This Advanced Email Security by ALCiT Sub-Agreement ("Sub-Agreement") is governed by the Master Service Agreement between ALCiT and CUSTOMER. This Sub-Agreement supersedes all prior discussions, communications, representations or agreements, including any digital, electronic or Internet-based agreements, between them, oral or written, between ALCiT and CUSTOMER concerning email security.

This Sub-Agreement shall consist of these terms and conditions and the following one (1) schedule:

(a) Schedule 1 – Roles and Responsibilities

2. Advanced Email Security by ALCiT provides protection of CUSTOMER emails by adding an active email relay between CUSTOMER's email infrastructure and the Internet. This relay receives the emails from the Internet inspects them and forward them to CUSTOMER's email server. It is configured to act as a Mail Transfer Agent (MTA).

3. Inbound emails (from Internet) can be encrypted with TLS 1.2 or 1.3 if the sending server requests it.

4. Outbound emails (to CUSTOMER's server) are encrypted with TLS 1.2 or 1.3 if the receiving servers accepts it.

5. Spam, Spoof and Phish: multiple techniques including reputation checks of sender IP reputation and reputation of its content, structure, links, images, attachments.

6. Malware: File attachments and URLs in emails are scanned through multiple scanning engines to detect known malware and are also inspected with a sandboxing engine to identify unknown threats. Emails are held until a clear verdict is rendered, this can delay the delivery of emails (usually less than five (5) minutes).

7. Backups: No backup of emails is performed as part of "Advanced Email Security by ALCiT" (ALCiT offers other optional services that Customer can subscribe to that would backup the data from emails).

8. Retention: Most emails only transit in the system and are never retained. On occasion, some emails may be temporarily held in a "junkbox" for manual review.

9. Advanced Email Security Service Availability: ALCiT covenants to a 99.9% Monthly Average Scheduled Availability for the Advanced Email Security Service. Availability is defined as the ability of a user within an organization to receive an email from an outside organization via the Internet within fifteen (15) minutes of the email being released from the sender email server. In addition to the defined Excusable Outages, the following conditions are specifically excluded from the calculation of availability

(a) A problem with CUSTOMER email server, Internet connection, or a private network connection to the Service, which prevents ALCiT's Gateway from reaching CUSTOMER's email server.

(b) A problem with the email's sender server, Internet connection, or a private network connection to the Service, which prevents the sender to reach ALCiT's Gateway.

(c) A problem with the email's sender server, configuration, dns, content or reputation that causes ALCiT to rejects the sender's email.

(d) A problem connecting to the Service due to any action on CUSTOMER's part that triggers a security response; e.g., scanning the ports on a ALCiT router triggers a shut-down of the ports used by CUSTOMER.

(e) Problems connecting to the Service due to the addition of devices or software installed on CUSTOMER Device or network.

10. Penalty for Non-compliance/Application Service Availability: On a Per-Service basis, for each month in which the Monthly Average Scheduled Availability for the Advanced Email Security by ALCIT service is below an average of 99.9% as calculated above, ALCiT will reduce the amounts due and payable to it relating to such Service for such month by 5%. In addition, for every 1% loss of availability below the 99.9% targeted average availability during the same calendar month, ALCiT will further reduce the amounts due and payable to it relating to such Service for such month by another 5%; provided that the maximum credit for non-compliance is 25% per month. Note: Because of the architecture that ALCiT has created to provide the Service, users or emails within an organization may be spread across separate and distinct servers. In the case where one server suffers downtime exceeding the service level guarantees, CUSTOMER organization will be compensated only for those emails on the non-complying server, on a pro-rated basis.

Schedule 1

Roles and Responsibilities

The respective roles and responsibilities of the personnel of ALCiT and CUSTOMER with respect to this service are set out in this Section. The following table provides the key values associated with each of the roles and responsibilities within the matrices set out in this Section:

Key	Label	Definition
H	Help or Assist	The designated party (ALCiT / MICROSOFT / CUSTOMER) will provide assistance to enable the identified performing party (ALCiT / CUSTOMER) to complete the designated service.
P	Perform	The designated party (ALCiT / MICROSOFT / CUSTOMER) has the obligation and responsibility for performing the designated service.
A	Approve	The performance of the service is subject to the designated party's (ALCiT / CUSTOMER) written approval
V	Review	The designated party (ALCiT / MICROSOFT / CUSTOMER) will review the designated documents and provide feedback to the other party.
M	Make Available	Make the service or platform available to the designated party (ALCiT / MICROSOFT / CUSTOMER)
U	Use	The designated party (ALCiT / MICROSOFT / CUSTOMER) uses or leverage the service or platform.
ON	Ongoing	Service will be performed as required
W	Weekly	Service will be performed once a week
M	Monthly	Service will be performed once a month
Q	Quarterly	Service will be performed once a quarter
AN	Annually	Service will be performed once a year
AD	Ad Hoc	Service will be performed as requested
S	Semi-Annual	Service will be performed twice a year
I	Included	Included in unit price
TI	Ticket/IMAC	Work will be billed according to the Ticket and IMAC Rate Card
TR	Time and Material Regular	Work will be billed according to the Rate Card using the Regular rates.
TU	Time and Material Urgent	Work will be billed according to the Rate Card using the Urgent rates.
TC	Time and Material Critical	Work will be billed according to the Rate Card using the Critical rates.
TR/TU/TC	Time and Material	Regular work will be billed according to the Rate Card using the Regular Rates, Urgent work will be billed according to the Rate Card using the Urgent Rates and Critical work will be billed according to the Rate Card using the Critical Rates
OP	Optional	Additional cost as per Rate Card

ID	Description	ALCiT	CUSTOMER	FREQUENCY	CHARGE
1	Maintain properly configure DNS MX records	H	P	ON	TR/TU/TC
2	Maintain properly configure DNS SPF records	H	P	ON	TR/TU/TC
3	Maintain properly configure DNS DKIM records	H	P	ON	TR/TU/TC
4	Maintain properly configure DNS DMARC records	H	P	ON	TR/TU/TC
5	Perform investigation of email delivery issues within ALCiT's systems	P		AD	I
6	Adjust aggressiveness of spam/phis/spoof settings on a per CUSTOMER basis	P		AD	I
7	Adjust spam blacklist/whitelist settings on a per CUSTOMER basis	P		AD	I
8	Inspect emails for known and unknown malware	P		AD	I
9	Reject detected spam, phish and spoofed emails	P		AD	I