SITE - SITE CONFIGURATION AND MAINTENANCE POLICY
(Exhibit J)

1. **General**

   This document constitutes EpiGrid's Site - Site VPN (SSVPN) Service Policy. This document constitutes the responsibility of EpiGrid, it's Resellers, Providers and Customer during the configuration and life cycle of the SSVPN network connection. This document constitutes an addendum to the [EpiGrid Terms of Service](#) as well as the [EpiGrid Privacy and Acceptable Use Policy](#). No part of this document shall supersede those documents.

2. **Service Overview Generally**

   EpiGrid agrees to provide SSVPN Service to the Customer for a fee. Unless otherwise specified, SSVPN connections are always considered a secondary connection method and are subject to the terms and condition outlined in this document.

   EpiGrid offers two levels of SSVPN service with different and specific, included actions, requirements, and responsibilities that are outlined below. The details of SSVPN configuration as well as the potential fees to be charged to the Customer related to support, changes, or maintenance (MAC) are also outlined below.

   An SSVPN is defined as the configuration of a single secure and <u>static</u> direct network connection between the EpiGrid Environment/firewall and the Customer's chosen local/on-premise computing environment. This connection requires a firewall at the customer's site as well as a specific firewall configuration. Each connection between the EpiGrid Environment and a unique Customer site/firewall constitutes one SSVPN connection.

   EpiGrid's Uptime Guarantee is defined to support and respond to issues or outages based on the Customer's use of the Sophos VPN Client as the primary connection to the Customer's environment. SSVPN issues or outages are not subject to the Uptime Guarantee. EpiGrid will initially respond to issues or outages regarding SSVPNs a "low priority" issue.

   At no time will EpiGrid, it's Resellers, or Providers, hold any responsibility or liability for configuration of, changes to, or maintenance of the Customer's local network, firewall's, or Customer's side of the configured SSVPN connection. Customers requesting SSVPN connections hold sole responsibility for configuration of their side of the connection, change management / control, and maintenance of their network and firewalls.

3. **Responsibilities and Prerequisites Generally**

   a. <u>Customer:</u>
      i. Must order an appropriate/desired number of SSVPN's Configurations and Monthly Services

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ii. At the time of an order, the Customer must provide contact information for a primary contact (POC) who is knowledgeable and qualified to complete the required configuration/changes/maintenance of the Customer's firewall/network and to complete the configuration of the SSVPN

iii. Customer's POC must be responsive and diligent during the extent of the configuration process. Customer's POC is also responsible for notifying EpiGrid as quickly as possible of any outages configuration issues, conflicts or incidents.

iv. Must maintain and manage change control of the Customer's side of the SSVPN configuration as well as request MAC services in advance of maintenance or changes

v. Provide knowledgeable and qualified personnel / resources to configure / maintain the Customer's side of the SSVPN

vi. Request / Maintain / Update Sophos VPN Client named users, their credentials, and installation / functionality of the Sophos VPN Client on all End Points / Workstations

b. EpiGird:
i. Contact the Customer's POC with configuration documentation and coordinate any collaboration needed for Configuration as well as requested Scheduled/Planned Changes/Maintenance

ii. Respond diligently and promptly to issues that arise during Configuration and/or Changes/Maintenance/Outages requested / reported by the Customer

iii. Complete and maintain documentation of SSVPN configuration.

4. Service Scope, Process, and Policy

a. SSVPN - Setup and Configuration
i. Following an order for SSVPN, EpiGrid or it's partner will contact the Customer's POC to initiate the configuration of the SSVPN. The POC will be provided configuration documentation containing suggested configuration settings and critical shared information.

ii. EpiGrid and the Customer's POC will collaborate, confirm and document the configuration of both sides of the SSVPN connection.

iii. The scope of this configuration effort is limited to 5 business days from the date the Customer POC is first contacted by EpiGrid. If the configuration takes more days due to a lack of response, effort or capabilities, the configuration will be abandoned. EpiGrid will send notification to the Customer and the customer will be responsible for and required to re-order the SSVPN configuration.

iv. EpiGrid will document and maintain the customers confirmation of a successful configuration as well as an "as built" copy of configuration documentation. The Customer and Reseller are also strongly encouraged to do the same.

b. SSVPN - Standard Monthly Service
i. EpiGrid will provide a SSVPN connection after its initial configuration as defined above for a fee that is invoiced monthly.

ii. In the case of an outage or other issue with the SSVPN, the Customer should submit a support ticket to their EpiGrid Reseller

iii. The Reseller will triage the reported issue to determine the Customer's other EpiGrid Services/Resources are running and accessible via the the primary connection method, the Sophos Client VPN

iv. The Reseller will provide the customer with the current "as built" configuration documents on file and work with the Customer to confirm the Customer's side of the configuration has not changed

v. The Reseller will submit a support ticket to EpiGrid so EpiGrid can do some basic troubleshooting and verify the EpiGrid's side of the configuration as well as confirm the reported condition of the SSVPN (this will not prompt resolution action)

vi. Upon Customer request, the Reseller will escalate the issue/ticket to EpiGrid for resolution

vii. <u>All SSVPN issues/outages escalated to EpiGrid for resolution are subject to a MAC fee</u>, with a target resolution time of 2 business days from the time EpiGrid receives the escalation request

viii. EpiGrid will contact the Customer's POC with in 1 business day of escalation and will remain available to communicate and collaborate on resolution activities, the Customer and/or Reseller must also remain available and responsive during the target resolution time frame and/or until Resolution occurs

ix. Following a resolution, a lack of responsiveness by Customer or Reseller, or an unresolved escalation, EpiGrid will provide an incident report and corresponding MAC charges

x. Customer is allotted (1) MAC and (1) False alarms per calendar year. Additional escalations and/or MAC requests are subject to minimum MAC fee

c. SSVPN - Priority Monthly Service
   i. This increased level of service includes all the details of a SSVPN - Standard Monthly Service as well as the following
   ii. EpiGrid will provide 24/7 SSVPN monitoring and send notifications of outages or interruptions directly to the Customer's designated POC and the Customer's Reseller Technical Support system
   iii. Customer is responsible for initiating Support Tickets should the Customer identify an outage or issue and/or responding to and escalating notifications from EpiGrid to prioritize support response
   iv. The Customer's POC will receive direct engagement from a network engineer within 4 hrs of escalation the support ticket. Escalated tickets that are not responded to by the customer with in the 4 hrs following Escalation will be closed and customer will be assessed any applicable MAC fees
   v. Escalated support tickets that do NOT result in a MAC are considered a "False Alarm" (i.e. internet service interruptions, internal subnet configuration, network instability, etc)
   vi. Customer is allotted (2) MAC and (2) False alarms per calendar year. Additional escalations and/or MAC requests are subject to minimum MAC fee

d. SSVPN - Move/Add/Change (MAC)
   i. Any outages or issues with the SSVPN service following the initial configuration of the SSVPN are assumed to be a result of changes made to by the customer

      ii.   EpiGrid will NOT assess MAC fees for outages resulting from circumstances outside the customers network configuration or beyond the customers direct control such as ISP outages

     iii.   Any MAC fees will be accompanied by an incident report to determine the origin and responsibility of the outage

     iv.   EpiGrid at its sole discretion, will consider waiving MAC fee's ONLY after the Customer provides an incident report or root cause analysis directly to EpiGrid in writing that credibly demonstrates the outage was not a result of a change to the Customer's side of the SSVPN configuration

     v.   Should the customer dispute or refuse to pay the MAC fees charged for response and restoration of the SSVPN, EpiGrid may at its sole discretion may disable the SSVPN connection until which time the fees are paid in full

5. Rates and Fees (prices subject to change without notice)
- a. Professional IT/Network Engineering / Consulting
  - i. Monday - Friday (8am - 5pm EST) - $400/hr
  - ii. After hours = $600/hr
- b. Minimum MAC Fee
  - i. Monday - Friday (8am - 5pm EST) - $750
  - ii. After hours = $1200/hr