

**PRODUCT-SPECIFIC ATTACHMENT
MASERGY SECURE REMOTE ACCESS SERVICES**

ATTACHMENT IDENTIFIER: Masergy SRA, Version 1.0

The following additional terms and conditions are applicable to Service Order Forms for the Secure Remote Access (SRA) Services ordered under a Master Service Agreement:

DEFINITIONS

Capitalized terms not otherwise defined herein shall have the meaning ascribed to them in the Master Service Agreement.

“**Base Services**” means the SD-WAN Services (SD-WAN Secure, SD-WAN Secure OTT, SASE) provided by Masergy.

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

“**Masergy**” means Masergy Communications, Inc. or one of its applicable operating affiliates or subsidiaries by which the Service is provided.

“**Service(s)**” means the Secure Remote Access (SRA) with Forticlient Services as described in Schedule A-1 hereto.

“**Underlay Service**” means the internet connectivity over which the Service operates.

ARTICLE 1. SERVICES

This attachment shall apply to the Secure Remote Access Services. A further description of the Services is set forth in Schedule A-1 hereto which is incorporated herein by reference.

ARTICLE 2. PROVIDER

The Service is provided by Masergy and Customer may be invoiced for the Services by Masergy.

ARTICLE 3. PROVISIONING INTERVAL

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

ARTICLE 4. SERVICE COMMENCEMENT DATE

Charges for the Services shall begin to accrue on the Service Commencement Date. The Service Commencement Date shall

be the date Masergy informs Customer that the Service is available. A single Service Order Form containing multiple Service Locations or Services may have multiple Service Commencement Dates.

**ARTICLE 5. TERMINATION CHARGES;
PORTABILITY**

5.1 The charges set forth or referenced in each Service Order Form have been extended to Customer in reliance on the Service Term.

5.2 Termination Charges.

A. Subject to Sections 5.2(C) and 5.2(D), in the event that Service is terminated following Masergy’s acceptance of the applicable Service Order Form, but prior to the Service Commencement Date, Customer shall pay Termination Charges equal to one hundred and twenty percent (120%) of costs and expenses incurred by Masergy in installing or preparing to install the Service.

B. Subject to Sections 5.2(C) and 5.2(D), in the event that Service is terminated on or following the Service Commencement Date but prior to the end of the applicable Service Term, Customer shall pay: (a) all unpaid non-recurring charges, excluding any waived charges, specified in any Service Order Form; (b) all unpaid recurring charges for Services specified in any Service Order Form through the date of termination; (c) one hundred percent (100%) of all recurring charges for canceled or terminated Services specified in the related Service Order Form for the balance of the Initial Service Term or the current Extension Service Term of such Service; and (d) all fees related to the canceled or terminated Services that Masergy is charged by any and all third parties that Masergy is unable to avoid after using commercially reasonable efforts, including without limitation, all termination charges due to any and all third-party service providers; provided, however, that such third-party fees will not be separately charged if they are included in fees paid pursuant to subsection (c) of this Section

Termination Charges shall be immediately due and payable upon cancellation or termination and shall be in addition to any and all accrued and unpaid charges for the Service rendered by Masergy through the date of such cancellation or termination.

C. Termination Charges shall not apply to Service terminated by Customer as a result of Masergy's material and uncured breach in accordance with the Master Service Agreement.

D. Customer acknowledges and agrees that termination of the Underlay Service or the Base Service shall constitute a termination of the Services and Customer shall pay Termination Charges with respect to the Services as provided herein; provided, that, if Customer terminated such Underlay Service or the Base Service as a result of Masergy's material and uncured breach in accordance with the Master Service Agreement applicable hereto, then Customer will not be obliged to pay Termination Charges with respect to the Service.

ARTICLE 6. CUSTOMER PORTAL

Masergy provides Customer with access to a password-protected web portal ("Portal") for the purpose of accessing information regarding Customer's Service. The Portal also provides a view of certain network-related data, subject to the availability of the Service.

ARTICLE 7. ADDITIONAL INFORMATION

As necessary for the interconnection of the Service with services provided by third parties, Masergy may request (as applicable), and Customer will provide to Masergy, circuit facility assignment information, firm order commitment information, and design layout records necessary to enable Masergy to make the necessary cross-connection between the Service and Customer's other service provider(s). Masergy may charge Customer nonrecurring and monthly recurring cross-connect charges to make such connections.

ARTICLE 8. TECHNICAL SPECIFICATIONS

The technical specification applicable to the Services are set forth in Schedule A-1 hereto.

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**SCHEDULE A-1
SERVICE DESCRIPTIONS AND TECHNICAL SPECIFICATIONS**

The Service will be provided in accordance with the service descriptions and technical specifications set forth below:

1. Service Description.

Secure Remote Access is an optional security offering for SD-WAN Secure and OTT solutions that provide endpoint protection (EPP) capabilities for devices that need to access the customer's SD-WAN network.

All versions of SRA include the following components:

- A.** FortiClient - Is the EPP agent from Fortinet, designed to work integrally with the Fortinet Endpoint Management Server (EMS), FortiManager, Fortinet NGFW and Masergy's SD-WAN offering.
- B.** Fortinet Endpoint Management Server (EMS) - Each customer deployment has a cloud deployed EMS that is deployed within Masergy's cloud infrastructure. All endpoints of a given enterprise customer are configured to report to their dedicated EMS where they:
 - 1. Receive updated security policies and configuration.
 - 2. Push all security and EPP related events and alerts for monitoring and response cases within the EMS (for unmanaged offering) and within the Masergy SOC environment (for fully managed offering)

SRA is available in the following tiers:

- C. Secure Remote Access - Base:** SRA with VPN enables the following capabilities:
 - 1. Policy Based VPN Connectivity of endpoint into customer SD-WAN network (provided by Masergy). SRA supports both TLS/SSL and IPSec endpoint VPN connectivity.
 - 2. Vulnerability Scanning - Provides endpoint vulnerability scanning capabilities so that "at risk" devices can be identified and managed (for example: any devices with critical, unpatched vulnerabilities can be auto-patched).
 - 3. Web Filtering - Prevents devices from accessing risky or malicious websites.
- D. Secure Remote Access – Enhanced (No SOC):** SRA with VPN + Endpoint Protection (EPP) includes all of the capabilities of SRA- Base as described in Section C above. SRA – Enhanced also includes the following features:
 - 1. Anti-Malware Protection – Advanced anti-malware protection is a premium option for Secure Remote Access that leverages signature-based, and AI powered analytics against advanced malware attacks.
 - 2. App Firewall - Blocks unauthorized or malicious applications from connecting to the device.
 - 3. Vulnerability Scanning - Provides endpoint vulnerability scanning capabilities so that "at risk" devices can be identified and managed (for example: any devices with critical, unpatched vulnerabilities can be auto-patched).
- E. Secure Remote Access – Enhanced (With SOC):** SRA – Enhanced includes all of the capabilities of SRA-Enhanced (No SOC) as described in Section D above. SRA-Enhanced (With SOC) all includes the following features:
 - Provides 24/7 SOC monitoring and response capabilities, which leverage Masergy expert security analysts for reviewing, assessing, and responding to any security incidents identified by SRA with FortiClient. This fully managed service is supported by dedicated, specially designed Security Orchestration Automation and Response (SOAR) infrastructure that:
 - Collects relevant security events and alerts from the EMS

- Enriches the above events/alerts with relevant contextual security data (such as Threat Intelligence)
- Presents it to the SOC analyst via the SOAR platform, so that appropriate assessment and response can be taken.

F. Service Requirements. In order to provide the Services to a Customer Service Location, such Service Location must have Internet connectivity. As the Base Service, Customer must have SD-WAN Secure, SD-WAN Secure OTT or SASE Managed Services. Pricing for the Service is based upon the total number of Customer's endpoints.

2. Service Delivery.

A. Secure Remote Access – Base: (SRA with VPN) and Secure Remote Access - Enhanced (SRA with VPN and EPP)

1. Deploy and provision EMS in Masergy environment
 - Provide a baseline security configuration as the initial default configuration. Customer must review and configure their own security policy.
2. FortiClient agent deployment
 - Provide "How To" documentation for customer on agent deployment.
 - Provide phone and email support to assist customers on deployment issues (Masergy does NOT deploy agents on customers' behalf - Masergy only provides "how to" support and documentation).
3. FortiClient security and networking (VPN) configuration
 - Provide guidance and, best practices documentation for FortiClient security and VPN configuration
 - Provide phone and email support for customer Q&A on the above.

3. Customer Responsibilities. Masergy's ability to provide the Service is contingent upon Customer's compliance with the following responsibilities related to the installation, use, support and maintenance of the Service, and Masergy will not be responsible for any failure of the Service as a result of Customer's failure to fulfill responsibilities.

- Deploy FortiClient agents in their enterprise environment.
- Configure FortiClient policy (via EMS) for security and VPN.
- Monitor and respond to any alerts generated by the EMS. As an unmanaged service, the customer is responsible for tracking and remediating all security issues that may be identified by FortiClient EMS.

4. Disclaimer. THE SERVICE CONSTITUTES ONLY ONE COMPONENT OF CUSTOMER'S OVERALL SECURITY PROGRAM AND IS NOT A COMPREHENSIVE SECURITY SOLUTION. MASERGY DOES NOT MAKE ANY REPRESENTATION, WARRANTY OR GUARANTY, EXPRESS OR IMPLIED, THAT (I) THE SERVICES WILL IDENTIFY OR PREVENT ALL VULNERABILITIES, THREATS, DATA BREACHES/DATA LOSSES OR INTRUSIONS, (II) THE MITIGATION EFFORTS IMPLEMENTED BY MASERGY OR CUSTOMER WILL BE SUCCESSFUL IN MITIGATING THE OVERALL IMPACT OF THE INCIDENT, OR (III) OR THAT MASERGY DETECTION, ALERTING, AND/OR MITIGATION (A) WILL BE UNINTERRUPTED OR ERROR-FREE OR (B) WILL NOT INADVERTENTLY BLOCK NON-MALICIOUS TRAFFIC. CUSTOMER ACKNOWLEDGES THAT THE SERVICES PROVIDED ARE MERELY A TOOL FOR CUSTOMER TO USE IN ORDER TO ASSIST IN SUCH IDENTIFICATION AND PREVENTION EFFORTS. MASERGY'S ABILITY TO PROVIDE THE SERVICE MAY BE CONTINGENT ON CUSTOMER PROVIDING ACCURATE AND TIMELY INFORMATION TO MASERGY.