



## SERVICE ATTACHMENT SILVERSKY CONNECT

*Capitalized terms not defined in this Attachment will have the meanings set forth in the MSA.*

**“Services”** will mean SilverSky Connect, our Managed Multi-Factor Authentication with Duo. SilverSky Connect is powered by Duo’s Trusted Access platform, a holistic security solution that reduces your risk of a data breach caused by compromised credentials, known vulnerabilities, and/or exploits. Using MFA, the Service verifies your user’s identities.

Service SKUs:

- S-200-3019 SilverSky Connect Essentials Managed
- S-200-3020 SilverSky Connect Advantage Managed
- I-200-2897 Installation of SilverSky Connect for Three Applications
- I-200-3145 Installation of SilverSky Connect Additional Applications

### 1. SilverSky Services

SilverSky will work with you on all management functions listed below to support the Duo tenant.

- "Software Updates" We will install updates to the Duo Authentication Proxy and/or Duo Access Gateway on an as needed basis or work with you to help install the update. This does not mean as soon as a new update is available. The update must be tested to make sure it does not cause adverse issues in your environment. This is normally performed during off-times or pre-scheduled times based on your feedback.
- "User Adds, Moves, and Changes" We will work with you on user adds, moves, or changes. This includes activation or re-activation of MFA devices such as phones and hardware tokens.
- "Co-Support" Since we and you may both have access to the platform, we ask that you communicate changes to our support team. If changes are made, our support team will open a ticket to document it. If you make a change that has a drastic effect on the configuration and setup, there may be additional charges to restore operating order.
- "Policy Adds, Moves, and Changes" we will work with you on policy adds, moves, or changes. This includes policies, applications, device security checks and other settings found within the Duo management portal and Duo Access Gateway / SSO Gateway.
- "Critical Items" We at times may discover a situation that is critical and may recommend software or something else needed to address the situation. If we can address the situation with the tools you already have, we will do so. If not, we outline the requirements with an Improvement Opportunity which will address what is needed along with a quote. We understand that sometimes budget constraints may prevent you from moving forward but we require a sign-off stating that you understand the ramifications if the situation is left unaddressed.

2. **Additional Disclaimers.** We do not guarantee a continuous, uninterrupted, virus-free, malware-free, intrusion-free, or continuously secure Customer network or network environment, and we are not liable if you or your end users are unable to access your network at any specific time. Additionally, we do not guarantee that we will be able to replace any of your information, content, or other data that may be lost, damaged, or stolen resulting from use of the Services.