

MASTER SERVICES AGREEMENT

SERVICE DESCRIPTION



SERVICE DESCRIPTION: DEFEND ICE – ADVANCED INCIDENT RESPONSE

PART A – DESCRIPTION

DEFEND iCE (Intelligent Cybersecurity Ecosystem), Advanced Incident Response (AIR) manages and coordinates response activities to a cybersecurity incident. AIR integrates into your existing operational environment providing a seamless escalation and transition point from daily Incident Management provided by the iCE Incident, Management, Handling and Response (iCE IMHR) module, dealing with major cybersecurity incidents.

AIR is provided to you by DEFEND Limited, as a subcontractor for One New Zealand and is a Time and Materials based service with a retainer, which can be waived if iCE IMHR is also subscribed to.

PART B – OPTIONS & INCLUSIONS

INCLUSIONS	
24/7 Response	DEFEND's Senior Responders are available for any incident escalations as requested by you. DEFEND's service target is that within 30 minutes of activation you are contacted by a senior responder that will provide direction and leadership. DEFEND achieves this through rapid triage and escalation through DEFEND's 24x7 team and ensuring upfront service establishment.
Management and Coordination	Includes rapid investigation and containment. Alignment with your processes.
Communications and Updates	Establishes and manages communications (war rooms) and provides regular updates to technical and senior stakeholders as required.
Detailed Investigation and Analysis	Leverages your existing technologies for investigation or deploying specialist technologies as required.
Stakeholder Coordination	Liaises with internal technical and senior stakeholders to support a coordinated and managed response. Supports coordination with external parties including law enforcement, government agencies, insurance companies, communications, and advanced forensics
Expert Technical Leadership & Surveillance	Oversees ongoing investigation and recovery activities including the deployment of additional monitoring tools and provides ongoing surveillance, to achieve eradication
Recovery and Reporting	Supports ongoing recovery steps including providing detailed reports and analysis for review and improvement
Test & continuously improve	Testing end-to-end response at least twice a year and refreshing the situational awareness to determine any changes in the organisation that might be relevant to the service.

PART C – SERVICE CONDITIONS

- 1.1 The iCE – Advanced Incident Response is based on a minimum 12-month term
- 1.2 The charge for the service is based on a Service Retainer charged monthly
- 1.3 Incident Management charges are charged at the appropriate rate
- 1.4 Early termination charges apply
- 1.5 We make no guarantees or warranties that the service will correctly respond and remediate:

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- (a) Security Events or Incidents:
 - (b) Instances of unauthorised access to your network
 - (c) Malware:
 - (d) Exploits: or
 - (e) Other types of attacks or issues
1. 6 Access to your physical offices will be provided as required
 1. 7 The engagement will commence at a mutually convenient time
 1. 8 You will provide the access required to establish and maintain the service
 1. 9 You will provide remote access to information and communication capabilities
 1. 10 You will make available any required system or information
 1. 11 All necessary access controls will be provided. These can be left disabled, but ready for activation with authorisation when required.
 1. 12 You will inform (or authorise us to inform) all relevant parties of the activities being carried out by DEFEND under your authorisation, including any key third parties
 1. 13 You will provide resources to support the onboarding and ongoing improvement of the Service
 1. 14 You will provide the necessary business context and confirmation of activities outside the scope of DEFEND's level of visibility and privileges
 1. 15 You will provide access to the relevant resources and materials to complete the deliverables of the Service
 1. 16 Travel and disbursements will be agreed prior and charged at cost if required.