

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

**ATTACHMENT IDENTIFIER: Masergy SRA, Version 1.0**

The following additional terms and conditions are applicable to Sales Orders for the Secure Remote Access (SRA) Services ordered under an Enterprise Master Services Agreement:

**DEFINITIONS**

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

“**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 Comcast’s affiliate 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 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 Services on or before the Estimated Availability Date; provided, however, that Comcast’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 Comcast informs Customer that the Service is available. A single Sales Order 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 Sales Order 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 Comcast’s acceptance of the applicable Sales Order, 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 Comcast 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 Termination Charges equal to a percentage of the monthly recurring charges remaining for the unexpired portion of the then-current Service Term, calculated as follows:

- i.** 100% of the monthly recurring charges with respect to months 1-12 of the Service Term; plus
- ii.** 80% of the monthly recurring charges with respect to months 13-24 of the Service Term;
- iii.** 65% of the monthly recurring charges with respect to months 25 through the end of the Service Term; plus
- iv.** 100% of any remaining, unpaid non-recurring charges.

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 Comcast through the date of such cancellation or termination.

**C.** Termination Charges shall not apply to Service terminated by Customer as a result of Comcast’s material and

uncured breach in accordance with the General Terms and Conditions.

**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 Comcast's material and uncured breach in accordance with the General Terms and Conditions applicable hereto, then Customer will not be obliged to pay Termination Charges with respect to the Service.

#### **ARTICLE 6. CUSTOMER PORTAL**

Comcast 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, Comcast may request (as applicable), and Customer will provide to Comcast, circuit facility assignment information, firm order commitment information, and design layout records necessary to enable Comcast to make the necessary cross-connection between the Service and Customer's other service provider(s). Comcast 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)
- 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.
  - 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).
  - 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.** Comcast'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 Comcast 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. COMCAST 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 COMCAST OR CUSTOMER WILL BE SUCCESSFUL IN MITIGATING THE OVERALL IMPACT OF THE INCIDENT, OR (III) OR THAT COMCAST 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. COMCAST'S ABILITY TO PROVIDE THE SERVICE MAY BE CONTINGENT ON CUSTOMER PROVIDING ACCURATE AND TIMELY INFORMATION TO COMCAST.