

Threat Intelligence on Demand

This service (“Threat Intelligence On Demand”) may also be referenced as: TloD, RFI Intelligence Support, or Threat Briefs

1. Introduction

This Service Description outlines the scope, deliverables, and parameters of the **Threat Intelligence on Demand (TloD)** offering (“Services”) provided by Binary Defense, all in the quantities and volumes defined in, and subject to, your quote through which you purchased the Services. TloD delivers actionable intelligence to Clients based on submitted Requests for Information (RFIs) related to cyber threats, adversary groups, vulnerabilities, and other threat-centric topics. The Service is designed to enhance the Client’s situational awareness and improve their cybersecurity posture through timely and relevant intelligence support, as described below.

2. Scope of Services

The Services include on-demand support for specific, tactical, and operational threat intelligence requests. Clients submit RFIs through the Binary Defense ServiceNow (SNOW) portal. Binary Defense reviews and responds to these requests with context-rich insights, indicators, and relevant analysis to assist Client with its understanding of or response to cyber threats.

TloD enables Clients to request insights related to:

- Threat actors and Advanced Persistent Threat (APT) groups
- Tactical and operational threat intelligence
- Vulnerability and exploit activity
- Emerging threats, indicators or compromise (“IOCs”), and attack trends

2.1. Service Definitions and Parameters

- **Request for Information (RFI)**
 - A written, client-submitted inquiry requesting threat intelligence related to a specific threat or set of threats. RFIs must be precise, operational, or tactical in nature.
- **Out-of-Scope RFI**
 - An RFI is considered too speculative, overly broad, or illegal (e.g., requiring actions related to third-party data without consent), or that otherwise request analysis with respect to risks which are currently unknown (as solely

determined by Binary Defense). Where an RFI is determined to be Out-of-Scope, Binary Defense will work with the Client to revise the request if possible.

- **Per Quarter**

- Defined as calendar quarter (Jan–Mar, Apr–Jun, Jul–Sep, Oct–Dec).

Response Time Commitments:

- RFI Acknowledgment: Within **4 business hours** (Monday–Friday, 9 a.m. – 5 p.m. ET)
- Targeted Completion: Within **72 business hours** (Monday–Friday, 9 a.m. – 5 p.m. ET), when information is reasonably available
- **RFI Quantity**
 - The number of RFIs included per quarter is defined in the quote. Unused RFIs do not roll over or carry over to subsequent quarters.
- **Rollover Policy**
 - RFIs not used within a given quarter will expire at the end of that quarter and do not roll over into subsequent quarters.
- **Additional RFI**
 - May be requested beyond the included amount and are subject to a separate mutual agreement and additional cost (SKU required).

2.1.1. Options

- Sold as part of MDR Bundle
- Additional units may be purchased as stand-alone subject to separate mutual agreement.

2.2. Planning, Governance, & Implementation

2.2.1. Planning Activities & Responsible Parties:

- Client onboarding to TloD portal in SNOW (ServiceNow) is required
- Initial guidance will be provided to ensure Clients understand how to submit an RFI using the portal
- Binary Defense will monitor incoming RFIs and notify the TloD team to begin evaluation

2.2.2. Governance Activities:

- Clients receive acknowledgment within 4 business hours and delivery timelines within 72 business hours for each RFI, as noted in Section 2.1 above
- Binary Defense tracks consumption of RFIs per Client and makes reasonable efforts to notify Client if nearing allocation thresholds

2.2.3. Implementation Activities:

- No formal implementation activities are required beyond onboarding and SNOW portal access
- RFI evaluation and delivery are conducted on a per-request basis

2.3 Client Obligations & Assumptions

2.3.1. Obligations:

The below shall not limit or diminish Client's obligations under the Agreement.

Clients must:

- Be onboarded into Binary Defense's SNOW environment
- Submit RFIs through the designated TloD portal
- Provide specific, actionable questions and context for each RFI

2.3.2. Assumptions

- All services are conducted remotely
- English is the default delivery language
- Client environment is stable and accessible
- Client agrees to work in good faith with Binary Defense to revise or clarify any out-of-scope RFI requests
- All interactions, notifications, and escalations will be handled through the Binary Defense ServiceNow (SNOW) platform.

2.4.1. Exclusions

Unless specifically set forth in this Service Description or reasonably related thereto as jointly determined by the parties, such activities are excluded, including, for example:

- Onsite intelligence support or investigation
- Requests for third-party or illegal data acquisition
- Any legal support or expert witness work
- Broad, strategic, or future-state speculative intelligence
- Managed detection and response (MDR) or MSSP support
- Tool or feature configuration unrelated to intelligence delivery

3. Terms and Conditions

The Services described herein are subject to the [Binary Defense Terms and Conditions](#), unless you have a separate written agreement in place with Binary Defense ("Agreement"). In the event of a conflict, this Service Description shall control unless otherwise expressly agreed in writing.