



Master Service Agreement (MSA)

General Terms and Conditions

1. Term and Termination.

- 1.1 MSA Term.** The MSA will continue in effect for as long as any Order Form remains in effect unless earlier terminated as provided below.
- 1.2 Order of Precedence.** These General Terms and Conditions, any Service Attachments, Statements of Work, Service Level Agreements, Order Form, and other associated Appendices and Attachment documents are collectively referred to as (the “**Agreement**”) and are incorporated by reference and constitute the entire agreement between us and you. The documents listed in this paragraph shall be hereinafter referred to as the “**Contract Documents**” or “**Agreement**”. In the event of a conflict between the Contract Documents, the controlling document shall be the Order Form, the Statement of Work, the Service Attachment and the Service Level Agreement, then the General Terms and Conditions. In the event and to the extent any provisions contained in multiple documents address the same or substantially the same subject matter but do not actually conflict, the more recent provisions shall be deemed to have superseded earlier provisions.
- 1.3 Services.** During the term of this Agreement, we agree to provide professional services, managed analytics security services on a subscription basis and all other products and services listed on our website from time to time (referred to hereafter as the “**Services**”) and described in the applicable Service Attachments and Statements of Work. All Service Attachments or Statements of Work are subject to the terms and conditions of this Agreement and will include the following: (i) the particular Service(s) being purchased; (ii) the term of the Service(s) (confirmation of the term of the Service(s) being purchased); and (iii) any other applicable information agreed to by the parties.
- 1.4 Work on Customer Premises.** If and to the extent that the implementation, performance or delivery of the Services require us to be present at your premises, then, upon receiving travel approval from you and subject to adherence to our travel reimbursement policy, or other travel reimbursement guidelines set forth in the Statement of Work, you shall reimburse us for all pre-approved, reasonable and actual out-of-pocket travel expenses, including, but not limited to, hotel, airfare and meals, incurred in connection with the implementation, performance or delivery of the Services.
- 1.5 Termination**
- A. For Breach.** Either party may terminate this Agreement, a Statement of Work or Service Attachment (i) in the event of a material breach of this Agreement, any such Statement of Work or any such Service Attachment by the other party that is not cured within thirty (30) days of written notice thereof from the other party or (ii) immediately in the event of an incurable, material breach.
 - B. Termination for Insolvency.** Each party may terminate this Agreement effective immediately upon written notice, should the other party (i) make a general assignment for the benefit of creditors; (ii) institute proceedings, or have proceedings instituted against it, seeking relief or reorganization under any laws relating to bankruptcy or insolvency; or (iii) have a court of competent jurisdiction appoint a receiver, liquidator, or trustee over all or substantially all of such party’s property, or provide for the liquidation of such party’s property or business affairs.
 - C. Effect of Termination.** If this Agreement, any Service Attachment or Statement of Work or any part of this Agreement is terminated or expires, then the following sections of these General Terms and Conditions: Sections 2 (Payment Terms), 3 (Warranties), 4 (Limitation of Liability), 5 (Indemnity), 6 (Confidentiality), 7 (Intellectual Property), 8 (Compliance with Export Control and Anti-Corruption Laws) and 9 (General Provisions), and the obligation to pay any undisputed unpaid fees owed will survive such termination. In addition to the foregoing, any pre-paid but unused fees shall be refunded to Customer and any of Your Data (as defined below) shall be returned to Customer, both within five (5) days of the effective date of termination or expiration of any part of this Agreement.

2. Payment Terms.

- 2.1 Pricing.** You agree to pay any undisputed fees for the Services that you order at the prices set forth in the applicable Order Form or Terms & Pricing and they are non-cancelable and non-refundable, except for any pro-rata prepaid fees when the other party has an uncured material breach.
- 2.2 Invoicing.** Payment terms are subject to credit approval. All Fees are exclusive of all sales, use, excise, value added, withholding and other taxes, and all customs duties and tariffs now or hereafter claimed or imposed by any governmental authority upon the Services which shall be invoiced to and paid by you. You will provide tax exemption certificates or direct-pay letters to us on or before the Services Effective Date, as applicable.



We will invoice you for the Fees in advance, arrears, annually, monthly, or periodically during our performance of the Services according to the applicable Service Attachment(s) or Statement(s) of Work. You will pay us undisputed amounts invoiced net 30 days. Undisputed and unpaid balances may accrue interest at the rate of the lesser of one and one-half percent (1 ½%) per month or the then-highest rate permissible under applicable law. You will make full payment in U.S. dollars (\$), unless a different currency is specified in the Statement of Work. If any amount owing by you for Services is 30 or more days overdue, we may, without limiting our other rights and remedies, accelerate your unpaid Fee obligations so that all such obligations become immediately due and payable, and suspend Services until such amounts are paid in full. We will give you at least 10 days prior notice that your account is overdue, in accordance with Section 9.3, before suspending services to you. Notwithstanding anything herein to the contrary, you shall be permitted to dispute any invoice, or a portion thereof, in good faith, which good faith dispute shall not be deemed a breach of this Agreement or subject you to any penalties hereunder.

2.3 Disputed Fees. You may withhold payment of particular fees that you dispute in good faith (“**Disputed Fees**”) only, if you provide written notification (“**Dispute Notice**”) of such Disputed Fees to us along with payment of any undisputed portion of such fees within 30 days of receipt of the invoice containing the Disputed Fees. The Dispute Notice must set forth the justification for such dispute in sufficient detail to allow us to investigate the Disputed Fees. Upon our receipt of the Dispute Notice, the parties will immediately negotiate in good faith to resolve the issue that is the subject of the Dispute Notice. We will not exercise our rights under Section 2.2 if you are disputing the applicable Fees reasonably and in good faith and are cooperating diligently to resolve the dispute.

2.4 Rate Schedule. All rates, fees, and related pricing for agreed-upon Services will be captured in the relevant Service Order Form or Term and Pricing Sheet. Renewal rates and terms will be listed on the Service Order Form or Term and Pricing Sheet; however, in the absence of such, all Services automatically renew for a period equal to the Initial Term and the corresponding fees and related pricing will be set at the then prevalent rate.

3. Warranties.

3.1 Our Warranty and Disclaimer. We warrant that during the Services term and provided that you are not in breach of this Agreement that: (i) the Services shall substantially perform as described in the Documentation; (ii) we will comply with all U.S. law as it relates to the performance of the Services; and (iii) we will perform our duties under this Agreement in a diligent and businesslike manner. Except for the warranties described in this section, the Services are provided without warranty of any kind, express or implied including, but not limited to, the implied warranties or conditions of design, merchantability, fitness for a particular purpose, and any warranties of title. You acknowledge that the Services are provided “as is” and further acknowledge that we do not warrant: (a) the operation of the Services will be uninterrupted, or error-free; and (b) the Services are not vulnerable to fraud or unauthorized use.

3.2 Third-Party Products. You acknowledge and agree that unaffiliated third parties may provide certain software, products and services subject to their standard terms and conditions (“**Standard Terms**”) as a part of our Services. To the extent applicable and permissible, we shall pass through to you all available warranties in respect of any third-party software, products and services used in the Services under the Standard Terms of such third parties. We make no representations and warranties with respect to any third-party software, products and services used in the Services.

3.3 Remedy. If notified in writing of a valid warranty claim under Section 3, we will, at our option, but with your input, (i) correct the non-conforming Service so that it materially complies with the specifications; (ii) provide a replacement with substantially equivalent functionality; or (iii) if (i) or (ii) are not commercially feasible (in our sole opinion), then terminate the Agreement and refund a pro-rata portion of the prepaid fee based on the number of months remaining in the Initial Term or Renewal Term as of the date that you provided written notice of the warranty claim under Section 3. This Section states our entire liability and your sole and exclusive remedy for breach of warranty under Section 3.

3.4 Your Warranty. You warrant that where you have disclosed to us electronic data and information submitted by or collected and processed by or for you using the Services (“**Your Data**”) you have obtained the prior consent of all relevant third party individuals for us and our authorized agents, contractors, representatives and vendors to collect, use and disclose Your Data for all purposes relevant to this Agreement and the Services, in accordance with any applicable laws, regulations and/or guidelines. You further warrant that you have and shall maintain all appropriate consents, permissions and/or licenses (including from all relevant third parties) to enable us to perform the Services.

3.5 We may provide you with access and use of our customer proprietary portal (the “**Portal**”), as necessary for you to receive the Services and the applicable written directions and/or policies relating to the Services, which may be in paper or electronic format (the “**Documentation**”), and our provided Equipment or a combination thereof, as necessary for you to receive the Services and access the Portal. We grant You a limited, nontransferable, royalty-free and nonexclusive license to access and use, during the term of the



Services only, the Services delivered to You, subject to the restrictions set forth below.

- 3.6 You, when applicable, will: (i) use the Services for your internal security purposes, (ii) be responsible for designating/authorizing customer users and (iii) will not, for itself, or any third party: (a) sell, rent, license, assign, distribute, or transfer any of the Services (other than to an Affiliate); (b) decipher, decompile, disassemble, reconstruct, translate, reverse engineer, or discover any source code of the software utilized by the Services; (c) copy any Software or Documentation, except that you may make a reasonable number of copies of the Documentation for your internal use (provided Customer reproduces on such copies all proprietary notices); or (d) remove from any software, Documentation or Equipment any language or designation indicating the confidential nature thereof or the proprietary rights of ours or your suppliers. In addition, you will not, and will not permit unaffiliated third parties to, (I) use the Services on a time-sharing, outsourcing, service bureau, hosting, application service provider or managed service provider basis; (II) alter any aspect of any Services or Equipment; or (III) assign, transfer, distribute, or otherwise provide access to any of the Services to any unaffiliated third party or otherwise use any Services with or for the benefit of any unaffiliated third party.

4. **Limitation of Liability.**

- 4.1 NEITHER PARTY WILL BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES OR LIABILITIES, (INCLUDING LOST PROFITS, LOSS OF REVENUE, GOODWILL, REPUTATION OR SAVINGS, LOSS OR UNAVAILABILITY OF DATA) ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT WHETHER CLAIMED AS BREACH OR REPUDIATION OF CONTRACT, TORT, BREACH OF WARRANTY, NEGLIGENCE, OR OTHERWISE, WHETHER OR NOT THE OTHER PARTY WAS ADVISED OF THE POSSIBILITY OF SUCH LOSS OR DAMAGES. EXCEPT FOR AMOUNTS RELATED TO EACH PARTY'S INDEMNIFICATION OBLIGATIONS HEREUNDER, EACH PARTY'S LIABILITY TO THE OTHER FOR ANY LOSS OR DAMAGE IN CONNECTION WITH OR ARISING OUT OF THIS AGREEMENT HOWSOEVER CAUSED OR ARISING WHETHER AS BREACH, TORT (INCLUDING NEGLIGENCE), OR OTHERWISE IS IN EACH CASE LIMITED, IN RESPECT OF ANY ONE INCIDENT OR SERIES OF INCIDENTS ARISING OUT OF ONE CAUSE, TO 100% OF ALL FEES PAID UNDER THIS AGREEMENT IN THE LAST 12 MONTHS. THE LIMITATIONS AND EXCLUSIONS CONTAINED HEREIN WILL APPLY ONLY TO THE MAXIMUM EXTENT PERMISSIBLE UNDER APPLICABLE LAW, AND NOTHING HEREIN PURPORTS TO LIMIT EITHER PARTY'S LIABILITY IN A MANNER THAT WOULD BE UNENFORCEABLE OR VOID AS AGAINST PUBLIC POLICY IN THE APPLICABLE JURISDICTION.

5. **Indemnity.**

- 5.1 **Your Indemnification.** You will defend us against any claim, demand, suit or proceeding made or brought against us by a third party alleging that Your Data or your use of any Service in breach of this Agreement, infringes or misappropriates such third party's intellectual property rights or violates applicable law (a "Claim Against Us") and will indemnify us from any damages, attorney fees and costs finally awarded against us as a result of, or for any amounts paid by us under a court-approved settlement of a Claim Against Us.
- 5.2 **Our Indemnification.** We will defend you against any claim, demand, suit or proceeding made or brought against you by a third party alleging that your use of any Service provided under this Agreement infringes or misappropriates such third party's intellectual property rights (a "Claim Against You") and will indemnify you from any damages, attorney fees and costs finally awarded against you as a result of, or for any amounts paid by you under a court-approved settlement of a Claim Against You. We will have no indemnification obligation with respect to any action to the extent arising out of: (i) the use of any Services or any part thereof, in combination with software or other products not supplied by us; (ii) any modification of the Services not performed or expressly authorized by us; or (iii) the use of any of the Services other than in accordance with this Agreement. If any Service is held to infringe and its use is enjoined, we will, at our option and expense, (i) obtain the right to continue providing that Service consistent with the terms of this Agreement and the applicable Statement of Work, (ii) replace or modify that Service so that it no longer infringes, or (iii) grant you a credit for the Service that you have not received.
- 5.3 **Indemnification Conditions.** In each case, as a condition to the right to receive indemnification for a claim, the indemnified party will (i) give the indemnifying party prompt notice of the claim; (ii) cooperate with the indemnifying party, at the indemnifying party's expense, in the defense of the claim; and (iii) give the indemnifying party the right to control the defense and settlement of the claim. This Section 5 is the sole remedy against claims of infringement.

6. **Confidentiality.**

- 6.1 **Confidential Information.** "Confidential Information" means non-public information that is disclosed by either party, or to which either party has access, that the receiving party knows or should reasonably be expected to know is confidential information of the



other party.

- 6.2 Recipient Obligations.** A party receiving Confidential Information will (i) restrict the use of the Confidential Information to those purposes necessary for the performance of the receiving party's obligations and the exercise of the receiving party's rights under this Agreement, and (ii) during the term of this Agreement and thereafter, safeguard against disclosure of the Confidential Information to third parties using the same degree of care to prevent disclosure as it uses to protect its own information of like importance, but at least reasonable care. All proprietary and copyright notices in the original must be affixed to copies or partial copies of Confidential Information made by a receiving party. Each party must provide the other with notice of any governmental, judicial or administrative order or proceeding to compel the disclosure of Confidential Information received under this Agreement, as promptly as the circumstances of such order or proceeding reasonably permit. Nothing herein shall preclude either party from disclosing Confidential Information to any of its directors, employees, consultants, professional advisers or subcontractors to the extent that such disclosure is reasonably necessary for the purposes of this Agreement or the performance of the Services.
- 6.3 Safeguards.** In order to protect Your Data, we have in place and agree to maintain commercially reasonable administrative, physical and technical safeguards that are designed to protect (i) against anticipated threats to the security of such information, and (ii) against unauthorized access to or use of such information.
- 6.4 Notification.** We will notify you promptly (as soon as practical) of any third-party unauthorized access to Your Data. Such notice will include information about the extent and scope of the unauthorized access to the extent such information is reasonably available to us.
- 6.5 Annual Data Security Assessments.** The Customer acknowledges that SilverSky goes through third-party audits to appraise and validate the effectiveness of their security programs on an annual basis. Third-party reports are used as the primary means to address any audit or inspection requests from the Customer. SilverSky will make available third-party audit reports to the Customer when requested in writing from the Administrative Contact representing the Customer. In the event that the Customer needs additional information outside of what the third-party audit reports provide, or may need SilverSky to interface directly with the Customer's third-party auditors this will be performed as an additional deliverable within this contract however, it will be outside of the financial scope of this contract. The Customer will be quoted as to the cost of this request prior to SilverSky engaging with the Customer's auditors or people representing this request.
- 6.6 Exceptions.** Neither party will be obligated to maintain any information in confidence or refrain from use if (i) the information was in the receiving party's possession or was known to it prior to its receipt from the disclosing party, (ii) the information is independently developed by the receiving party without the utilization of Confidential Information of the disclosing party, (iii) the information is or becomes public knowledge without fault of the receiving party or (iv) it is required by applicable law. Nothing contained in this Agreement will require the alteration, deletion or destruction of backup media made in the ordinary course of business, provided however; that in each instance each party will maintain the confidentiality of Confidential Information in accordance with the terms of this Agreement.

7. Intellectual Property.

- 7.1 Ownership of Intellectual Property in the Services and Deliverables; Reservation of Rights.** All right, title and interest in and to all copyrights, trademarks, trade secrets, patents, mask works, deliverables, and all other intellectual property embodied in the Services and any documentation produced by us in connection with the Services, including but not limited to written reports, user manuals, training materials and any improvements thereto or goodwill associated therewith ("Deliverables") are retained by us or our licensors. Subject to this Agreement and for the duration of its term, we grant you a non-exclusive, nontransferable, right and license to (i) use and access the Services for internal business purposes and (ii) use, display and reproduce the Deliverables for your internal business purposes. Your Data and any work product generated as part of the use of the Services shall be exclusively owned by You and shall be deemed works "made for hire." This does not apply to the Services themselves.
- 7.2 License to Host Your Data.** You grant us a limited-term license to host, copy, transmit and display Your Data as necessary for us to provide the Services in accordance with this Agreement. Subject to the limited licenses granted herein, we acquire no right, title or interest from you or your licensors under this Agreement in or to Your Data.
- 7.3 Restrictions.** You will not (and will not allow any third party to): (i) except to the extent applicable law expressly gives you permission to do so, reverse engineer or attempt to discover any source code or underlying ideas or algorithms of any Services (except to the limited extent that applicable law prohibits reverse engineering restrictions); (ii) provide, lease, lend, disclose, use for timesharing or



service bureau purposes, or otherwise use or allow others to use for the benefit of any third party, any Services (except as expressly and specifically authorized by us in each instance) or (iii) use the Services, including any documentation provided by us, in connection with the development of products or services that compete with the Services.

7.4 Customer Reports. You shall own right, title and interest in and to any written summaries, reports, analyses, and findings or other information or documentation prepared uniquely and exclusively for Customer in connection with the Services and as specified in the Service Statement of Work (the "Customer Reports").

8. Compliance with Export Control and Anti-Corruption Laws.

8.1 Export Control Laws. You acknowledge and agree that Services may be subject to restrictions and controls imposed by the United States Export Administration Act, the regulations thereunder and similar laws in other jurisdictions. You agree to comply with all applicable export and re-export control laws and regulations, including the Export Administration Regulations ("EAR") maintained by the U.S. Department of Commerce, trade and economic sanctions maintained by the Treasury Department's Office of Foreign Assets Control, and the International Traffic in Arms Regulations ("ITAR") maintained by the Department of State. Specifically, you covenant that you shall not, directly or indirectly, sell, export, re-export, transfer, divert, or otherwise dispose of any Services or technology (including products derived from or based on such technology) received from us to any destination, entity, or person prohibited by the laws or regulations of the United States, without obtaining prior authorization from the competent government authorities as required by those laws and regulations. You further agree to not transfer to or through the Services any data, materials or other items controlled for export under ITAR, EAR or other applicable regulations (collectively, "Controlled Data") unless you have prior written authorization to do so from competent government authorities to transfer such Controlled Data to us and have provided such authorization and signed an amendment to this Agreement authorizing the transfer of Controlled Data to us.

8.2 Anticorruption Laws. Each party acknowledges that it is familiar with and understands the provisions of the U.S. Foreign Corrupt Practices Act (the "FCPA") and agrees to comply with their terms as well as any provisions of local law related thereto. Each party further understands the provisions relating to the FCPA prohibitions regarding the payment or giving of anything of value, including but not limited to payments, gifts, travel, entertainment and meals, either directly or indirectly, to an official of a foreign government or political party for the purpose of influencing an act or decision in his or her official capacity or inducing the official to use his or her party's influence with that government, to obtain or retain business involving the Services. Each party agrees to not violate or knowingly let anyone violate the FCPA, and each party agrees that no payment it makes will constitute a bribe, influence payment, kickback, rebate, or other payment that violates the FCPA or any other applicable anticorruption or anti-bribery law.

9. General.

9.1 Arbitration. All controversies and claims arising out of or relating to this contract, or the breach thereof, will be settled by arbitration in Delaware administered by the American Arbitration Association under its Commercial Arbitration Rules. The arbitration will be conducted in the English language. Judgment on any award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof.

9.2 Governing Law. This Agreement will be governed in all respects by the laws of the State of Delaware exclusive of any choice of law principle that would require the application of a law of a different jurisdiction, and the laws of the United States of America. The parties exclude the application of the UN Convention on the International Sale of Goods.

9.3 Notices. All notices hereunder will be given to the appropriate party and department at the address specified on the cover page of the associated MSA, Service Order Form or at such other address as the party will specify in writing under the terms herein. Notice will be deemed given: upon personal delivery; if sent by email or fax, upon confirmation of receipt; or if sent by certified U.S. mail, postage prepaid, three (3) days after the date of mailing.

9.4 Assignment. Except for an assignment to an Affiliate, neither party may assign this Agreement or any rights or obligations thereunder, in whole or in part, without prior written consent of the other party, which will not be unreasonably withheld and any such assignment or transfer shall be null and void. This Agreement and each Statement of Work shall be binding on and inure to the benefit of the parties' respective successors and permitted assigns.

9.5 Force Majeure. Each party acknowledges that the provision of Services might be affected by factors outside of a party's control. Neither party will be liable for any breach of this Agreement, for any delay or failure of performance resulting from any cause beyond



its reasonable control, including but not limited to the weather, civil disturbances, acts of civil or military authorities, change of law or regulation, acts or omissions of vendors or suppliers, equipment failures, transportation difficulties, or acts of God. If any force majeure event shall continue for more than 60 days from the date of notice of the force majeure event to the other party, then the other party shall be entitled to serve notice to terminate this Agreement without any further liability hereunder.

- 9.6 Service Level Agreement (SLA) Compliance During Customer Deployment for Security Operations Center Services.** During the period that starts with the creation of the Service Deployment Plan until the completion of the Service Deployment Plan by the SilverSky Deployment Team, all monitoring activities provided by the Security Operations Center (SOC) shall be performed on a best-effort basis. As a result, the Customer acknowledges and agrees that no Service Level Agreement (SLA) criteria defined in an applicable Service Order Attachment (SOA) will apply, including but not limited to response times, resolution times, or other performance metrics, shall be applicable or upheld during this period. The SOC's monitoring efforts and associated services will not be considered fully operational with the SLA criteria of the SOAs until the Customer and the SilverSky SOC have signed the Installation Acceptance Document indicating that the SilverSky Deployment Team has completed all deployment tasks from the Application Deployment Plan and the Customer and the SOC have accepted the services as being in standard operations. A Service Deployment Plan is a detailed plan for the Customer that describes acceptance criteria for transitioning from deployment to standard operations. The Installation Acceptance Document is the formal document signed by the Customer and the SilverSky SOC that signals to the Customer that the deployment based on the Application Deployment Plans is complete, tuned, and transitioned to SilverSky's SOC for standard operations.
- 9.7 Entire Agreement.** This Agreement, including any Service Attachments and/or Statements of Work, sets forth the entire understanding and fully integrated agreement between you and us with respect to the subject matter contained therein, and supersedes all prior agreements between us with respect to the subject matter herein, including but not limited to any non-disclosure agreement.
- 9.8 Counterparts.** This Agreement, each Service Attachment (if applicable) and each Statement of Work may be executed in multiple counterparts, each of which will be deemed to be an original. A facsimile or electronic signature will have the same force and effect as the original signature counterpart. Only a writing signed by both parties may change the terms of this Agreement or any Statement of Work.
- 9.9 Severance.** If any provision or part-provision of this Agreement is or becomes invalid, illegal, or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision or part-provision under this clause shall not affect the validity and enforceability of the rest of this agreement.
- 9.10 Waiver.** The waiver of a breach of any provision of this Agreement or any Statement of Work will not operate or be interpreted as a waiver of any continuing or subsequent breach.
- 9.11 References and Publicity.** Neither party shall use the name, or logo of the other party in any marketing materials without the other party's prior written consent.
- 9.12 Independent Contractor Relationship.** The parties are independent contractors. Neither party will have any rights, power or authority to act or create an obligation, express or implied, on behalf of another party except as specified in this MSA.
- 9.13 Third Party Beneficiaries.** This MSA is for the sole benefit of the parties hereto and their respective successors and permitted assigns and nothing herein, express or implied, is intended to or will confer upon any other person or entity any legal or equitable right, benefit or remedy of any nature whatsoever under or by reason of this MSA.
- 9.14 Data Deletion Upon Termination.** Unless otherwise stated in the Service Order Attachment, all data will be deleted within 30 days of the termination of Services, unless the Customer notifies SilverSky before the termination date that they need access to the data for a longer period, not to exceed 90 days. The Customer can always download their data and may request that it be provided to them for a fee.
- 9.15 Customer Notification of Non-Auto Renew.** If a Customer notifies SilverSky during their term that they do not want to auto-renew their Agreement, then we will assume that the Agreement goes to a month-to-month Agreement at the end of the then current term, and SilverSky will assess a 10% price increase on the Services until the Customer either renews on a new Agreement or terminates Services.



Terms and Conditions Applicable to Professional Security Consulting Services sold under an applicable Statement of Work

This Order consists of the Services Order Terms and Conditions, the Order Fee Schedule and each Statement of Work. SilverSky may utilize subcontractors to perform some or all of the Services on its behalf.

1. **SERVICES.** SilverSky will perform the professional consulting services described in the SOW(s) ("Services") for this Order, at the times and in the manner described in the SOW(s).
2. **Risk Assumption.** You assume all risk for adverse consequences to the systems resulting from the scanning and/or testing and assessment(s). You release SilverSky from any and all damages, losses and liabilities relating to the systems arising as a consequence of the testing and assessment(s) we provide to you. Adverse consequences could include, but are not limited to: systems downtime, loss of business, connectivity loss, degradation of bandwidth, systems loss and crashes, and information and access loss. If any IP address is a broadcast address, router address or switch address, then systems adversely affected could include all those connected to it. Older systems or components are more prone to result in adverse consequences.
3. **General Customer Responsibilities.** You must provide us with the resources, information and assistance we may reasonably request in connection with our performance of Services. Customer acknowledges that our ability to successfully perform the Services in a timely manner is contingent upon our receipt of the information, resources and assistance we request from you. Specific Customer responsibilities include, without limitation:
 - (i) **Appropriate Selection of Services.** You are responsible for understanding your needs and choosing the appropriate Services to meet your requirements.
 - (ii) **Access and Notice.** The Customer must provide us with reasonable access to your designated project manager and technical resources for the duration of the engagement(s) covered by each Order. The Customer's project manager must have the necessary knowledge and authority to make decisions concerning the implementation of the Services, along with the technical resources and knowledge of the Customer's environment and systems to enable the methodology described in each Statement of Work. You must notify all appropriate Customer and third-party personnel of all scheduled scanning and testing prior to the scheduled dates.
 - (iii) **Identification.** The Customer must identify and provide a description of the target systems' environment inventory and topology, including the number of servers at each site and their platforms as needed.
 - (iv) **System Information.** The Customer must deliver to us, prior to our commencement of any Services, a list of the systems, system names, networks, access points, hardware, software, devices (including wireless devices) and network and IP addresses of each of the foregoing in a form and format agreed upon by the parties.
 - (v) **No Interference.** Upon our request, the Customer will configure all systems so that they will not interfere with our vulnerability scanning or testing.
 - (vi) **Disclosure.** The Customer must disclose IP ranges considered in scope for the applicable Services prior to scanning or testing.
 - (vii) **Authorization Window.** You must give us reasonable access to the facilities (including without limitation, Customer facilities and any facilities under the control of a third party such as a data center provider) containing the systems to perform the Services during an authorization window mutually agreed upon by the parties and designated in writing. SilverSky and Customer will coordinate regarding scripts and auditing tools, and so that Customer, or any third party at Customer's direction, can coordinate security access permissions or consents.
 - (viii) **Communication.** The Customer must promptly inform us of changes to the Customer-provided information, and must communicate any concerns regarding any perceived misunderstanding or failure on our part to take relevant facts or circumstances into account.
4. **Applicable to Security Services:** Should an SOW include security scanning, testing, assessment, forensics, or remediation Services ("Security Services"), the Customer understands that SilverSky may use various methods and software tools to probe network resources for security-related information and to detect actual or potential security flaws and vulnerabilities. Customer authorizes SilverSky to perform such Security Services (and all such tasks and tests reasonably contemplated by or reasonably necessary to perform the Security Services) on network resources with the internet protocol addresses ("IP Addresses") identified by Customer. Customer represents that, if Customer does not own such network resources, it will have obtained consent and authorization from the applicable third party to permit SilverSky to provide the Security Services on such third party's network resources. SilverSky shall perform Security Services during a timeframe mutually agreed upon with the Customer. The Security Services, such as penetration testing or vulnerability assessments, may also entail buffer overflows, fat pings, operating system specific exploits, and attacks specific to custom coded applications but will exclude intentional and deliberate DOS ("Denial of Service") attacks. Furthermore, Customer acknowledges that the Security Services described herein could possibly result in service interruptions or degradation regarding the Customer's systems and accepts those risks and consequences. Upon execution of an SOW for such Security Services, the Customer consents and authorizes SilverSky to provide any or all of the Security Services specified in the applicable SOW with respect to the Customer's systems. Customer further acknowledges that it is the Customer's responsibility to restore network computer systems to a secure configuration after the completion of SilverSky's testing.



5. **Applicable to Compliance Consulting Services:** Should an SOW include compliance testing or assessment or other similar compliance advisory Services (“Compliance Services”), Customer understands that, although SilverSky’s Compliance Services may discuss or relate to legal issues, (i) SilverSky does not provide legal advice or services, (ii) none of such Compliance Services shall be deemed, construed as or constitute legal advice, and (iii) Customer is ultimately responsible for retaining its own legal counsel to provide legal advice. Furthermore, the Customer Reports provided by SilverSky in connection with any Compliance Services shall not be deemed to be legal opinions and may not and should not be relied upon as proof, evidence or any guarantee or assurance as to Customer’s legal or regulatory compliance.
6. **Applicable to Industry Standard Compliance Consulting Services:** Should an SOW include industry standard compliance auditing, testing or assessment or other similar compliance advisory Consulting Services (“Industry Standard Compliance Services”), the Customer understands that SilverSky’s Industry Standard Compliance Services do not constitute any guarantee or assurance that security of Customer’s systems, networks and assets cannot be breached or are not at risk. Industry Standard Compliance Services are an assessment, as of a particular date, of whether the Customer’s systems, networks, assets, and any compensating controls meet the applicable industry standards. Mere compliance with industry standards may not be sufficient to eliminate all risks of a security breach of the Customer’s systems, networks and assets. Furthermore, SilverSky is not responsible for updating its reports and assessments, or enquiring as to the occurrence or absence of such, in light of changes to Customer’s systems, networks and assets after the date that SilverSky issues its final customer report pursuant to an SOW, absent a Change Order or a separately signed SOW expressly requiring the same.