



## Cybersecurity Services Coverage

PLEASE REVIEW THIS DOCUMENT CAREFULLY. It relates to the safe and proper operation of the security devices being installed for your organization (“Customer”).

### Device Hardening (for customers receiving installation service)

Customer is hereby advised of Convergent’s Device Hardening services. The Device Hardening services and procedures may vary depending on the specific devices involved, but typically include: disabling unused and non-essential device features and associated network communications capabilities (e.g., ports); changing default passwords to new passwords that meet complexity requirements; and updating firmware to latest available versions that incorporate available patches from the device manufacturer. **These are one-time services** — ongoing support requires the additional services described below. Please ask your Convergent point of contact for more details on the specific Device Hardening services available for your devices. **These services may reduce the risk of cyber vulnerabilities for the devices being installed.**

### Password & Patch Management (“PPM”) (for customers receiving CSP services)

Customer is hereby advised of Convergent Password & Patch Management (“PPM”) services. The PPM services and procedures may vary depending on the specific devices involved, but typically include: periodically updating device passwords to meet complexity and password rotation requirements; securely managing those passwords on behalf of Customer; and periodically updating device firmware to incorporate patches made available by the device manufacturer. Please ask your Convergent point of contact for more details on the specific PPM services available for your devices. **These services may reduce the risk of cyber vulnerabilities for the devices being installed.**

**Convergent cannot guarantee the security of the devices it installs or of Customer’s IT environment, and no networked system can be completely secure. Convergent cannot guarantee that the systems or services will be error free or operate without interruption. However, these services may reduce the risk of cyber vulnerabilities for the devices being installed.** Please note that these services are intended to address specified potential cyber vulnerabilities of certain devices Convergent has installed — they do not address any other aspect of Customer’s IT environment or practices, which remain Customer’s responsibility.

**IF CUSTOMER DECLINES THESE SERVICES, CUSTOMER ACKNOWLEDGES THAT CUSTOMER (AND NOT CONVERGENT) IS RESPONSIBLE FOR PERFORMING THESE SERVICES.**