



## SERVICE ATTACHMENT VULNERABILITY MANAGEMENT INSIGHT SERVICES

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

1. Vulnerability Management Insight Services ("Insight Services") will upon your compliance with the following: ~~Insight Services are a primary component of the MSA and are subject to the terms and conditions of the MSA. Your use of the Insight Services is subject to the terms and conditions of the MSA. Your use of the Insight Services is subject to the terms and conditions of the MSA. Your use of the Insight Services is subject to the terms and conditions of the MSA.~~
  - a. Ensure complete and current contact information is provided on a timely basis;
  - b. Contact SilverSky 24/7 support (via email or telephone) to ask questions
  - c. Acknowledge and agree that the scanning of IP addresses and/or domain names may expose vulnerabilities. In some circumstances, could result in the disruption of Services or corruption or loss of data.
  - d. Perform regular backups of all data contained in or available through the devices connected to your IP domain names.
  - e. Acknowledge that the IP address of cloud-based assets is subject to change. Cloud-based assets are located in a Customer's leased virtual datacenter. IP level is based on Customer's technical scanning requirements.
- a. You will not rent, lease, or loan the Services, or any part thereof, or permit third parties to benefit from the use or functionality of the Service via timesharing, service bureau arrangements or otherwise.
- b.



4. **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.



SERVICE LEVEL AGREEMENT  
FOR  
INSIGHT SERVICES

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We are committed to providing a scalable and highly available messaging solution through the following service commitment ("Service Level Agreement"). We will have the Services Available calculated by the following equation:

$$\text{Availability} = \text{Total Monthly Minutes} - \text{Maintenance Minutes} - \text{Downtime Minutes}$$

**Defined Terms.** For the purposes of this Service Level Agreement, the following terms shall have the following meanings:

"Available" or "Availability" means that the Insight portal is operational.

"Downtime Minutes" means the total number of minutes the Insight portal is not available.

"Total Monthly Minutes" means the number of days in the month.