

**COMCAST ENTERPRISE SERVICES
PRODUCT SPECIFIC ATTACHMENT
MASERGY ZERO TRUST NETWORK ACCESS SERVICES**

ATTACHMENT IDENTIFIER: Masergy Zero Trust Network Access Services, Version 1.0

The following additional terms and conditions are applicable to Sales Orders for the Masergy Zero Trust Network Access (ZTNA) 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) Services provided by Masergy.

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

“**Service(s)**” or “**ZTNA**” means the Zero Trust Network Access Services.

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

ARTICLE 1. SERVICES

This attachment shall apply to Zero Trust Network 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 Services shall be provided by Comcast’s affiliate Masergy Communications, Inc., one of its applicable subsidiaries or Affiliates (“Comcast”).

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

The Service Commencement Date shall be the date Comcast informs Customer that the Service is available for use. Charges for the Services shall begin to accrue on the Service Commencement Date. 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; plus
- iii.** 65% of the monthly recurring charges with respect to months 25 through the end of the Service Term.

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. 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.

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SCHEDULE A-1
SERVICE DESCRIPTIONS

The Masergy Zero Trust Network Access (“ZTNA”) Services will be provided in accordance with the service descriptions set forth below:

1. Service Description.

ZTNA is a managed network security service that provides network access through continuous authentication and monitoring of Customer provided endpoints, applications and users to ensure compliance with Customer defined security parameters. This can include a combination of criteria such as user identity, ZTNA Tags, resource access privileges, remote access, optional vulnerability scanning policies, deployed within the Base Service. ZTNA also provides additional access restrictions for corporate resources across cloud service providers or private data centers. The Service will provide visibility into attempts at unauthorized access across the network. The Customer will control the ZTNA policies through the customer portal. Comcast offers two version of the Service, which are described below.

- **ZTNA Base** – Enables resource access control for endpoints based on identity. Each endpoint will be provided with a FortiClient License exclusive to that device.
- **ZTNA with Endpoint Protection (EPP)** – Enables Anti-Virus protection for the endpoints in addition to the ZTNA Base functionality.

2. Service Requirements. Customer must have Comcast-Provided SD-WAN Secure, SD-WAN Secure OTT or SASE Managed Services as the Base Service. Pricing for the Service is based upon the total number of Customer’s endpoints.

3. Customer Responsibilities. Customer shall have the following responsibilities related to the installation, support, and maintenance of the Service.

- A. Identify an Identity Provider (Either internal to the Customer or third-party infrastructure).
- B. Provide connectivity to the aforementioned customer identity infrastructure for Comcast.
- C. Identify Applications or Services that require Zero-Trust policies.
- D. Provide security certificates as necessary.
- E. Customer shall be responsible for executing any testing, verification or additional policy configurations during Service Delivery.
- F. Customer shall be responsible for supporting any Service Assurance troubleshooting, verification and testing activities.
- G. Customer shall be responsible for maintaining the Identity infrastructure required for ZTNA Service to function.
- H. Customer shall identify administrators to access and maintain the Comcast Endpoint Management System (EMS).
- I. Customer shall identify administrators to set authentication and authorization policies per endpoint and application.
- J. Customer shall be responsible for configuring application access privileges for individual users and workgroups as necessary.
- K. Customer shall be responsible for installation and maintenance of endpoint software in addition to software and security patches for the hardware.
- L. Customer shall be responsible for any changes to ZTNA policy for users and workgroups.

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.