the program you selected, TRUE CAN (Basic) or WILL (Professional) provide Image and Bundle management for AWS WorkSpaces.</p> <p><b>Exceptions:</b> This program deliverable excludes any service or service offering identified by TRUE and/or by the Client that have not reached a production status, services or service offerings intended for short term use, such as Batch processing.</p> <p><b>Limits:</b> (1) Image per department or (5) Total images per organization updated on a not less than quarterly basis.</p>	<ol style="list-style-type: none"> <li>(1) Depending upon your program of choice and whether you authorize TRUE to perform, TRUE CAN or WILL create and/or maintain AWS WorkSpace images and bundles.</li> <li>(2) On a not less than quarterly basis, True will work with client to amend WorkSpace images with updated applications.</li> <li>(3) True will establish necessary control processes to ensure images deployed are of the latest and most current examples.</li> <li>(4) True will require the assistance of internal IT resources or a separate Managed Service Agreement for configuration of operating systems and applications operating on the WorkSpace.</li> </ol>

Description	Action(s)	Deliverable
<p><b>AWS BACKUP &amp; RECOVERY (INCLUDING AWS FSX)</b></p> <hr/> <p><b>AWS BACKUP MONITORING</b></p> <p>Monitoring of AWS Backups</p>	<p>TRUE will monitor AWS Backup, AWS Run Command, and FSx Backup Services managed by True.</p> <p><b>Exceptions:</b> This program deliverable excludes any service or service offering identified by TRUE and/or by the Client that have not reached a production status, services or service offerings intended for short term use, such as Batch processing.</p> <p><b>Limits:</b> Monitoring does not extend to third party backup software unless otherwise agreed to in an executed addendum.</p>	<ol style="list-style-type: none"> <li>(1) TRUE will review individual backups on instances and services that include backup capabilities, daily to assess the pass/fail status of the backup and will, as part of a monthly review, provide an overview of success/fail status on all backups to client program manager.</li> <li>(2) IF the backup failed to run at its scheduled time, True will generate a service ticket.</li> <li>(3) Depending upon your program choice, True will request permission to resolve the issue or True will move the ticket to remediation efforts</li> </ol>
<p><b>AWS BACKUP REMEDIATION</b></p> <p><b>Remediation of failed AWS Backups, AWS Run Command and AWS FSx</b></p>	<p>Depending upon the program you selected, TRUE CAN (Basic) or WILL (Professional) remediate issues with the AWS Backup, AWS Run Command and FSx Backup services.</p> <p><b>Exceptions:</b> This program deliverable excludes any service or service offering identified by TRUE and/or by the Client that have not reached a production status, services or service offerings intended for short term use, such as Batch processing.</p> <p><b>Limits:</b> Monitoring does not extend to third party backup software unless otherwise agreed to in an executed addendum.</p>	<ol style="list-style-type: none"> <li>(1) Depending upon your program of choice or whether you authorize TRUE to perform, TRUE will attempt to remediate individual backups failures on instances and services until backups return to a known good state</li> <li>(2) TRUE will document all activity in a service ticket that will include a Root Cause Analysis</li> <li>(3) If the issue could have been prevented and/or mitigated, TRUE engineers will document this within the ticket.</li> </ol>
<p><b>AWS BACKUP RESTORATIONS</b></p> <p>Recovering AWS instances and services using AWS Backups,</p>	<p>Depending upon the program you selected, TRUE CAN (Basic) or WILL (Professional) perform backup restorations to bring an instance, file or folder back to operational status.</p>	<ol style="list-style-type: none"> <li>(1) Depending upon your program of choice and whether you authorize TRUE to perform, TRUE CAN or WILL perform restoration of last known good backups to bring an</li> </ol>

AWS Run Command and AWS FSx Restore	<p><b>Exceptions:</b> This program deliverable excludes any service or service offering identified by TRUE and/or by the Client that have not reached a production status, services or service offerings intended for short term use, such as Batch processing.</p> <p><b>Limits:</b> Coverage under the Cloud Managed Service Program does not extend beyond the AWS WorkSpace functionality.</p>	<p>instance, file or folder back to operational status</p> <p>(2) TRUE will document all activity in a service ticket that will include a Root Cause Analysis</p> <p>(3) If the issue could have been prevented and/or mitigated, TRUE engineers will document this within the ticket.</p>
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## IDENTITY AND ACCESS MANAGEMENT (IAM)

TRUE will create, change and/or delete IAM credentials and/or the associated policies when directed or when a programmatic requirement is discovered. In all cases, IAM credentials with console access will require Multi-factor authentication steps and securitized passwords of a standard equal to or greater than the standard set by TRUE. All requests must be in the form of a service ticket unless exigent circumstances (i.e., termination, compromised credentials) exist warranting a verbal request.

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## AMAZON WORKSPACES

The scope of this program as it pertains to supporting Amazon Workspaces is limited to ensuring that your provisioned services pass all availability and health checks, provided the underlying service or service offering is not under repair by the Cloud Platform provider (TRUE cannot perform remediation to services or service offerings that are down for maintenance or unanticipated outages). Once the service or service offering passes all availability and health checks, our support of Amazon Workspaces under this program is complete.

Amazon Workspaces provides users with a virtual desktop type experience. True Digital does offer managed services agreements to assist companies with end-user support and the management of the Amazon Workspaces “desktop” as a separate program.

## AD-HOC SERVICES – BILLABLE EVENTS

All other services, outside of those contemplated by this program require either a separate program agreement or a signed SOW (Scope Of Work) before said work can be performed. Please contact your Technical Account Manager to engage TRUE for additional services.

All other services, outside of those contemplated by this program require either a separate program agreement or a signed SOW (Statement of Work) before said work can be performed. Please contact your Technical Account Manager to engage TRUE for additional services.