SERVICE ATTACHMENT FOR
EMAIL PROTECT SERVICES POWERED BY CHECK POINT

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

"Services" will SilverSky Email Protection Services powered by Check Point (EPS-CP) is a modern, cloud-delivered security solution that protects your Microsoft 365, Google Workspace, and collaboration tools from phishing, malware, account takeover, and data leaks. EPS-CP includes the Check Point Harmony Email & Collaboration suite of services. With seamless integration and advanced AI-powered threat prevention, SilverSky EPS-CP ensures your users stay secure and your data remains protected — without disrupting productivity. EPS-CP may also include Encrypted Email, quarterly security checkpoints and training & consulting.
Service SKUs:

- S-200-3232   SilverSky EPS powered by Check Point
- I-200-2502   EPS Training - One Time
- S-200-2758   EPS Quarterly Security and Compliance Checkpoint

1.   EMAIL PROTECT SERVICES. We will provide end users authorized by you to receive Email Protect Services powered by Check Point (each a "**User**") with access to the Email Protect Services powered by Check Point on the O365 Tenants, or Google Workspace Tenants, you specify to us, provided that you own the Tenant(s). We will provision your specified Tenants and Users on or before the date we first make EPS-CP available to you ("**Launch Date**").

    1. **Customer Responsibilities.** During the performance of the EPS-CP Services, you agree to perform the following obligations and acknowledge and agree that SilverSky's ability to perform its obligations and its liability are dependent upon your compliance with the following:

        a. Provide someone knowledgeable to make changes to current O365 or Google Workspace mail platform and someone to make decisions for setup of EPS-CP

        b. Perform actions based om provided instructions for any changes that need to be made by the customer, depending upon the Customer's setup. The instructions will include granting access to the Customers Tenant, and may include DNS changes for MX, SPF, DMARC, and DKIM records, and may include firewall changes and AD account settings.

        c. Manage email policy and supporting lists, including allow and block lists, URL 'do not protect' list, and VIP lists, and manage email quarantines

        d. Agree to the additional terms for EPS-CP and the Service Levels at https://www.checkpoint.com/about-us/cloud-terms/

    2. **SilverSky Responsibility:**

        a. Initial EPS-CP Service configuration, initially in "learning mode" and then upon customer approval will switch over to "active mode" for protection

        b. SilverSky will deploy the service and assist with the initial configuration of the service, including loading user information, enabling administrative access for the customer, configuring policy rules, and testing SMTP connectivity. For customers migrating from other platforms, this can include replication of allow and block lists and policy rules from the old email security provider

        c. Provide access to the EPS-CP customer console for summary information and reports

2.   ADMINISTRATORS.   Prior to the Launch Date, you will appoint up to three administrators, each of whom will have the power to act as your agent, with the authority to make decisions and give notices on your behalf ("**Administrators**") and whose instructions and representations we may rely on. Administrators' authority includes, but is not limited to (i) controlling the creation and deletion of Users and supporting the Tenants(s); (ii) managing changes to User information (such as changes to User name or password); (iii) serving as our authorized technical contact for the Email Protect Services powered by Check Point; (iv) setting business rules/policies and/or filters on the EPS-CP that may filter and/or terminate emails sent to or by Users without delivering them; (v) requesting the restoration or disclosure of content by submitting an Authorization for Disclosure of Information form to us, and (vi) monitoring complaints against Users. At least one Administrator must attend a training session on EPS-CP, which we will provide at no charge. You may replace Administrators at any time upon notice to us.

3.   TECHNICAL SUPPORT. You will have sole responsibility for handling technical support inquiries from your Users. We will have responsibility for responding to inquiries from your Administrators regarding EPS-CP. We will respond to inquiries from your Administrators on a 24x7 basis; provided that inquiries (i) must be submitted via toll-free telephone or email in the English language, and (ii) such inquiries will be responded to in English.

4. **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 the use of the Services.

5. **ADDITIONAL TERMS.**

Email Data Loss Prevention – Quarterly Security Checkpoint Consultations [Essential Level] S-200-2758

d. **Service Overview:** The SilverSky Email Data Loss Prevention (DLP) Security Checkpoint solution described below covers the ongoing quarterly consultative security reviews. As threats evolve over time, so will the techniques available to combat those threats. This solution is designed to enhance your ability to comply with regulatory and security requirements for email protection by leveraging automated policies on a continual basis to detect and prevent email data loss and/or leakage.

e. **SilverSky Deliverables:** The Deliverables are comprised of quarterly (i.e., once in every 3-month period) consultations with a Professional Services Security Consultant totaling up to two (2) hours each quarter.

f. **Quarterly Security Checkpoint Consultative Review:** A Security Consultant will work with you to determine a recurring quarterly schedule to perform your Security Checkpoint consultative session. Each quarterly review includes a collaborative performance review of up to an hour between you and a SilverSky Professional Services Security Consultant. During each collaborative review we will:
   i. review the efficacy of your existing rules
   ii. identify policy adjustments you may need to make
   iii. provide new recommendations based on our knowledge of the current threat landscape

In addition to the collaborative review outlined above, another hour per quarter of consulting support will be available to implement any changes based on the findings in the performance review session. Unused consulting hours expire at the end of each quarter and will not carry over to subsequent quarters.

g. **Customer Obligations:**
   i. Creating and managing your organization's specific business DLP rules/policies within the customer Console
   ii. Managing the administrative quarantine (if applicable)
   iii. Scheduling reviews and consulting support hours with a SilverSky Professional Services Security Consultant

h. **Out of Scope:**
   i. End-User training
   ii. End-User support from our Deployment team

i. **Schedule:**
   i. The SilverSky Professional Services team is available to perform the described work above during the following business hours: Monday through Friday, 8 am MT – 5 pm MT - This excludes all SilverSky recognized holidays.

j. **Optional Additional Support:** Professional Services Security Consultant support services (in excess of the hours included in the solution as described above) will be available on an ongoing basis at the rate of $225 per hour (1 hour minimum). You must contact SilverSky customer support to arrange for additional consulting.

Email Data Loss Prevention - Training & Consulting SKU S-200-2502

a. **Service Overview:** The Email Protection Suite Training described below provides an overview of the tools available to email administrators to fully utilize the capabilities of the email protection solution. In addition, for customers with the Advanced Compliance solution, this training also covers the email DLP security policy administrative training which covers building, configuring, and managing DLP policies. The objective is to help customers comply with regulatory and security requirements for email protection by leveraging automated policies to detect and prevent email data loss and/or leakage. This service is conducted during one live and interactive web-based training session which also includes a high-level review of applicable policies. Additional in-depth assistance with any of the items covered during the training and review can be addressed using additional Professional Services consulting hours. The SilverSky Professional Services team is available to perform described work above during the following business hours: Monday through Friday, 8am MT – 5pm MT - This excludes all SilverSky recognized holidays.

b. **SilverSky Deliverables:**
   i. **Initial Assessment** Discuss the Customer's security and compliance profile to highlight features relevant to the customer. The training will be customized to address the specific customer requirements.

ii. **Training:** We will provide one live web-based training session covering the use of the EPS-CP console. Training will include:
   a. Managing items in the quarantine/quarantine options
   b. Whitelists/Blacklists
   c. Key reports and information
   d. Logging & reporting
   e. Managing policies based upon "tests" and "actions"
   f. Managing lists
   g. Managing templates
   h. Managing disclaimers
   i. 'Monitor/log only' Mode best practices

c. **Customer Obligations:**
   i. Creating and managing your organization's specific business rules/policies within the EPS-CP console
   ii. Managing the administrative quarantine (if applicable)

d. **Out of Scope:**
   i. End-User training
   ii. End-User support from our Deployment team
   iii. Detailed assessment of customer's security and compliance requirements
   iv. Consulting Support to set up policies to meet customer's security and compliance needs

e. **Optional Support:** Additional Professional Services consulting support can be arranged after the training on an ad-hoc or regular ongoing basis at the rate of $225 per hour (1 hour minimum). You must contact SilverSky customer support to arrange for additional Professional Services consulting.