



**SERVICE ATTACHMENT FOR
ENHANCED EMAIL PHISHING SERVICE WITH OPTIONAL ACCOUNT TAKEOVER PROTECTION**

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

“Services” will mean SilverSky Enhanced Email Phishing Service with Enhanced Account Takeover Protection (EEP and EATP). This is a suite of services that enhances SilverSky’s current Email Protection Services or can be sold as a stand-alone offering or in addition to the Customer’s current preferred email protection vendor. This service enhances the ability to protect against enhanced email phishing campaigns and better protect you against business email compromise (BEC).

Service SKUs:

SKU	Service Name	Pricing Unit	SKU	Service Name	Pricing Unit
S-200-3168	SilverSky Enhanced Email Phishing (with Customer supplied Email Protection)	Per Mailbox	I-200-3168	Installation of SilverSky Enhanced Email Phishing (with Customer supplied Email Protection)	Per Mailbox
S-200-3175	SilverSky Enhanced Account Takeover Protection	Per Mailbox	I-200-3175	Installation of SilverSky Enhanced Account Takeover Protection	Per Mailbox
S-200-3176	SilverSky Enhanced Email Phishing (with NO Customer supplied Email Protection)	Per Mailbox	I-200-3176	Installation of SilverSky Enhanced Email Phishing (with NO Customer supplied Email Protection)	Per Mailbox

1. ENHANCED EMAIL PHISHING SERVICE WITH OPTIONAL ACCOUNT TAKEOVER PROTECTION. We will provide end users authorized by you to receive the EEP or EATP service (each a “User”) with access to the EEP or EATP. We will provision Users on or before the date we first make EEP and/or EATP available to you (“Launch Date”). Additional Users may be added after this date.

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 serving as our authorized technical contact for the EEP or EATP services; At least one Administrator must attend a training session on the EEP and/or EATP Services, 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 the EEP and/or EATP Services. 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.

a. SilverSky Deliverables:

- Provide instructions for the customer to integrate Enhanced Email Phishing into their Microsoft or Google environment.
- Configure Enhanced Email Phishing following the Service Implementation.
- SilverSky will respond to policy tuning and update requests based on priority.
 - Adding or removing exceptions
 - Modifying automated response policies
 - Tuning alert notification rules
- Provide Enhanced Email Phishing portal training: incidents, reporting, whitelisting, and configuration settings with the customer retaining administrative credentials.
- SilverSky will respond to product support requests based on priority. We will handle L1 support and may escalate to the IRONSCALES support team for L2 support.

b. Customer Obligations:

- i. Designating a primary point of contact who will be available to assist SilverSky with installation is an appropriately qualified and trained technical lead who will be a permanent stakeholder throughout the engagement.
- ii. Providing information about the organization's email inventory and configuration.
- iii. Deploying software and adjusting network settings as directed by SilverSky. Responsible for the quality of data and any remediation efforts necessary to complete service implementation.
- iv. The authority and responsibility for decisions made regarding this service implementation.
- v. The responsibility for any direct or physical remediation.



vi. Agree to the IRONSCALES terms at [https://20641927.fs1.hubspotusercontent-na1.net/hubfs/20641927/Ironscases%20EULA%20Template%20\(January%202024\).pdf](https://20641927.fs1.hubspotusercontent-na1.net/hubfs/20641927/Ironscases%20EULA%20Template%20(January%202024).pdf)

c. 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