

TrendAI™ - PROFESSIONAL SERVICES

MASTER SERVICE AGREEMENT

MSA FOR THE PROVISION OF
PROFESSIONAL SERVICES
PROVIDED BY S&NT
IN RELATION TO TrendAI™ PRODUCTS

Rev. June-2026

Software e Nuove Tecnologie società cooperativa

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Albo Coop. a Mutualità Prevalente A112971

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0. Introduction to the English language version

This document is the English language translation of the “Accordo quadro per la fornitura dei servizi professionali forniti da S&NT con riferimento ai prodotti TrendAI™ - Rev. giu-2026” and is provided *as-is* for your convenience.

Some explanatory parts have been added to this version of the document that are not present in the original version:

- this paragraph "0. Introduction to the English language version"
- some explanatory paragraphs, highlighted *in italics and blue*, which begin with NTR (i.e. Note To Readers)

In any case, you must sign only the Italian version of this document which is the one valid and will always prevails in case of interpretative and/or legal conflict.

The competent court is the Court of Florence (Tribunale di Firenze).

1. Preamble

NTR This Agreement is governed by Italian law. References to articles of the Italian Civil Code ("c.c." / "art. X c.c."), Code of Civil Procedure ("c.p.c."), Italian Supreme Court decisions ("Cass. Civ."), PEC (certified electronic mail, legally equivalent to registered mail under Italian law), and the Italian Cooperative Registry ("Albo Coop.") are kept in their original legal form and carry full legal effect under Italian jurisdiction.

The following Master Service Agreement ("MSA") defines the terms and references for the provision of Professional Services ("PS") relating to TrendAI™ products.

Software e Nuove Tecnologie S.C. (hereinafter "S&NT", "We", "Us" or "Our"), accredited partner of TrendAI™ (hereinafter "TM"), is the provider of the Professional Services covered by this MSA to the End Customer (hereinafter "You", "Your").

The provision of services is based on the "Standard Professional Services Scale" described in Annex A. The details of the PS will be listed and described in a separate Technical Specification (Statement of Work, hereinafter "SOW"), drafted on the basis of the information provided in Annex B, known to the parties and accepted at the time of signing this MSA.

It is acknowledged that during the execution of the MSA, circumstances may arise that require adjustments to the PS. In such cases, the parties will engage in a collaborative process to determine and document the necessary changes.

We are committed to diligently estimating the time required to successfully complete the provision of PS based on the information provided in Annex B.

This MSA covers the provision of Professional Services for the configuration and implementation of TrendAI™ products in accordance with the specifications defined in the SOW and Annex A. S&NT undertakes to perform the services with qualified professional diligence pursuant to art. 1176 para. 2 of the Italian Civil Code ("c.c.") and to ensure the achievement of the Success Criteria agreed in Annex B, subject to the application of art. 2236 c.c. for services that involve the resolution of technical problems of special difficulty.

NTR Art. 1176 para. 2 c.c. sets the standard of diligence required of professional service providers (higher than ordinary diligence). Art. 2236 c.c. limits liability to gross negligence or fraud for services requiring highly specialised technical skills.

Approval and execution of this MSA on the last page is required.

2. Subject Matter of the Agreement

This Master Service Agreement ("MSA") constitutes a framework agreement, the subject matter of which is determinable through the preparation of one or more Statements of Work ("SOW") drafted according to the procedure set out in this article.

The subject matter of each SOW consists of the provision of Professional Services ("PS") for configuration, implementation and technical support relating to TrendAI™ products, according to the types, execution methods and time estimates indicated in Annex A ("Standard Professional Services Scale").

Each SOW, once agreed and signed, forms an integral part of this MSA and specifies its subject matter with reference to the individual implementation project.

Procedure for defining the Statement of Work ("SOW"):

- prior to the provision of PS, the parties shall define the scope of work through a dedicated Project Kick-Off Meeting ("RAP" – Riunione di Avvio Progetto) coordinated by TrendAI™.
- during the RAP, we will jointly define the technical scope of the engagement (precise identification of TrendAI™ products to be configured, modules to be implemented, features to be activated, integrations to be carried out on the basis of Annex A and the specific technical and organisational requirements communicated by You), as well as the Success Criteria (objective and verifiable parameters, both qualitative and quantitative, that will determine the successful completion of the PS to be set out in Annex B, section B.5);
- following the RAP, the SOW will be prepared containing the detailed description of the PS to be provided with reference to the categories in Annex A. The SOW shall be executed in writing and signed by both parties. From the date of signature, the deadline for the commencement of PS delivery begins, which S&NT undertakes to start within six (6) weeks unless a different deadline is agreed in the SOW itself.

The start of PS delivery is in any case subject to the availability of our operational resource holding the technical certifications required for the specific TrendAI™ solution covered by the SOW.

The provision of PS is based on the following prerequisites, whose fulfilment is a necessary condition for the regular execution of activities and compliance with delivery timelines:

- availability of functional remote access to Your IT systems, with all permissions required to carry out the activities specified in the SOW;
- availability of Your internal staff with knowledge of the IT environment covered by the activities and the ability to actively cooperate with our operational resources;
- provision, installation and configuration at Your expense and under Your responsibility of all hardware, software (including licences) and equipment necessary to complete the PS, within the timeframes indicated in the SOW;
- timely completion of the actions and obligations specified in Your "cooperation obligations" set out in clause 3.1 and in the SOW.

Any shortcomings, delays or inaccuracies in Your obligations may result in amendments to the SOW and adjustment of execution timelines and/or fees (and therefore the costs charged to You by TrendAI™).

The PS are provided with the qualified diligence required under art. 1176 para. 2 c.c., deploying the expertise, resources and technical competences normally required in relation to the nature of the activity performed and the specific characteristics of the TrendAI™ products being configured and implemented. Work performed under this MSA will be carried out professionally, with reasonable care and competence, so as to ensure the achievement of the Success Criteria agreed in Annex B for each SOW.

We will promptly notify You of any significant changes that may affect the execution of the SOW, such as:

- the need for technical or functional modifications to the original scope, to adapt the solution to Your IT characteristics;
- the discovery of technical incompatibilities, software conflicts or infrastructure limitations not identified during the RAP;
- the need for additional activities not provided for in the original SOW in order to achieve the Success Criteria;
- the technical impossibility of implementing certain configurations or features provided for in the SOW.

At Your request, we will provide periodic progress reports on the implementation, containing information and details on service performance. You will also be entitled to monitor the progress of activities and to access, at Your own expense, the technical documentation relating to the execution of the PS, it being

understood that we are not obliged to provide information or allow inspections where the information and documents requested relate to our own trade and business secrets or are subject to confidentiality obligations towards third parties (in particular TrendAI™).

Unless otherwise indicated in the SOW, we use our own operational resources (employees, collaborators, consultants) for the provision of PS.

The provisions of this MSA also apply to operational resources for whom we are liable pursuant to art. 1228 c.c.

NTR Art. 1228 c.c.: a party is liable for the acts of its auxiliaries (employees and subcontractors) to the same extent as for its own acts.

In the same way, the provisions of this MSA relating to Your obligations also apply to the employees, operational resources and other persons You employ in connection with cooperation in the execution of the SOW.

3. Professional Services Delivery

PS are provided remotely.

Unless otherwise agreed, the tool used will be Microsoft Teams. Should You customarily use different platforms, we will endeavour to accommodate Your request provided it is compatible with the required cybersecurity and interoperability standards.

Activities to be carried out at Your premises or at installation sites must be agreed in advance and entail a supplement to the daily fee of 50% over the base rate for remote delivery.

Agreed on-site appointments are binding on both parties. In the event of Your cancellation communicated at least five (5) business days in advance of the scheduled date, S&NT shall be entitled exclusively to reimbursement of travel expenses already incurred and documented, without any fee for the service not rendered. In the event of cancellation communicated with less than five (5) business days' notice, You shall be liable for payment of the fee for the on-site service as a lump-sum indemnity for the lack of notice, pursuant to arts. 1382 and 1384 c.c., in addition to full reimbursement of travel expenses already incurred and documented.

NTR Arts. 1382 and 1384 c.c. govern contractual penalties: art. 1382 c.c. allows parties to pre-agree liquidated damages for breach; art. 1384 c.c. allows the court to reduce a manifestly excessive penalty.

PS will be delivered, in Italian or English, on business days (Monday to Friday, excluding national and local public holidays at the place of performance and at S&NT's registered office) from 09:00 to 13:00 and from 14:00 to 18:00 local time at our registered office.

Should circumstances arise during the engagement that require adjustments to working hours, modifications will be agreed in writing, including by PEC (certified electronic mail) or other means ensuring certainty and traceability.

NTR PEC (Posta Elettronica Certificata) is the Italian certified electronic mail system. Under Italian law, it is legally equivalent to registered mail with return receipt and constitutes legal proof of transmission and receipt.

Should our designated operational resource for the provision of PS be temporarily unable to attend agreed appointments due to force majeure or other events not attributable to S&NT, we undertake to promptly notify the impediment and to propose, where technically feasible, a substitute resource with equivalent competences. Where it is not possible to promptly identify a suitable substitute resource, the appointment

will be rescheduled by mutual agreement without any charge or penalty to S&NT pursuant to arts. 1256 and 1463 c.c., even where this results in an extension of the contractual deadline.

NTR Art. 1256 c.c.: obligation extinguished by supervening impossibility. Art. 1463 c.c.: in contract for reciprocal benefits, the party relieved of its obligation by supervening impossibility cannot demand the counter-performance.

3.1 Your Cooperation Obligations

For the entire duration of the engagement, pursuant to arts. 1206 and 1375 c.c., You undertake to actively cooperate by ensuring:

NTR Art. 1206 c.c.: creditor's duty to cooperate in receiving performance. Art. 1375 c.c.: contracts must be performed in good faith.

- technical staff availability: provision of internal staff with sufficient system and application administrative privileges, including all required access credentials, as well as knowledge of the environment subject to the activities;
- cloud access enablement: enabling local agents to access TrendAI™ cloud services (e.g. URLs, IP addresses, protocols, ports);
- infrastructure provision, where required by the PS: configuration and provision of virtual machines for TrendAI™ VisionOne Services in accordance with the specified technical requirements; provision of access credentials for the TrendAI™ products purchased and for TrendAI™ Vision One; timely implementation of approved changes to Your systems throughout the engagement within the agreed timeframes;
- provision of a detailed list of traffic flows to be implemented on the firewall module, as we will not carry out the analysis of such flows, this activity being the exclusive responsibility of the Customer.

Failure to comply with the cooperation obligations set out in this article may result in the temporary inability to perform the PS, with a consequent suspension of the running of contractual deadlines for a period corresponding to the duration of Your non-performance. In the event of serious and prolonged non-performance, we reserve the right to terminate the agreement pursuant to art. 1453 c.c., with the right to compensation for work already performed, without prejudice to a claim for damages.

NTR Art. 1453 c.c.: in synallagmatic contracts, the aggrieved party may demand either performance or termination, plus damages.

3.2 Hardware and Software

Hardware, software and related licences necessary for the provision of PS or for the completion of the project are excluded from the scope of this MSA.

You will therefore independently, at Your own expense and under Your own responsibility, procure, install and configure the hardware, software (including the relevant licences) and equipment necessary to complete the PS directly from third-party suppliers of Your choice.

4. Success Criteria

The success criteria for the completion of PS are defined in Annex B.

5. Duration of the Agreement, Withdrawal and Termination

This MSA has a fixed term and enters into force on the date of signing.

The agreement concludes upon achievement of the Success Criteria agreed in Annex B, Section B.5, or upon completion of the Professional Services agreed in the SOW, subject to early termination pursuant to this article.

In any event, the MSA shall be automatically terminated upon the expiry of twelve months from the date of signing, where it has not been possible to commence the provision of Professional Services before that date for reasons not attributable to us.

Withdrawal from this MSA is permitted at any time, provided that notice is given in writing before the achievement of the Success Criteria defined in Annex B, with at least thirty (30) days' prior notice.

Your right to withdraw is available for any reason, even independently of our non-performance, pursuant to art. 1671 c.c., without prejudice to Your obligation to hold us harmless for expenses incurred, work performed and lost profit.

NTR Art. 1671 c.c.: the client may withdraw from a contract for services at any time, provided they pay the contractor for work done and reimburse expenses and lost profit. This is a mandatory Italian law provision that cannot be excluded by contract.

Our right to withdraw from this MSA prior to achievement of the Success Criteria is permitted in the following cases:

- a) Your serious non-performance of the cooperation obligations under art. 3.1 of this MSA, such as to prevent or render excessively burdensome the continuation of the Professional Services;
- b) supervening technical or legal impossibility of continuing the provision of Professional Services for reasons not attributable to the Provider, pursuant to arts. 1256 and 1463 c.c.;
- c) loss of the technical certifications required for the provision of Professional Services relating to the TrendAI™ products covered by the SOW.

In the event of our withdrawal, You shall be required to pay the fee for Professional Services actually rendered up to the effective date of withdrawal, calculated on the basis of the man-days actually delivered at the rates set out in Annex B.

In the event of termination or withdrawal from this MSA prior to completion of the Professional Services, we undertake to return to You:

- a) all materials, documents, data and information that You have provided to us for the execution of the Professional Services;
- b) all results of work carried out up to the date of termination, including partial results, already-implemented configurations, intermediate deliverables, technical documentation produced and any other service performed under the SOW, pursuant to art. 1675 c.c.

NTR Art. 1675 c.c.: upon termination of a services contract, the contractor must hand over all work products and results to the client.

Unless otherwise provided in this MSA, the mutual rights and obligations of the Parties shall cease on the date of termination of the MSA by expiry, withdrawal or resolution.

Where You have pre-paid TrendAI™ for a number of Professional Services days in excess of those actually delivered at the time of termination of the MSA for any reason (expiry, withdrawal or resolution), no refund shall be due from S&NT.

6. Additional Terms and Conditions

6.1 Invoicing

While coordinating all project details under the SOW directly with You, we invoice TrendAI™ for Professional Services actually delivered, in accordance with the terms set out in the separate commercial agreement between us and TM.

The payment relationship exists directly between You and TM, in its capacity as seller of Professional Services, in accordance with the terms and conditions of the TrendAI™ product supply agreement concluded between You and TM.

6.2 Confidential Information

We undertake to keep confidential all proprietary and confidential information received from You and agree not to disclose or otherwise make such information available to third parties without Your written consent.

We guarantee to use the proprietary and confidential information solely for the purpose of executing this MSA and the agreed SOW, and for internal management purposes only in order to continuously improve the service.

For the purposes of this article, "confidential information" means all technical, commercial, organisational, economic and any other type of information relating to products, services, activities, customers, suppliers, production processes, know-how, business strategies and financial data, which by their nature or by Your express designation are not intended for public disclosure and knowledge of which could cause harm to You.

Exceptions - Confidential information that:

- is or becomes publicly available without fault or action on Our part;
- was legitimately in Our possession prior to disclosure;
- We subsequently legitimately obtained from a third party holding it legally without restriction;
- We independently developed without recourse to the disclosed proprietary and confidential information;
- is required by law or court order.

6.3 Data Protection and Use of Personal Data

Where, in the course of providing Professional Services, We access or process Your personal data within the meaning of EU Regulation 2016/679 (GDPR), We will act as Data Processor pursuant to art. 28 GDPR.

The Parties must enter into a separate Data Processing Agreement (DPA) (Annex D), containing: a) the documented instructions of the Data Controller (You); b) the subject matter, duration, nature and purpose of the processing; c) the type of personal data and categories of data subjects; d) the obligations and rights of the Data Controller; and e) Our commitment to:

- process personal data only on Your documented instructions, including in the case of transfers of personal data to a third country or international organisation, unless required by law;

- ensure that persons authorised to process data have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality;
- implement all measures required pursuant to art. 32 GDPR (appropriate technical and organisational measures);
- not engage a sub-processor without prior specific or general written authorisation;
- assist You, taking into account the nature of the processing, with appropriate technical and organisational measures, to fulfil Your obligation to respond to requests for the exercise of data subjects' rights;
- assist You in ensuring compliance with the obligations under arts. 32 to 36 GDPR (security of processing, breach notification, data protection impact assessment, prior consultation);
- at Your choice, delete or return all personal data upon termination of services relating to the processing and delete existing copies, unless Union or Member State law requires the retention of data;
- make available to You all information necessary to demonstrate compliance with the obligations under art. 28 GDPR and allow and contribute to audits, including inspections, conducted by You or by another auditor mandated by You.

We guarantee the implementation of appropriate technical and organisational measures pursuant to art. 32 GDPR, taking into account the state of the art and implementation costs, as well as the nature, scope, context and purposes of the processing, and the risks of varying probability and severity to the rights and freedoms of natural persons.

We undertake to notify You, without undue delay and in any case within 24 hours of discovery, of any personal data breach (data breach) of which we become aware, providing all information useful for the purposes of notification to the supervisory authority and communication to data subjects pursuant to arts. 33 and 34 GDPR.

6.4 Limitation of Liability

The parties are liable pursuant to the applicable legal provisions for damages arising from wilful or grossly negligent breaches of obligations, in accordance with art. 1229 c.c., which renders void any agreement that excludes or limits in advance the debtor's liability for fraud or gross negligence.

NTR Art. 1229 c.c.: any contractual clause that pre-emptively limits liability for wilful misconduct (dolo) or gross negligence (colpa grave) is null and void under Italian law. This is a mandatory provision.

Without prejudice to the foregoing and subject to art. 1229 c.c., Our liability for contractual non-performance is limited, with respect to direct and indirect financial damages, to the amount of the fees agreed for the engagement covered by the SOW in the context of which the non-performance occurred.

This limitation does not apply in cases of:

- wilful misconduct or gross negligence;
- breach of confidentiality obligations under art. 6.2;
- breach of data protection obligations under art. 6.3.

The Customer must notify the Provider of any claim for damages no later than sixty (60) days after the completion of the engagement or discovery of the damage, whichever is later, under penalty of forfeiture.

NTR The 60-day forfeiture clause (decadenza) is a mandatory time limit under Italian law. Failure to notify within this period extinguishes the right to claim.

This clause must be specifically approved in writing pursuant to art. 1341 para. 2 c.c.

NTR Art. 1341 para. 2 c.c. (Unfair Standard Contract Terms): certain categories of clauses in standard-form contracts (including limitations of liability, exclusive jurisdiction, and forfeiture clauses) are only valid if specifically approved in writing by the adhering party. A dedicated signature block is included at the end of this document.

6.5 Representations and Warranties

Professional Services are provided with the qualified diligence required under art. 1176 para. 2 c.c. and in accordance with professional standards applicable to the category, as established by the relevant case law (Italian Supreme Court order no. 28578/2024).

We do not provide any warranty, express or implied, regarding the achievement of specific business, economic or technical results from the implementation of TrendAI™ products, as this is an obligation of means ("obbligazione di mezzi"), the result of which depends on multiple factors outside our control, including Your organisational, managerial and technical choices.

NTR "Obbligazione di mezzi" (obligation of means) vs "obbligazione di risultato" (obligation of result): a fundamental Italian law distinction. A service provider engaged under an obligation of means is required to apply professional diligence, but does not guarantee a specific outcome. Liability arises only if they have failed to act diligently.

To the extent permitted by art. 1229 c.c., all implied warranties of satisfactory quality, fitness for a particular purpose and non-infringement of third-party rights are expressly excluded, without prejudice to our obligation to perform the Professional Services with the requisite professional diligence.

6.6 Features and Settings

The selection, activation, configuration and use of TrendAI™ product features, both during initial implementation and at any subsequent time, are Your exclusive responsibility.

You expressly acknowledge and agree that:

- a) it is Your responsibility to verify that TrendAI™ product configurations comply with Your business requirements, security policies, internal procedures and applicable law (in particular, personal data protection legislation, cybersecurity law, and any applicable sector-specific regulations);
- b) We provide technical assistance for the implementation and configuration of products in accordance with TM's technical specifications and industry best practices, but We assume no responsibility for the compliance of Your configuration choices with regulatory or statutory obligations;
- c) You are required to review the capabilities, features and characteristics of TrendAI™ products by means of the technical documentation provided by TM, and to configure, limit, restrict and/or disable each feature so as to use data in accordance with Your specific needs and applicable laws;
- d) should We identify, during the provision of Professional Services, potential areas of non-compliance in the configurations requested by You with applicable law (e.g. GDPR, sector-specific regulations), We will promptly notify You in writing pursuant to art. 2, without prejudice to Your exclusive responsibility for final configuration choices.

6.7 Insurance

We declare that we hold professional liability insurance (professional indemnity) with an appropriate coverage limit. We undertake to maintain such coverage for the entire duration of this MSA and to provide You, upon request, with a copy of the insurance certificate.

The insurance covers damages arising from professional liability in the provision of services under this MSA, including our errors, omissions or negligence.

6.8 Notices

Amendments and additions to this MSA shall only be effective if evidenced by a written document duly signed by both Parties, pursuant to art. 1352 c.c.

NTR Art. 1352 c.c.: if the parties agree that the contract can only be modified in writing, any non-written amendment is null and void.

All written communications and/or requests for amendments relating to the MSA or the SOW must be sent to the following PEC address:

sntinformatica@pec.it

or by registered letter with return receipt (Raccomandata A/R) to the following address:

Software e Nuove Tecnologie S. C.

Via Leoncavallo 2, 50019 Sesto Fiorentino (FI)

The parties undertake to notify the other party without delay of any change in their PEC addresses or registered offices.

6.9 Integrality of the agreement

This MSA, together with its annexes that form an integral and substantial part hereof, constitutes the entire agreement between the Parties with respect to the Professional Services covered herein and supersedes all prior understandings, negotiations, agreements, proposals or communications, written or verbal, between the Parties relating to the same subject matter.

The following annexes form an integral part of this MSA:

Annex A – Standard Professional Services Scale

Annex B – Detailed Agreement Form (engagement information, workload calculation, schedule, success criteria, contact persons)

Annex C – Statement of Work (SOW) Template

Annex D – Draft Data Processing Agreement (DPA) pursuant to art. 28 GDPR

No ancillary agreements have been entered into outside of what is expressly provided for in this MSA and its annexes.

Any amendments, additions or derogations to this MSA are only effective if evidenced by a written document signed by the Parties pursuant to art. 6.8.

6.10 Competent court

For all disputes arising from or in connection with this MSA, relating to its validity, interpretation, performance or termination, exclusive jurisdiction is conferred on the Court of Florence (Tribunale di Firenze), within whose jurisdiction the registered office of Software e Nuove Tecnologie S.C. (Sesto Fiorentino – FI) falls, subject to any mandatory applicable law provisions.

NTR The exclusive jurisdiction of the Tribunale di Firenze is an Italian forum selection clause. Under Italian law, the parties may agree on exclusive jurisdiction within Italy. This does not affect any mandatory consumer protection rules (which do not apply here, as this is a B2B contract).

This jurisdictional derogation clause must be specifically approved in writing pursuant to art. 1341 para. 2 c.c., in accordance with established case law (Italian Supreme Court orders no. 18429/2023 and no. 28394/2023).

The Customer retains the right to bring proceedings before the court of the place of performance of the obligation pursuant to art. 20 of the Italian Code of Civil Procedure (c.p.c.), where recognised as mandatory by law.

NTR Art. 20 c.p.c.: alternative jurisdiction based on the place where the contractual obligation arose or must be performed. Under Italian procedural law, this is a default rule that parties can derogate from by written agreement (art. 1341 c.c. written approval required).

6.11 Safeguard Clause

Should any provision of this MSA be or become wholly or partially invalid, this shall not affect the validity of the remaining provisions. The parties agree that the invalid provision shall be replaced by a valid provision that reflects as closely as possible the economic purpose originally pursued by the parties with the invalid provision. The same applies in the case of a provision that is effectively unenforceable or a gap in this MSA.

Annex A – Standard Professional Services Scale

The following list shows the activities included in the Standard Professional Services for each product.

Overall, Professional Services can only be purchased for full days.

Therefore, the total estimated durations from the following list should be rounded to the next full day.

A.1 RAP – Project Kick-Off Meeting (max. 1 hour, mandatory for all engagements)

Included Task	
Define the technical scope	✓
Clarify responsibilities	✓
Discuss prerequisites and responsibilities	✓
Discuss the technical characteristics of the environment	✓
Agree on the project plan and engagement timeline	✓
Provide the list of prerequisites	✓

A.2 Basic TrendAI™ Vision One Configuration (mandatory for all Vision One engagements) – estimated 0.5 days

Included Task	
Configuration of one Vision One tenant, if not already completed	✓
Configuration of one external identity provider (e.g. Entra ID)	✓
Assistance with licence activation, if required	✓
Configuration of up to two custom user roles, if required	✓
Assistance with notifications configuration	✓
Connection of up to three TrendAI™ on-premises products, if required	✓
Connection of up to three TrendAI™ SaaS products, if required	✓
Product overview for administrators (platform and module familiarisation, max. 1 hour)	✓
Configuration of one Service Gateway (if required)	✓
Assistance with Active Directory synchronisation configuration (if required)	✓
NOT included task	
Interacting with the customer's environment outside the TrendAI™ installation (on-premises or cloud)	✗
Drafting environment documentation	✗

A.3 (Optional) Managed XDR

The following items apply only if Managed Services have been purchased:

Included Task	
Coordination of Managed XDR (MDR) service activation	✓
MDR configuration and setup of escalation contact list with the customer	✓
Coordination of MDR onboarding call and/or Service One	✓

A.4 Vision One Server and Workload Security (Endpoint Protection Professional) – estimated 2 days

Included Task	
Assistance with configuration of one Service Gateway (if required)	✓
Configuration of up to two Runtime Proxy Configurations (if required)	✓
Configuration of endpoint security policies for automatic XDR sensor enablement (if required)	✓
Configuration of up to five exclusion lists (to illustrate self-creation principles, if required)	✓
Configuration of three protection policies (to illustrate self-creation principles, if required)	✓
Provision of two agent packages and/or scripts for rollout	✓
Assistance with rollout of up to five agents to verify functionality	✓
Solution review and optional fine-tuning after several weeks of operation (max. 2 hours, on request and subject to remaining time)	✓
NOT included task	
Interacting with the customer's environment outside the TrendAI™ installation (on-premises or cloud)	X
Performing configurations on the operating systems of the servers to be protected	X
Further agent rollouts	X
Drafting environment documentation	X

A.5 Vision One Endpoint Security Standard (Endpoint Protection Essentials) – estimated 2 days

Included Task	
Configuration of global solution settings	✓
Assistance with connecting one Active Directory (if required)	✓
Overview of policy modules and their use	✓
Configuration of two protection policies (one parent and one child, to illustrate self-creation principles)	✓
Provision of agent package for rollout	✓
Assistance with rollout of up to five agents to verify functionality	✓

Solution review and optional fine-tuning after several weeks of operation (max. 2 hours, on request and subject to remaining time)	✓
NOT included task	
Interacting with the customer's environment outside the TrendAI™ installation (on-premises or cloud)	✗
Performing configurations on the operating systems of the servers to be protected	✗
Further agent rollouts	✗
Drafting environment documentation	✗

A.6 ZTSA Internet Access – estimated 2 days

Included Task	
Configuration of one on-premises gateway (if required)	✓
Assistance in creating a PAC file for automatic proxy routing	✓
Overview of ZTSA module usage in the Basecamp agent for transparent authentication	✓
Configuration of Active Directory authentication (if required)	✓
Overview of Secure Access Resources	✓
Creation of two access policies (to illustrate self-creation principles)	✓
Overview of differences between PAC file exceptions, HTTPS inspection and trusted domains	✓
Overview of Risk Control Rules	✓
NOT included task	
Interacting with the customer's environment outside the TrendAI™ installation (on-premises or cloud)	✗
Drafting environment documentation	✗

A.7 ZTSA Private Access – estimated 1 day

Included Task	
Configuration of global settings for customisation	✓
Configuration of one private access connector	✓
Publishing three internal applications	✓
Overview of Risk Control Rules	✓
NOT included task	
Interacting with the customer's environment outside the TrendAI™ installation (on-premises or cloud)	✗
Drafting environment documentation	✗

A.8 Cloud Posture Security – estimated 0.5 days

Included Task	
Assistance in connecting one cloud account to Vision One	✓
Overview of the compliance dashboard	✓
NOT included task	
Interacting with the customer's environment outside the TrendAI™ installation (on-premises or cloud)	✗
Drafting environment documentation	✗

A.9 Container Security – estimated 1 day

Included Task	
Assistance in connecting one Docker, Kubernetes cluster or AWS ECS instance	✓
Configuration of one protection policy	✓
NOT Included Task	
Interacting with the customer's environment outside the TrendAI™ installation (on-premises or cloud)	✗
Performing configurations on the container clusters or servers to be protected	✗
Drafting environment documentation	✗

A.10 File Security – estimated 1 day

Included Task	
Assistance in connecting one cloud account to Vision One	✓
Overview of the scanning stack scalability	✓
NOT Included Task	
Interacting with the customer's environment outside the TrendAI™ installation (on-premises or cloud)	✗
Performing configurations on Lambda functions or servers to be protected	✗
Drafting environment documentation	✗

A.11 Mobile Security – estimated 0.5 days

Included Task	
Assistance in connecting one Mobile Device Management (MDM) system	✓
Configuration of two Security Policies (one for Android and one for iOS)	✓
NOT Included Task	
Interacting with the customer's environment outside the TrendAI™ installation (MDM configuration)	✗
Drafting environment documentation	✗

A.12 Setup Vision One Email and Collaboration Protection (CAS) – estimated 1.5 days

Included Task	
Configuration of one Service Account per product	✓
Configuration of global solution settings	✓
Creation of one protection policy (ATP) per product (to illustrate self-creation principles)	✓
Deployment of the Email Sensor, if required	✓
Solution review and optional fine-tuning after several weeks of operation (max. 2 hours, on request and subject to remaining time)	✓
NOT Included Task	
Interacting with the customer's environment outside the TrendAI™ installation (on-premises or cloud)	✗
Drafting environment documentation	✗

A.13 Setup Cloud Email Gateway Protection – estimated 3 days

Included Task	
Configuration of Active Directory synchronisation (if required)	✓
Configuration of global solution settings	✓
Configuration of inbound policies for Anti-Spam, Anti-Malware, Content Filtering	✓
Configuration of outbound policies for Anti-Spam, Anti-Malware, Content Filtering	✓
Preparation of SPF and DKIM records for publication in the customer's public DNS service	✓
Connection of identity provider for EUQ	✓
Configuration of Spam Digest for end users	✓
Solution review and optional fine-tuning after several weeks of operation (max. 2 hours, on request and subject to remaining time)	✓
NOT Included Task	
Interacting with the customer's environment outside the TrendAI™ installation (DNS, mail server, routing, etc.)	✗
Drafting environment documentation	✗

A.14 Setup ScanMail for Exchange (SMEX) – estimated 1.5 days

Included Task	
Assistance with ScanMail installation on one Exchange Server	✓
Overview of the various ScanMail for Exchange components	✓
Configuration of Security Risk Scan	✓
Configuration of Attachment Blocking (based on customer requirements)	✓

Configuration of Spam Prevention	✓
Configuration of Advanced Spam Prevention	✓
Configuration of Web Reputation	✓
Configuration of URL Time-of-Click Protection	✓
Connection of Virtual Analyzer, if available	✓
Configuration of Vision One integration	✓
Configuration of one scheduled database scan	✓
Solution review and optional fine-tuning after several weeks of operation (max. 2 hours, on request and subject to remaining time)	✓
NOT Included Task	
Interacting with the customer's environment outside the TrendAI™ installation (on-premises or cloud)	✗
Performing configurations on operating systems or Exchange servers	✗
Drafting environment documentation	✗

A.15 Setup DDEI with or without DDAN – estimated 3 days

Included Task	
Basic setup of up to two DDEI	✓
Mail flow configuration for two domains	✓
Configuration of policy objects and one policy rule for Anti-Spam, Content Filter and Anti-Malware (to illustrate self-creation principles)	✓
Configuration of up to three policies (to illustrate self-creation principles)	✓
Connection of DDEI to Vision One (if requested and feasible)	✓
Solution review and optional fine-tuning after several weeks of operation (max. 2 hours, on request and subject to remaining time)	✓
[Optional] Preparation of Windows 10/11 sandbox image for import into DDEI (customer must provide Windows and Office licence keys) – quoted separately	✓
Windows and Office licences for sandbox images are at the customer's expense	✓
[Optional] Assistance with importing the sandbox image into DDEI	✓
NOT Included Task	
Interacting with the customer's environment outside the TrendAI™ installation (DNS, mail server, routing, etc.)	✗
Drafting environment documentation	✗

A.16 Setup VNS / DDI with or without DDAN – estimated 3 days

Included Task	
Basic setup of up to two DDI	✓
Configuration of up to ten trusted objects (networks, servers, etc.)	✓

Configuration of up to three traffic exception rules (to illustrate self-creation principles)	✓
Connection of DDI to Vision One (if requested and feasible)	✓
Solution review and optional fine-tuning after several weeks of operation (max. 2 hours, on request and subject to remaining time)	✓
[Optional] Preparation of Windows 10/11 sandbox image for import into DDI (customer must provide Windows and Office licence keys) – quoted separately	✓
Windows and Office licences for sandbox images are at the customer's expense	✓
[Optional] Assistance with importing the sandbox image into DDI	✓
NOT Included Task	
Interacting with the customer's environment outside the TrendAI™ installation (hypervisor, switch, other network components)	✗
Drafting environment documentation	✗

A.17 Setup DDAN – estimated 1 day

Included Task	
Basic setup of up to two DDAN	✓
Assistance in connecting up to two submitter products to the system	✓
Provision of API key for connecting submitter products to the system	✓
Solution review and optional fine-tuning after several weeks of operation (max. 2 hours, on request and subject to remaining time)	✓
[Optional] Preparation of Windows 10/11 sandbox image for import into DDAN	✓
[Optional] Assistance with importing the sandbox image into DDAN	✓
NOT Included Task	
Interacting with the customer's environment outside the TrendAI™ installation (hypervisor, switch, other network components)	✗
Drafting environment documentation	✗

A.18 Health-Check

For Health Checks of a TrendAI™ implementation, we estimate one Professional Services day per product. If the environment is manageable, the workload may be combined by prior agreement.

What we will do:

- Review of the existing installation and/or configuration of the required product
- Review of existing policies against best practices
- Drafting of a brief summary document of any findings identified during the review and provision of recommendations on possible improvements to the environment

What we will NOT do:

- Modify customer cloud tenant configurations (such as AWS, Azure, etc.)
- Interact with the customer's environment outside the TrendAI™ installation
- Draft environment documentation, except for the brief summary mentioned above. Any additional technical documentation required will be quoted separately.

Annex B – Detailed Agreement Form

B.1 Product Scope

Product	Details		Days
Vision One – Basic Setup			
One tenant – MANDATORY	Yes ☒		0,5
Sicurezza Endpoint			
V1 Server and Workload Security (EP Professional)	Yes ☐	No ☐	2
V1 Endpoint Security Standard (EP Essentials)	Yes ☐	No ☐	2
Zero Trust Secure Access			
Internet Access	Yes ☐	No ☐	2
Private Access	Yes ☐	No ☐	1
Cloud Security			
Cloud Posture Security	Yes ☐	No ☐	0,5
Container Security	Yes ☐	No ☐	1
File Security	Yes ☐	No ☐	1
Mobile Security			
One MDM	Yes ☐	No ☐	0,5
E-Mail Security			
V1 Collaboration Security API	Yes ☐	No ☐	1,5
V1 Cloud Email Gateway Protection	Yes ☐	No ☐	3
ScanMail for Exchange	Yes ☐	No ☐	1,5
Deep Discovery			
DDEI o DDEI + DDAN (one environment)	Yes ☐	No ☐	3
VNS/DDI o VNS/DDI + DDAN (un environment)	Yes ☐	No ☐	3
DDAN (one setup)	Yes ☐	No ☐	1
Sandbox image creation	Yes ☐	No ☐	1
Health Check (without installation)			
DDEI / DDEI + DDAN (one setup)	Yes ☐	No ☐	1
DDI / DDI + DDAN (one setup)	Yes ☐	No ☐	1
Vision One tenant configuration (without security modules)	Yes ☐	No ☐	0,5
Deep Security / Cloud One / V1 EP Professional (config check and max 5 policies)	Yes ☐	No ☐	1
Apex One / V1 Endpoint Security Essentials (config check and max 5 policies)	Yes ☐	No ☐	1
IMSSVA / V1 Collaboration Security GW / API (config check and max 10 policies)	Yes ☐	No ☐	1

B.2 Current Situation and Target Solution

Describe the current situation and target solution. Include expectations for migration / policy transfer / data recovery as well as the target infrastructure and issues with the current solution.

B.3 Workload Calculation

Estimated PS workload	
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B.4 Schedule

No. of PS days ordered	
Start Date / Effective Date	
End Date	
Deadline(s)	
Special scheduling requirements	
Hours outside standard business hours?	No ☐ Yes ☐ _____
Weekend or public holiday hours?	No ☐ Yes ☐ _____
Number of on-site days	

B.5 Success Criteria

To be defined based on the product and Services.

B.6 Key Contacts – Business and Technical

Your Business Contact

Name	
E-Mail	
Phone	

Your Technical Contact

Name	
E-Mail	
Phone	

TrendAI™ Account Manager

Name	
E-Mail	
Phone	

Our Professional Services Operational Resource

Name	
E-Mail	
Phone	

Our Customer Account and Resource Manager

Name	
E-Mail	
Phone	

Agreement Execution

Execution of the Master Agreement "MSA" implies explicit acceptance of:

- the contractual terms set out in the document "TrendAI™ - PROFESSIONAL SERVICES MSA";
- the "Annex A – Standard Professional Services Scale";
- "Annex B – Detailed Agreement Form", as completed by You.

Approved and accepted by:

Software e Nuove Tecnologie S. C. (Provider)

Full Name	
Title / Role	
Date	

(sign)

**DO NOT SIGN THIS DOCUMENT
BUT THE ITALIAN VERSION**

Customer

Ragione Sociale	
Full Name	
Title / Role	
Date	

(sign)

**DO NOT SIGN THIS DOCUMENT
BUT THE ITALIAN VERSION**

SPECIFIC WRITTEN APPROVAL PURSUANT TO ART. 1341 PARA. 2 OF THE ITALIAN CIVIL CODE

NTR Under art. 1341 para. 2 c.c., the following clauses, which fall within the categories of standard-form contract terms requiring specific written approval (limitation of liability, exclusive jurisdiction, forfeiture, unilateral withdrawal rights, and similar terms unfavourable to the adhering party), must be individually approved in writing by the Customer. Failure to do so renders them unenforceable.

The Customer declares that it has read, understood and specifically approves, pursuant to art. 1341 para. 2 c.c., the following clauses of this MSA:

Art. 2 (Subject matter of the agreement)

Art. 3 (Service delivery)

Art. 3.1 (Your cooperation obligations)

Art. 3.2 (Hardware and software)

Art. 5 (Duration, withdrawal and termination)

Art. 6.1 (Invoicing)

Art. 6.4 (Limitation of liability)

Art. 6.5 (Representations and warranties)

Art. 6.6 (Features and settings)

Art. 6.7 (Insurance)

Art. 6.8 (Notices)

Art. 6.10 (Exclusive jurisdiction – Court of Florence)

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(sign)

**DO NOT SIGN THIS DOCUMENT
BUT THE ITALIAN VERSION**