

Schedules to Master Services Agreement

This schedule pack is intended to be attached to and form part of the Master Services Agreement between GrillaTech and the End User. It provides a modular framework for professional services delivery terms, engagement-specific vendor partner catalogue content, and the standard statement of work pack to be used for individual engagements.

Schedule A: Standard Professional Services Delivery Terms

Schedule A sets out the standard delivery terms that apply to professional services provided under the Master Services Agreement, unless varied by an agreed statement of work or other engagement-specific document.

1. Scope of Services

The supplier shall provide the professional services described in an applicable statement of work, order form, work package, or other written engagement document agreed by the parties. Services may include advisory, design, implementation, configuration, integration, migration, project management, training, support transition, and related professional services activities.

2. Delivery Approach

The supplier shall perform the services using suitably qualified personnel and in accordance with generally accepted professional standards, the agreed delivery methodology, and any project governance arrangements set out in the applicable statement of work.

3. Roles and Responsibilities

Each party shall perform the responsibilities allocated to it in the applicable statement of work. The customer shall provide timely access to relevant personnel, systems, environments, data, documentation, and decisions reasonably required for performance of the services.

4. Deliverables and Acceptance

Where deliverables are specified, the applicable statement of work shall describe the acceptance criteria, review period, and acceptance process. Unless otherwise stated, a deliverable shall be deemed accepted if the customer does not provide written notice of material non-conformity within the agreed review period.

5. Change Control

Changes to scope, assumptions, dependencies, timelines, deliverables, fees, or resourcing shall be managed through the agreed change control process. No change shall be binding unless documented and approved by authorised representatives of both parties.

6. Project Governance

The parties shall establish appropriate governance for each engagement, which may include project kick-off, regular status reporting, issue and risk management, escalation routes, steering meetings, and completion review.

7. Dependencies and Assumptions

The supplier's performance is dependent on the assumptions, dependencies, and customer responsibilities set out in the applicable statement of work. Delays or failures caused by unmet dependencies may affect the timetable, cost, or scope of the services and may be addressed through change control.

8. Fees, Expenses, and Invoicing

Fees, rates, milestones, expenses, payment triggers, and invoicing arrangements shall be set out in the applicable statement of work or order. Unless otherwise agreed, fees are exclusive of applicable taxes and reasonable pre-approved expenses.

9. Personnel and Subcontracting

The supplier may allocate personnel with appropriate skills and experience to perform the services and may replace personnel where reasonably necessary. Any subcontracting arrangements shall be managed in accordance with the Master Services Agreement.

10. Intellectual Property and Materials

Ownership and licensing of pre-existing materials, developed materials, tools, templates, methodologies, and customer materials shall be governed by the Master Services Agreement and, where applicable, any additional terms set out in the relevant statement of work.

11. Completion and Closure

An engagement shall be considered complete when the services and deliverables described in the applicable statement of work have been performed, accepted, or otherwise closed in accordance with the agreed governance and acceptance process.

Schedule B: Engagement-Specific Vendor Partner Catalogue

Schedule B is intended to capture the engagement-specific catalogue of services, products, packages, rate cards, commercial options, and operational requirements applicable to a named vendor partner engagement.

1. Vendor Partner Details

Item	Detail
Vendor partner name	Trend.ai
Effective date	[Insert date]
Catalogue owner	[Insert owner]
Applicable region or market	[Insert region or market]

2. Catalogue Structure

The catalogue may include fixed-scope service packages, time and materials services, managed transition activities, vendor-specific enablement services, training packages, technical configuration services, integration support, and related commercial models.

3. Ordering and Use

Catalogue items may be ordered through a statement of work, work order, order form, or other agreed engagement document. The ordering document shall identify the selected catalogue item, quantity or volume, applicable fees, delivery assumptions, acceptance criteria, dependencies, and any deviations from the standard terms.

4. Vendor-Specific Requirements

Any vendor-specific certifications, tooling, access requirements, technical prerequisites, third-party licence requirements, reporting obligations, branding requirements, or operational constraints should be documented in this Schedule B or in the applicable statement of work.

5. Catalogue Review and Updates

The parties may review and update the catalogue from time to time. Updates should be documented in writing and should identify the effective date, affected catalogue items, pricing changes, delivery changes, and any transition arrangements for in-flight engagements.

The following list shows the tasks included with Standardized Professional Services for each product-based catalogue item. It should be completed for each catalogue item so that the parties have a consistent description of the relevant product, the services required to deliver or enable it, the activities included and excluded, and the estimated engagement effort.

Professional Services can only be purchased as full days. The duration to be estimated must be rounded up to full days. Any unused services remain as a quota for 12 months before they expire.

Catalogue content

Ref.	Detail	Duration est.	With docs
B1	Project initiation meeting (kick-off). Mandatory for all engagements.	1 hour	N/A
B2	Base configuration of Trend.ai V1. Mandatory for all V1 engagements	0.5 days	1.0 day
B3	Managed XDR (optional)	option	N/A
B4	V1 Server and Workload Security (Endpoint Protection Professional)	2.0 days	3.0 days
B5	V1 Endpoint Security Standard (Endpoint Protection Essentials)	2.0 days	3.0 days
B6	ZTSA Internet Access	2.0 days	3.0 days
B7	ZTSA Private Access	1.0 day	2.0 days
B8	Cloud Posture Security	0.5 days	1.0 day
B9	Container Security	1.0 day	2.0 days
B10	File Security	1.0 day	2.0 days
B11	Mobile Security	0.5 days	1.0 day
B12	Setup Vision One Email and Collaboration Protection (CAS)	1.5 days	2.0 days
B13	Setup Cloud Email Gateway Protection	3.0 days	4.0 days
B14	Setup ScanMail for Exchange (SMEX)	1.5 days	2.0 days
B15	Setup DDEI with or without DDAN	3.0 days	4.0 days
B16	Setup VNS/DDI with or without DDAN	3 days	4.0 days
B17	Setup DDAN	1 day	2.0 days
B18	Health-Check (per product)	N/A	2.0 days

6. Catalogue

B1. Project initiation meeting (kick-off). Mandatory for all engagements.

Line	Tasks	Included
1	Define technical scope	✓
2	Clarify responsibilities	✓
3	Discuss prerequisites and responsibilities	✓
4	Discuss technical specialities of the environment	✓
5	Agree project schedule and engagement times	✓
6	Provide prerequisites list	✓

B2. Base configuration of Trend.ai Vision One. Mandatory for all Trend.ai Vision One engagements – est 0.5 days (B2-R including documentation est 1 day)

Line	Tasks	Included
1	Setup one Vision One tenant, if not already done	✓
2	Setup one external identity provider (i.e. Entra ID)	✓
3	Assist in activating licenses if requested	✓
4	Configure up to two custom user roles, if required	✓
5	Assist in configuring notification ü	✓
6	Connect up to three on-premises Trend Micro products, if required	✓
7	Connect up to three Trend Micro SaaS products, if required	✓
8	Upgrade Vision One to Foundation version, if necessary and possible	✓
9	Introduce the solution to the operational admins to understand the platform and the different modules and settings incl. ASRM (max 1 hour)	✓
10	Setup one Service Gateway (if required) ü	✓
11	Assist in configuring Active Directory synchronisation (if required)	✓
0	Write a documentation of the environment	Option
-1	Touch any of the customer's environment outside the Trend Micro installation (on-premises or in the cloud)	✗

B3. Managed XDR (optional). The following is only applicable if Managed Services are purchased.

Line	Tasks	Included
1	Co-ordinate the activation of the Managed XDR (MDR) service	✓
2	Setup the MDR configuration and escalation contact list with the customer	✓
3	Co-ordinate the MDR and/or Service One onboarding call	✓

B4. Vision One Server and Workload Security (Endpoint Protection Professional) – est 2 days (B4-R including documentation est 3 days)

Line	Tasks	Included
1	Assist in setting up one Datacentre Gateway (if required) ü	✓
2	Configure up to two Runtime Proxy Configurations (if required) ü	✓
3	Configure endpoint security policies for automated XDR sensor enablement (if required)	✓

4	Configure up to five exclusion lists (to explain the principles to create more on their own, if required)	✓
5	Setup three protection policies (to explain the principles to create more on their own, if required)	✓
6	Provide two agent packages and/or scripts to be used during rollout	✓
7	Assist in the rollout of up to five agents to assure functionality	✓
8	Review the solution and optionally fine tune the installation after a few weeks of operation. On demand (max 2 hrs) based on any remaining time of engagement).	✓
0	Write a documentation of the environment	Option
-1	Touch any of the customer's environment outside the Trend Micro installation (on-premises or in the cloud)	✗
-2	Perform any configuration on the operating systems of the servers that shall be protected	✗
-3	Do any further agent rollout	✗

B5. Vision One Endpoint Security Standard (Endpoint Protection Essentials) – est 2 days (B5-R including documentation est 3 days)

Line	Tasks	Included
1	Configure global settings for the solution ü	✓
2	Assist in connecting one Active Directory (if required) ü	✓
3	Explain Policy modules and what they are used for	✓
4	Setup two protection policies (one parent and one child policy) (to explain the principles to create more on their own, if required)	✓
5	Provide the agent package to be used during rollout	✓
6	Assist in the rollout of up to five agents to assure functionality	✓
7	Review the solution and optionally fine tune the installation after a few weeks of operation. On demand (max 2 hrs) based on any remaining time of engagement).	✓
0	Write a documentation of the environment	Option
-1	Touch any of the customer's environment outside the Trend Micro installation (on-premises or in the cloud)	✗
-2	Perform any configuration on the operating systems of the servers that shall be protected	✗
-3	Do any further agent rollout	✗

B6. ZTSA Internet Access – est 2 days (B6-R including documentation est 3 days)

Line	Tasks	Included
1	Setup one on-premises gateway (if required)	✓
2	Assist in creating one PAC file to address the proxy automatically	✓

3	Explain the usage of the ZTSA module within the Basecamp agent for transparent authentication	✓
4	Configure Active Directory authentication (if required)	✓
5	Explain Secure Access Resources	✓
6	Create two access policy (to explain the principles to create more on their own, if required)	✓
7	Explain the differences between exceptions in PAC file, HTTPS inspection and trusted domains	✓
8	Explain Risk Control Rules	✓
0	Write a documentation of the environment	Option
-1	Touch any of the customer's environment outside the Trend Micro installation (on-premises or in the cloud)	✗

B7. ZTSA Private Access – est 1 day (B7-R including documentation est 2 days)

Line	Tasks	Included
1	Configure global settings for customization	✓
2	Setup one private access connector	✓
3	Publish three internal applications	✓
4	Explain Risk Control Rules	✓
0	Write a documentation of the environment	Option
-1	Touch any of the customer's environment outside the Trend Micro installation (on-premises or in the cloud)	✗

B8. Cloud Posture Security – est 0.5 days (B8-R including documentation est 1 day)

Line	Tasks	Included
1	Assist in connecting one cloud account to Vision One	✓
2	Explain compliance overview	✓
0	Write a documentation of the environment	Option
-1	Touch any of the customer's environment outside the Trend Micro installation (on-premises or in the cloud)	✗

B9. Container Security – est 1 day (B9-R including documentation est 2 days)

Line	Tasks	Included
1	Assist in connecting one Kubernetes cluster or AWS ECS instance	✓
2	Configure one protection policy	✓

0	Write a documentation of the environment	Option
-1	Touch any of the customer's environment outside the Trend Micro installation (on-premises or in the cloud)	✖
-2	Perform any configuration on the container clusters or servers that shall be protected	✖

B10. File Security – est 1 day (B10-R including documentation 2 days)

Line	Tasks	Included
1	Assist in connecting one cloud account to Vision One	✓
2	Explain the scalability of the scanning stack	✓
0	Write a documentation of the environment	Option
-1	Touch any of the customer's environment outside the Trend Micro installation (on-premises or in the cloud)	✖
-2	Perform any configuration on Lambda functions or servers that shall be protected	✖

B11. Mobile Security – est 0.5 days (B11-R including documentation est 1 day)

Line	Tasks	Included
1	Assist in connecting one Mobile Device Management system (MDM)	✓
2	Configure two Security Policies (one for Android and One for iOS)	✓
0	Write a documentation of the environment	Option
-1	Touch any of the customer's environment outside the Trend Micro installation (MDM configuration)	✖

B12 Setup Vision One Email and Collaboration Protection (CAS) – est 1.5 days (B12-R including documentation est 2 days)

Line	Tasks	Included
1	Setup one Service Account per product	✓
2	Configure global settings for the solution	✓
3	Create one Protection (ATP) policy per product (to explain the principles to create more on their own, if required)	✓
4	Deploy E-Mail Sensor, if required	✓
5	Review the solution and optionally fine tune the installation after a few weeks of operation. On demand (max 2hrs) based on any remaining time of engagement).	✓
0	Write a documentation of the environment	Option
-1	Touch any of the customer's environment outside the Trend Micro installation (on-premises or in the cloud)	✖

B13 Setup Cloud Email Gateway Protection – est 3 days (B13-R including documentation est 4 days)

Line	Tasks	Included
1	Setup Active Directory synchronization (if required)	✓
2	Configure global settings for the solution	✓
3	Configure inbound policies for Anti-Spam, Anti-Malware, Content Filtering	✓
4	Configure outbound policies for Anti-Spam, Anti-Malware, Content Filtering	✓
5	Prepare SPF and DKIM records for publishing in the customer's DNS public service ✓	✓
6	Connect Identity provider for EUQ	✓
7	Configuration of Spam Digest for end users	✓
8	Review the solution and optionally fine tune the installation after a few weeks of operation. On demand (max 2 hrs) based on any remaining time of engagement).	✓
0	Write a documentation of the environment	Option
-1	Touch any of the customer's environment outside the Trend Micro installation (DNS, mail server, routing, etc.)	✗

B14 Setup ScanMail for Exchange (SMEX) – est 1.5 days (B14-R including documentation est 2 days)

Line	Tasks	Included
1	Assist in installing ScanMail on one Exchange Server	✓
2	Explaining different parts of Scan Mail for Exchange	✓
3	Configure Security Risk Scan	✓
4	Configure Attachment Blocking (regarding customer's needs)	✓
5	Configure Spam Prevention	✓
6	Configure Advanced Spam Prevention	✓
7	Configure Web Reputation	✓
8	Configure URL Time-of-Click Protection	✓
9	Connect Virtual Analyzer, if available	✓
10	Configure Vision One Integration	
11	Configure one scheduled scan to scan databases	✓
12	Review the solution and optionally fine tune the installation after a few weeks of operation. On demand (max 2 hrs) based on any remaining time of engagement).	✓
0	Write a documentation of the environment	Option

-1	Touch any of the customer's environment outside the Trend Micro installation (on-premises or in the cloud)	✖
-2	Perform any configuration on the operating systems or the Exchange servers	✖

B15. Setup DDEI with or without DDAN – est 3 days (B15-R including documentation est 4 days)

Line	Tasks	Included
1	Base setup of up to two DDEIs	✓
2	Configure mail flow for two domains	✓
3	Configure policy objects and one policy rule for Anti-Spam, Content Filer and Anti-Malware (to explain the principles to create more on their own, if required)	✓
4	Configure up to three policies (to explain the principles to create more on their own, if required)	✓
5	Connect DDEI(s) to Vision One (if required and possible)	✓
6	Review the solution and optionally fine tune the installation after a few weeks of operation. On demand (max 2 hrs) based on any remaining time of engagement).	✓
0	Write a documentation of the environment	Option
0	Prepare Windows 10 or Windows 11 sandbox image for import into DDEI (customer needs to provide license keys for Windows and Office)	Option
0	Assist importing the sandbox image into DDEI	Option
-1	Touch any of the customer's environment outside the Trend Micro installation (DNS, mail server, routing, etc.)	✖

B16 Setup VNS/DDI with or without DDAN – est 3 days (B16-R including documentation est 4 days)

Line	Tasks	Included
1	Base setup of up to two DDIs	✓
2	Configure up to ten trusted objects (networks, servers, etc.)	✓
3	Configure up to three traffic exception rules (to explain the principles to create more on their own, if required)	✓
4	Connect DDI(s) to Vision One (if required and possible)	✓
5	Review the solution and optionally fine tune the installation after a few weeks of operation. On demand (max 2 hrs) based on any remaining time of engagement).	✓
0	Write a documentation of the environment	Option
0	Prepare Windows 10 or Windows 11 sandbox image for import into DDEI (customer needs to provide license keys for Windows and Office)	Option
0	Assist importing the sandbox image into DDEI	Option
-1	Touch any of the customer's environment outside the Trend Micro installation (Hypervisor, switches, other network components)	✖

B17. Setup DDAN – est 1 day (B17-R including documentation est 2 days)

Line	Tasks	Included
1	Base setup of up to two DDANs	✓
2	Assist in connecting up to two delivering products to the system	✓
3	Provide API key to connect sending products to the system	✓
4	Review the solution and optionally fine tune the installation after a few weeks of operation. On demand (max 2 hrs) based on any remaining time of engagement).	✓
0	Write a documentation of the environment	Option
0	Prepare Windows 10 or Windows 11 sandbox image for import into DDAN (customer needs to provide license keys for Windows and Office)	Option
0	Assist importing the sandbox image into DDAN	Option
-1	Touch any of the customer's environment outside the Trend Micro installation (Hypervisor, switches, other network components)	✗

B18 Health-Check – est 2 days per product

Line	Tasks	Included
1	Review the existing Installation and/or configuration of the requested product	✓
2	Review existing policies regarding best practices	✓
3	Write a documentation of the environment	✓
-1	Touch customer's cloud tenants' configuration (like AWS, Azure, etc.)	✗
-2	Touch any of the customer's environment outside the Trend Micro installation	✗

7. Assumptions and Dependencies

- Customer will provide timely access to required systems, environments, data and personnel
- Required product licences, subscriptions or entitlements will be available before commencement
- Customer technical prerequisites will be completed before scheduled delivery activities
- Vendor partner materials, documentation or technical guidance will be available where required
- Any change to scope, assumptions, dependencies or estimate will be managed through change control

8. Deliverables and Completion Criteria

The catalogue item shall be considered complete when the included tasks have been performed, the stated outputs or outcomes have been delivered, and any agreed acceptance or completion criteria have been satisfied or otherwise closed in accordance with the applicable statement of work.

Schedule C: Standard Statement of Work Pack

Schedule C contains or references the standard statement of work pack used to initiate and govern individual engagements under the Master Services Agreement. The parties may use the standard pack as a template and adapt it for each engagement.

1. Statement of Work Pack Components

- Statement of work template
- Work package or order form template
- Project assumptions and dependencies schedule
- Deliverables and acceptance criteria template
- Change control form
- Current situation and target solution
- Rate card or pricing schedule
- Project governance and reporting template
- Completion or closure confirmation document

2. Priority and Interpretation

In the event of any conflict or inconsistency between the documents forming part of the contractual framework, the following order of precedence shall apply, unless the Master Services Agreement expressly states otherwise: first, the Master Services Agreement; second, these schedules; third, any engagement-specific catalogue or vendor partner terms set out in Schedule B; and fourth, the applicable statement of work, work order, order form, or other engagement document. Any departure from the standard terms must be expressly identified as a specific variation and approved by authorised representatives of both parties. For the avoidance of doubt, commercial, operational, or technical details in an agreed statement of work shall apply to the relevant engagement only and shall not amend the Master Services Agreement or these schedules unless expressly stated to do so.

3. Completion of Engagement-Specific Details

Before signature or approval, each statement of work should be completed with the engagement name, parties, scope, deliverables, fees, milestones, acceptance criteria, assumptions, dependencies, customer responsibilities, governance model, and any special terms.

4. Order form template

Ref.	Product	Standard Professional Services	Duration	Report added	Total Duration
Vision One Base setup					
B1	Kick-off		1 hour	N/A	N/A

B2	One tenant		Mandatory	0.5 days	Yes ☐	1 day
Endpoint Security						
B3	Managed XDR (optional)	Yes ☐	No ☐	option	N/A	N/A
B4	V1 Server and Workload Security (Endpoint Protection Professional)	Yes ☐	No ☐	2.0 days	Yes ☐	3 days
B5	V1 Endpoint Security Standard (Endpoint Protection Essentials)	Yes ☐	No ☐	2.0 days	Yes ☐	3 days
Zero Trust Secure Access						
B6	ZTSA Internet Access	Yes ☐	No ☐	2.0 days	Yes ☐	3 days
B7	ZTSA Private Access	Yes ☐	No ☐	1.0 day	Yes ☐	2 days
Cloud Security						
B8	Cloud Posture Security	Yes ☐	No ☐	0.5 days	Yes ☐	1 day
B9	Container Security	Yes ☐	No ☐	1.0 day	Yes ☐	2 days
B10	File Security	Yes ☐	No ☐	1.0 day	Yes ☐	2 days
Mobile Security						
B11	One MDM	Yes ☐	No ☐	0.5 days	Yes ☐	1 day
Email Security						
B12	V1 Collaboration Security API	Yes ☐	No ☐	1.5 days	Yes ☐	2 days
B13	V1 Cloud Email Gateway Protection	Yes ☐	No ☐	3.0 days	Yes ☐	4 days
B14	ScanMail for Exchange (SMEX)	Yes ☐	No ☐	1.5 days	Yes ☐	2 days
Deep Discovery						
B15	DDEI with or without DDAN	Yes ☐	No ☐	3.0 days	Yes ☐	4 days
B16	VNS/DDI with or without DDAN	Yes ☐	No ☐	3 days	Yes ☐	4 days
B17	DDAN	Yes ☐	No ☐	1 day	Yes ☐	2 days
Health Check						
B18	Health-Check (per product) Product:	Yes ☐	No ☐	1 day	N/A	N/A

Schedule

Number of PS days ordered	
Start date	
End date	
Deadline (if applicable)	
Special requirements	Yes ☐ No ☐
OOH required	Yes ☐ No ☐
Weekend required	Yes ☐ No ☐