Bitdefender MSP Agreement

Managed Service Provider (MSP) Model

Rather than just selling the Endpoint Product to the corporate end-user, a Managed Service Provider remotely installs, manages and supports the Endpoint Protection for the client. The Bitdefender Cloud Control Center enables the MSP to configure, manage and monitor the individual customer's installations (Consoles) from one centralized location. It further enables the MSP to offer more flexible licensing and billing (i.e. monthly instead of yearly).

MSP Cloud Control Center

In the Bitdefender GravityZone Cloud Control Center the MSP adds all his customer's individual management consoles. He can then see all his customers in one interface. This enables the MSP to install new Endpoints at any customer locations, change configurations, set alerts and run reports. The MSP can also allow the individual customer companies to access their environment through the Cloud Console.

Bitdefender Licensing

Licensing for Bitdefender is based on the maximum number of protected endpoints/devices each month. The licensing does not differentiate between servers, desktops, notebooks, or virtual machines. There are endpoint client versions for Windows, Linux/Unix and Mac.

The MSP receives one GravityZone MSP Login. For every new customer, a new company must be added in the resellers GravityZone Console. The reseller can run a license usage report at any time to see the total number of active licenses he will be billed for.

License Usage and Billing

The Bitdefender MSP program is only offered for authorized Bitdefender resellers.

The minimum number of licenses is 50 (fifty). The MSP will be invoiced monthly on the first day of the following month for the maximum number of client licenses used during the previous month or 50 Licenses whichever is more. Cut-off will be at 12 a.m. GMT on the last day of each month.

Past due accounts are subject to be suspended until paid in full.

Terms and Conditions

- MSP Reseller agrees to resell or rent the Client Software to end users in accordance with the End-User License Agreement of Bitdefender Software, Inc. ("EULA").
- MSP Reseller has read this Contronex Bitdefender MSP Agreement, understands its contents and agrees with them.

Pricing (monthly)

MSP BASE PRICE	
50+ $1.75* per endpoint 100+ $1.30* per endpoint 500+ $1.10* per endpoint 1000+ $1.00* per endpoint 5000+ $0.90* per endpoint	The base price includes: - Antimalware - Advanced Threat Control - Firewall - Content Control - Device Control

Each of the following services comes with an additional fee based on usage. Enabling such services for your customers will add the following fees to your monthly subscription.

EXCHANGE EMAIL & ANTISPAM	ENCRYPTION MANAGEMENT	SECURITY FOR VIRTUAL ENVIRONMENTS
1+ $1.00* per mailbox 100+ $0.95* per mailbox 500+ $0.90* per mailbox 1000+ $0.85* per mailbox 5000+ $0.70* per mailbox	1+ $1.05* per endpoint 100+ $0.85* per endpoint 500+ $0.75* per endpoint 1000+ $0.65* per endpoint 5000+ $0.55* per endpoint	1+ $5.05* per endpoint 100+ $4.30* per endpoint 1000+ $3.80* per endpoint VDI: hourly $0.01* per hour
PATCH MANAGEMENT	**ATS (HYPER DETECT AND SANDBOX ANALYZER)**	**EDR (ENDPOINT DETECTION AND RESPONSE) – <u>INCLUDES ATS</u>**
1+ $1.30* per endpoint 100+ $1.17* per endpoint 500+ $1.05* per endpoint 1000+ $0.95* per endpoint 5000+ $0.85* per endpoint	1+ $1.20* per endpoint 100+ $1.08* per endpoint 500+ $0.97* per endpoint 1000+ $0.87* per endpoint 5000+ $0.80* per endpoint	1+ $2.25* per endpoint 100+ $2.01* per endpoint 500+ $1.80* per endpoint 1000+ $1.62* per endpoint 5000+ $1.50* per endpoint

*prices are subject to change in accordance with Bitdefender's price policy and price breaks are based on each module

Termination

Either party can terminate this agreement by giving at least thirty (30) days written notice ending the agreement on the last day of a calendar month. The MSP Reseller must then remove all managed systems by the last day of that calendar month (12 a.m. GMT) to avoid any additional charges. One final invoice will be due for the last month's usage.

With my signature below, I hereby attest that I have read and understand the information provided to me regarding the Contronex Bitdefender MSP Model.

Reseller Company Name: _____

Authorized Signature: _____ Date: _____