

**COMCAST ENTERPRISE SERVICES
PRODUCT-SPECIFIC ATTACHMENT
SECURITYEDGE™ SERVICE**

ATTACHMENT IDENTIFIER: SecurityEdge™ Service, Version 2.0

The following additional terms and conditions are applicable to Sales Orders for Comcast's SecurityEdge™ Service:

DEFINITIONS

Capitalized terms not otherwise defined herein shall have the meaning ascribed to them in the General Terms and Conditions.

“**ACD**” means a document containing details regarding the Customer's Local Area Network (“**LAN**”) and/or Wide Area Network (“**WAN**”) which will enable Comcast to create the configuration for the Service.

“**Base Service**” means the Comcast-provided ActiveCoreSM Router Service or Cable Modem Internet Service offered under the Enterprise Master Agreement.

“**Estimated Availability Date**” means the target date for delivery of a Service.

“**Service(s)**” means Comcast's SecurityEdge™ Service, including, if purchased pursuant to a Sales Order, the SecurityEdge Extended Coverage Service or SecurityEdge™ Preferred Service.

ARTICLE 1. SERVICES

This attachment shall apply to Comcast's SecurityEdge™ Service or SecurityEdge™ Preferred Service which is delivered via the Base Service. A further description of the Services are set forth in Schedules A-1 and A-2 hereto which are incorporated herein by reference.

ARTICLE 2. PROVIDER

The Services shall be provided by Comcast Business Communications, LLC or its applicable subsidiaries or Affiliates (“**Comcast**”).

ARTICLE 3. PROVISIONING INTERVAL

Following the Customer's acceptance of a Sales Order, Comcast shall notify Customer of the Estimated Availability Date applicable to that Sales Order. Comcast shall use commercially reasonable efforts to provision the Service on or about the Estimated Availability Date; provided, however, that Comcast's failure to provision Services by said date shall not constitute a breach of the Agreement.

ARTICLE 4. SERVICE COMMENCEMENT DATE

4.1 Comcast shall inform Customer when the Service is

available (“**Availability Notification**”).

4.2 Charges for the Service shall begin to accrue as of the Service Commencement Date. The Service Commencement Date shall be the earliest of: (a) the date on which Customer confirms receipt of and concurrence with the Availability Notification (which may occur, without limitation, during a Service activation phone call between Customer and Comcast); (b) five (5) business days following the date of the Availability Notification, if Customer does not otherwise notify Comcast that Customer does not concur with the Availability Notification; or (c) the date on which Customer first uses the Service.

4.3 Customer acknowledges and agrees that charges may begin to accrue with respect to the Base Service and the Service at different times. For the avoidance of doubt, charges will begin to accrue with respect to the Base Service in accordance with the PSA applicable thereto.

ARTICLE 5. SERVICE REQUIREMENTS

In order to provide the Service at a Service Location, the Service Location must have a Base Service. The Service works only with the modem or router, as applicable, provided by Comcast for the Base Service. Such modem or router constitutes Comcast Equipment. Customer acknowledges and agrees that the Service will not function with any Internet modem or router other than the modem or router provided by Comcast for the Base Service and as such, the Service will not function if Customer uses Customer-Provided Equipment in lieu of such modem or router provided by Comcast. Comcast shall not be liable for any damages whatsoever for any failure of the Service in the event Customer replaces the modem or router provided by Comcast for the Base Service with any other equipment. Further, Customer acknowledges and agrees that the Service will not function when paired with Cable Modem Internet Service modem that is configured in bridge-mode.

ARTICLE 6. TERM AND TERMINATION

The Service is offered on a month-to-month basis. Either party shall have the right to terminate the Service, at any time, for any reason, upon thirty (30) days' prior written notice to the other party, subject to the payment of all outstanding amounts due for the Service, if any. Termination of the Service is not subject to Termination Charges; provided, however, that termination of the Service may void any packaged, special or discounted pricing for the Base Service and any other Services (as defined under the

General Terms and Conditions) and Comcast may, at its sole discretion, revert such pricing to Comcast's then-current standard pricing. The Service will terminate simultaneously with termination of the Base Service. The Extended Coverage Service will terminate simultaneously with termination of the SecurityEdge™ Service.

ARTICLE 7. CUSTOMER PORTAL

Comcast provides the Customer with a password-protected web portal (“**Portal**”) to access information regarding the Customer's Service. Customer may have the option to use the Portal to enter changes to the Customer's Service configuration, subject to the availability of the configuration service, as determined by Comcast in its sole discretion.

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SCHEDULE A-1
SERVICE DESCRIPTIONS & ADDITIONAL TERMS

The Services will be provided in accordance with the service descriptions and additional terms set forth below.

1. SecurityEdge Service Description.

The Service is an Internet security solution designed to prevent Customer's devices that are connected to the Internet through a Base Service (a "**Connected Device**") from accessing (a) malicious Internet domains, or (b) certain website categories or specific Internet domains that Customer has blocked its users from accessing (together with (a), "**Blocked Traffic**"), by redirecting such Connected Devices to a block page. For clarity, the Service will not prevent a Connected Device from accessing Blocked Traffic if such Connected Device is (i) connected to the Internet via a public Wi-Fi network, including one provided by Comcast (e.g., Xfinity WiFi), (ii) connected via direct IP-to-IP communication (e.g., virtual private network technology) or (iii) connected via non-encrypted domain name system ("DNS") server(s). In addition, certain features of the Service, such as customized web filtering, will not be available if any Connected Device is connected to the Internet via Comcast Business Connection Pro.

2. Service Limitations.

- A. Customer acknowledges and agrees that the Service is not antivirus or firewall software and will not protect against inbound attacks on Customer's network. The Service will not block an Internet domain unless (i) Comcast has determined, in its sole discretion, that such Internet domain is potentially malicious, or (ii) Customer has configured its web filtering policies to prevent access to such Internet domain or category of Internet domains in which such Internet domain may be included. Customer shall be solely responsible for configuring its web filtering policies and Comcast shall have no responsibility, or liability, with respect to such configurations.
- B. Customer acknowledges and agrees that Customer's non-Comcast applications and services that use TCP/UDP port- 53 (i) may not be compatible with the Service, which may result in such non-Comcast applications and services not functioning properly, and (ii) may affect certain Comcast Services (as defined under the General Terms and Conditions) (including Business Internet). Comcast shall not be liable for any performance issues (including without limitation, with respect to Comcast Services) related to Customer's use of such non-Comcast applications and services.

3. Service Management.

Customer may self-manage certain aspects of the Service through the Portal as determined by Comcast from time to time in Comcast's sole discretion. However, Customer acknowledges and agrees that Customer shall be required to contact Comcast Support for advanced support needs including, but not limited to, disabling or disconnecting the Service, disabling certain features of the Service, unlocking access to public DNS servers and for such other purposes that Comcast determines from time to time in Comcast's sole discretion to be advanced support needs. Customer may implement web filtering configurations through the Portal, to the extent such configuration is available through the Portal as determined by Comcast from time to time in Comcast's sole discretion, or by contacting Comcast Support.

The Service is configured and managed at the Service Location level, and not at the Connected Device level (*i.e.*, if Customer has the Service enabled for multiple Connected Devices at a Service Location, the Service will be configured and managed for the entire Service Location and not for each individual Connected Device).

4. Technical Support and Maintenance.

Comcast provides Customers a toll-free telephone number to the Customer Enterprise Technical Support (ETS) that operates on a 24x7x365 basis. Comcast provides technical support for service-related inquiries. Technical support will not offer consulting or advice on issues relating to non-Comcast Equipment.

- **Escalation.** Service issues are escalated within Comcast Support, when requested by Customer, as follows: to a Supervisor twenty-four (24) hours after a trouble ticket is received and acknowledged by Comcast, to a Manager twenty-four (24) hours following the escalation to a Supervisor, and to a Director twenty-four (24) hours following the escalation to a Manager.
- **Maintenance.** Comcast's standard maintenance window for the Service is Monday to Friday from 6:00am to 8:00am EST. Comcast may schedule and perform maintenance at any time during such maintenance window. Emergency maintenance is performed as needed and is not limited to the foregoing maintenance window.

Customer shall bear all expenses incurred where a Service interruption is found to be the fault of Customer, its end users, agents, representatives, or third-party suppliers.

5. Customer Responsibilities.

Customer shall have the following responsibilities related to the installation, support and maintenance of the Service:

- Provide Comcast necessary technical information required to finalize the ACD.
- Participate in Comcast's Service activation and verification processes, and perform any testing required by Comcast in connection therewith.
- Setup and maintain an account within the Portal, including setting up secondary users with appropriate privileges.
- Ensure the Portal is accessible to Customer.
- Manage service settings for the Service to the extent such settings are self-managed through the Portal, as determined by Comcast from time to time in Comcast's sole discretion.

6. SecurityEdge Extended Coverage Service. In addition to Sections 1 through 5 above (the "SecurityEdge Terms"), the following terms shall apply to the SecurityEdge Extended Coverage Service and take precedence to the extent of a conflict with the above SecurityEdge Terms.

- Service Description.** The SecurityEdge Extended Coverage Service ("**Extended Coverage Service**") is an optional feature of the SecurityEdge™ Service that may be purchased by Customer pursuant to a Sales Order. Extended Coverage Service extends the SecurityEdge Service to devices that: (i) are connected to the Internet by means other than through a Comcast-issued Internet modem; (ii) have properly installed one of the supported operating systems (and version thereof) described in Section 6(e) below; and (iii) on which the then-current version of the Comcast Business SecurityEdge application (the "**SecurityEdge Application**") has been downloaded, and properly installed, activated, and enabled (as described by Comcast) (each, a "**Remote Device**" and collectively, the "**Remote Devices**"). The Extended Coverage Service prevents Remote Devices from accessing Blocked Traffic by redirecting such Remote Devices to a block page. The Extended Coverage Service will support up to 250 Remote Devices per Customer account at any given time. This device limitation is subject to change upon notice to Customer (via email or invoice accepted). Customer must maintain the SecurityEdge Service in order to receive the Extended Coverage Service. The web filtering policies established for the SecurityEdge Service will be applied to the Extended Coverage Service.
- Customer Responsibilities.** Customer acknowledges that it, and not Comcast, is responsible for: (i) registering Remote Devices for the Extended Coverage Service by creating a "deep link" via the SecurityEdge portal and sending such deep link, which will be valid only for a limited period of time, to selected end users (end users must then download, install, activate, and enable SecurityEdge Application on their Remote Device(s)); and (ii) revoking registered Remote Device(s) access to the Extended Coverage Service via the SecurityEdge portal, as required. Without limiting the foregoing, Customer shall ensure that it provides such end users with all notices and disclosures, and obtains from such end users all consents, relating to Customer and the Extended Coverage Service monitoring all Internet traffic from Remote Devices.
- Service Limitations.** The Extended Coverage Service will not function (and Remote Device(s) will not be protected) in the event any of the following occurs: (i) the SecurityEdge Application is not downloaded, properly installed, activated, and enabled; (ii) the SecurityEdge Application is disabled or uninstalled or Customer revokes access to Remote Device(s) in the Portal; (iii) a Remote Device uses a VPN (as defined below) profile other than the SecurityEdge profile; (iv) a Remote Device uses a connection to an IP address that has not been resolved through Domain Name System ("**DNS**") (e.g., direct IP-to-IP communication); (v) a Remote Device uses a DNS over Hypertext Transfer Protocol Secure (HTTPS) or DNS over Transport Layer Security (TLS) to establish connections to applications/services; or (vi) a Remote Device has no connection to the Internet.

- d. The SecurityEdge Application installs a Virtual Private Network (“VPN”) profile on the Remote Device(s). **While the SecurityEdge Application is enabled, the Comcast Business SecurityEdge VPN profile disables all other VPN profiles present on the Remote Device(s).** In addition, DNS traffic on the Remote Device may be filtered or monitored when the SecurityEdge Application VPN is enabled.
- e. Customer acknowledges that the SecurityEdge Application supports only the following operating systems: MS Windows, Google Android OS, Google Chrome OS, Apple iOS, Apple MacOS. Use of the SecurityEdge Application may periodically require that end users update and/or change the operating systems software to meet minimum SecurityEdge Application requirements.
- f. **Indemnification.** In addition to the general indemnification obligations set forth in the General Terms and Conditions, Customer shall indemnify, defend and hold harmless Comcast and its directors, officers, employees, agents, subsidiaries, Affiliates, successors and assigns from and against any and all claims (i) asserted against Comcast by or on behalf of any end user of the Extended Coverage Service; or (ii) arising out of the use of the Extended Coverage Service.

COMCAST ENTERPRISE SERVICES
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SECURITYEDGE™ PREFERRED SERVICE

SCHEDULE A-2
SERVICE DESCRIPTIONS & ADDITIONAL TERMS

1. SecurityEdge Preferred Service Description.

- a. SecurityEdge Preferred Service is a network-based Internet security solution designed to monitor incoming and outgoing network traffic from devices connected to the Internet through a Comcast-issued Internet modem and enforce policies on that traffic based on Customer's configuration settings. The Service provides inbound and outbound traffic inspection to identify a) inbound Denial of Service (DOS) attacks, b) Domain Name Service (DNS) Filtering, c) IP Filtering, d) Web Filtering, e) Application Filtering, and f) Geo Filtering.

2. Service Limitations.

- a. SecurityEdge Preferred will not prevent a Connected Device from accessing Blocked Traffic if such Connected Device is connected to the Internet via public Wi-Fi network, including one provided by Comcast (e.g., Xfinity WiFi). SecurityEdge Preferred may not prevent a Connected Device from accessing Blocked Traffic if such Connected Device is (i) connected via direct IP-to-IP communication (e.g., virtual private network technology) or (ii) connected via encrypted domain name system service (DNS). In addition, certain features of the SecurityEdge Preferred Service, such as customized web filtering, will not be available if any device is connected to the Internet via Comcast Business Connection Pro or Comcast Business Wireless Connect.
- b. Customer acknowledges and agrees that SecurityEdge Preferred is limited to the inspection of inbound and outbound network traffic and the enforcement of filtering rules as configured solely by the Customer. The Service is not an antivirus solution, malware-detection tool, or a complete security solution. Comcast makes no representation or warranties that the Service will identify, block, or mitigate all risks or security incidents. Customer acknowledges and agrees that Customer shall be solely responsible for configuring Web, Domain, URL, IP, Application, and Geo filtering policies within the customer portal, and Comcast shall have no responsibility, or liability, with respect to such configurations.

3. Customer Responsibilities.

Customer shall have the following responsibilities related to the installation, support and maintenance of the Service:

- a. Provide Comcast necessary technical information required to finalize the ACD.
- b. Participate in Comcast's Service activation and verification processes, and perform any testing required by Comcast in connection therewith.
- c. Setup and maintain an account within the Portal, including setting up secondary users with appropriate privileges.
- d. Ensure the Portal is accessible to Customer.
- e. Manage service settings for the Service to the extent such settings are self-managed through the Portal, as determined by Comcast from time to time in Comcast's sole discretion.

4. Technical Support and Maintenance.

- a. Comcast provides Customers a toll-free telephone number to the Customer Enterprise Technical Support (ETS) that operates 24x7x365 basis. Comcast provides technical support for service-related inquiries. Technical support will not offer consulting or advice on issues relating to non-Comcast Equipment.
- b. **Escalation.** Service issues are escalated within Comcast Support, when requested by Customer, as follows: to a Supervisor twenty-four (24) hours after a trouble ticket is received and acknowledged by Comcast, to a manager twenty-four (24) hours following the escalation to a supervisor, and to a director twenty-four (24) hours following the escalation to a manager.
- c. **Maintenance.** Comcast's standard maintenance window for the Service is Monday to Friday from 6:00am to 8:00am

EST. Comcast may schedule and perform maintenance at any time during such maintenance window. Emergency maintenance is performed as needed and is not limited to the foregoing maintenance window.

- d. Comcast Support does not provide consulting services or individualized advice regarding customer configuration settings. Any settings or configurations referenced by Comcast Support or in the portal are offered solely as general recommendations and may not be suitable for all environments or use cases. Customers are responsible for evaluating and determining the appropriate settings for their specific needs.

5. Indemnification.

- a. In addition to the general indemnification obligations set forth in the General Terms and Conditions, Customer shall indemnify, defend and hold harmless Comcast and its Affiliates and its and their respective directors, officers, employees, agents, partners, suppliers, (sub)contractors, attorneys and licensors from and against any and all Claims (i) asserted against Comcast by or on behalf of any end user of the SecurityEdge Preferred Service; or (ii) arising out of the use of the SecurityEdge Preferred Service.