

SECURITY SERVICE EDGE (SSE) / MANAGED SECURITY (MS) SERVICE ADDENDUM

This Addendum for Managed Security Service Edge (“SSE”) and/or Managed Security (“MS”) Service (“Addendum”) is made part of and incorporated in the Agreement and entered into by and between IGEM COMMUNICATIONS LLC (DBA Globalgig), a Texas limited liability company, and its Affiliates, with a principal place of business at 1870 W. Bitters Road, Suite 103, San Antonio, Texas 78248 (“Globalgig”) and the customer identified on the applicable Service Order, within Globalgig’s billing systems, or as a User of a Globalgig Service (“Customer”). Capitalized terms not defined herein shall have the meaning ascribed to them in the Agreement. By accessing or using Services, Customer agrees to be bound by this Addendum and the Agreement.

1. **SSE SERVICE DESCRIPTION.** Globalgig’s SSE Service is a cloud-based security solution designed to secure and control access to the internet, SaaS applications, and internal corporate systems, as well as defend users from external internet-based security threats. Globalgig SSE Services are offered in the form of site units, based upon the bandwidth requirements of Customer’s premise-based enterprise network, and individual user units, specific to an individual mobile user outside Customer’s premise-based enterprise network.

1.1 **SSE SERVICE FEATURES.** SSE capabilities include the following:

- Secure Web Gateway (“SWG”): Secures users’ internet access by blocking malicious websites, filtering content, and preventing data leaks.
- Firewall-as-a-Service (“FWaaS”): A cloud-delivered firewall solution that provides comprehensive network security without the need for physical firewall appliances.
- Zero Trust Network Access (“ZTNA”): Controls access to internal applications based on the principle of “never trust, always verify.” Users are authenticated and authorized based on their identity and the context of their request.
- Threat Protection: Defends against internet-based threats, such as spyware, malware, and viruses.
- Centralized Management and Analytics: Includes centralized policy management and visibility to detailed metrics through a web-based console.

1.2 **MINIMUM SSE SERVICE REQUIREMENTS.** To use Globalgig SSE Service, Customer must meet minimum requirements.

1.2.1 **ADMINISTRATIVE REQUIREMENTS.** Customer must grant Globalgig both suitable vendor Customer Service Portal (“CSP”) access and suitable vendor management platform access necessary for Globalgig to independently complete all tasks associated with the implementation and management of Security Management Services.

1.2.2 **SITE REQUIREMENTS.**

- CPE / Mobile Device. For SSE delivered to Customer’s site, Customer must provide, or obtain through Globalgig, a suitably sized device capable of establishing an IPSEC tunnel between itself and the Globalgig SSE platform.
- Circuit. For SSE delivered to Customer’s site, Customer must provide, or obtain through Globalgig, a suitably sized internet connection with an associated public IP address.

1.2.3 **MOBILE USER REQUIREMENTS.**

- For SSE delivered to an individual mobile user, the individual must self-provide a suitable mobile device with web browser capability and internet access.

1.3 **SERVICE LEVEL AGREEMENT FOR SSE SERVICE.** Globalgig commits to using commercially reasonable efforts to achieve certain service metrics described below for its SSE Service. If Globalgig does not meet these commitments, Customer will be eligible to receive a service credit.

This Service Level Agreement applies solely to Globalgig SSE-specific Infrastructure. Other Globalgig products and add-ons, including but not limited to Globalgig Security Management Services, may or may not have separate service level agreements and/or service level objectives.

1.3.1 **UPTIME AVAILABILITY SLA.** If, during any calendar month, SSE Service availability falls below 99.999%, Customer can submit a claim for credit, calculated as follows:

Monthly Uptime Availability	Service Credit
Less than 99.999% but equal or greater than 99.99%	5%
Less than 99.99% but equal to or greater than 99.9%	10%

Less than 99.9% but equal to or greater than 99%	15%
Less than 99%	25%

“**Monthly Uptime Availability**” is calculated as follows:

$$\text{Monthly Uptime Availability (\%)} = (\text{Total} - \text{Downtime}) / (\text{Total})$$

Total = Total number of minutes in a calendar month.

Downtime = Time the Service was down, excluding Excluded.

Excluded = time the Service was down due to exclusions set forth below.

- 1.3.2 **SECURITY PROCESSING LATENCY SLA.** The latency of a transaction is measured from when the SSE Service engine receives the network data packets for a particular transaction to the point when the same Security SSE Service engine component attempts to transmit the same data packet. For any given minute, if 1% or more packets spend more than 10ms in latency, this is considered as exceeding the Security Processing Latency threshold, except when due to the exclusions in Section 4.4 below. If, during any month, the Monthly Security Processing Latency Percentage (calculated as set out below) falls below 99.99%, Customer can submit a claim for credit.

“**Monthly Security Processing Latency Percentage**” is calculated as follows:

$$\text{Monthly Security Processing Latency (\%)} = (\text{Total} - \text{Exceeded}) / (\text{Total})$$

Total = Total number of minutes in a month.

Exceeded = Total number of minutes exceeding latency threshold, excluding Excluded.

Excluded = time exceeding the latency threshold due to exclusions set forth below.

Monthly Security Processing Latency Percentage	Service Credit
Less than 99.99% but equal or greater than 99.9%	5%
Less than 99.9% but equal to or greater than 99%	15%
Less than 99%	25%

- 1.3.3 **EXCLUSIONS.** This Service Level Agreement shall not apply, and the Service shall be deemed available where the loss of Service results from any of the following:

- 1.3.3.1 Customer’s equipment, networks, software, technology and/or third-party equipment, networks, software or technology (other than third-party equipment, networks, software or technology under Globalgig’ control).
- 1.3.3.2 Failure of Customer’s Internet Service Provider, utility companies, or other vendor(s) Customer utilizes or relies on to access the Service and/or to access the internet; And any reasonably unforeseeable interruption or degradation in service due to actions or inactions caused by third parties or by activities outside Globalgig control, including, but not limited to, force majeure events.
- 1.3.3.3 Customer’s failure to purchase adequate licenses to meet the volume or capacity at which it uses the Service.
- 1.3.3.4 Rightful suspension and/or termination by Globalgig of the Service due to a user’s violation of a license agreement.
- 1.3.3.5 Any feature or portion of the Service marked as “Beta,” “Test,” “Preview,” or the like, indicating that the feature has not been made generally available (aka production).
- 1.3.3.6 Scheduled maintenance and scaling events, including switchover time during high availability events.
- 1.3.3.7 Route convergence time if using Border Gateway Protocol (“BGP”).
- 1.3.3.8 For purposes of the Security Processing Latency SLA, packets which have been given a QOS (Quality of Service) policy by the Customer are excluded.
- 1.3.3.9 For purposes of the Third-party SaaS Application Latency SLA: Downtime at the SaaS provider or SaaS service degradation events are excluded, and latency caused by traffic redirection via a non-cloud default path due to Customer’s configuration are excluded.

2. **SECURITY MANAGEMENT SERVICES DESCRIPTION.** Upon execution of a Service Order for Globalgig’s SSE Service, Customer may utilize additional Security Management services to provide administrative, monitoring, and/or remediation support features below for the SSE Service (“**Security Management Service**”). Customer acknowledges and agrees that by using Globalgig’s Security Management Service, Customer thereby consents and accepts any additional term, condition,

and/or requirement specified in Globalgig's Service Order for Security Management Services.

2.1 MINIMUM SECURITY MANAGEMENT SERVICES REQUIREMENTS. To use Globalgig Security Management Service, Customer must meet minimum requirements.

2.1.1 ADMINISTRATIVE REQUIREMENTS. Customer must grant Globalgig both suitable vendor Customer Service Portal (CSP) access and suitable vendor management platform access necessary for Globalgig to independently complete all tasks associated with the implementation and management of Security Management Services.

2.1.2 SITE REQUIREMENTS.

- CPE / Mobile Device. For Security Management Services delivered to Customer's site, Customer must provide, or obtain through Globalgig, a suitably sized device capable of establishing an IPSEC tunnel between itself and the Globalgig SSE and Security Management platforms.
- Circuit. For Security Management Services delivered to Customer's site, Customer must provide, or obtain through Globalgig, a suitably sized internet connection with an associated public IP address.
- Globalgig Managed Network Services ("MNS"). For Security Management Services delivered to a Customer site, Customer must purchase Globalgig Premier MNS Service on both their CPE and on their internet circuit(s), each referenced in this Section.

2.1.3 MOBILE USER REQUIREMENTS.

- For SSE delivered to an individual mobile user, the individual must self-provide a suitable mobile device with web browser capability and internet access.

2.2 SECURITY MANAGEMENT SERVICE FEATURES. Globalgig's Security Management Service is offered in three distinct tiered options:

2.2.1 PREMIER/ZTAAS SECURITY MANAGEMENT SERVICE. This option provides comprehensive turnkey management of all functions related to SSE and/or Firewall Services, including full Security Operations Center ("SOC") services, event triage, incident management, identification of remediation actions necessary, and the implementation of those remediation actions on a 24x7x365 basis.

2.2.2 PLUS/MDR SECURITY MANAGEMENT SERVICE. This option provides comprehensive turnkey management of select key functions related to SSE and/or Firewall services, including full SOC services, event triage, and incident management on a 24x7x365 basis. The Plus option includes identification of remediation measures to mitigate security incidents but does not provide for the implementation of said remediation measures nor for any customer security platform administration; all of which remain the sole responsibility of Customer and for which Customer retains sole liability.

2.2.3 FUNDAMENTAL/ADMIN SECURITY MANAGEMENT SERVICE. This option provides basic administrative support for SSE and/or Firewall Service platforms on behalf of Customer, including admin user administration, and simple changes to the application of existing security policies. The scope of services in the Fundamental Managed service option are strictly limited to existing policy sets, existing configurations, and existing/default reporting structures. No security policy definition, SOC services, or security incident remediation services are provided with this Fundamental the Security Management Service Option, all of which remain the sole responsibility of Customer and for which Customer retains sole liability.

2.3 SERVICE LEVEL AGREEMENT FOR PREMIER/ZTAAS AND PLUS/MDR SECURITY MANAGEMENT SERVICES.

Globalgig commits to using commercially reasonable efforts to achieve certain service metrics described below for its Plus and Premier Security Management services. If Globalgig does not meet these commitments, Customer will be eligible to receive a service credit.

This Service Level Agreement applies solely to Globalgig Plus and Premier Security Management Services-specific Infrastructure. Other Globalgig products and add-ons, including but not limited to Globalgig Security Management Services, may or may not have separate service level agreements and/or service level objectives.

2.3.1 SECURITY MANAGEMENT PLATFORM UPTIME AVAILABILITY SLA. If, during any calendar month, the Service availability falls below 99.999%, Customer can submit a claim for credit, calculated as follows:

Monthly Uptime Availability	Service Credit*
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Less than 99.999% but equal or greater than 99.99%	2%
Less than 99.99% but equal to or greater than 99.9%	4%
Less than 99.9% but equal to or greater than 99%	6%
Less than 99% but equal to or greater than 98%	8%
Less than 98%	10%

“Monthly Uptime Availability” is calculated as follows:

$$\text{Monthly Uptime Availability (\%)} = (\text{Total} - \text{Downtime}) / (\text{Total})$$

Total = Total number of minutes in a calendar month.

Downtime = Time the Service was down, excluding Excluded.

Excluded = time the Service was down due to exclusions set forth below.

2.4 SERVICE LEVEL AGREEMENT FOR FUNDAMENTAL SECURITY MANAGEMENT SERVICES. Globalgig commits to using commercially reasonable efforts to achieve certain SLA/SLO service metrics described below for its Fundamental/Admin Security Management service. If Globalgig does not meet SLA commitments, Customer will be eligible to receive a service credit. Eligibility for credits apply solely to SLAs, and do not apply to Service Level Objectives (“SLOs”).

This Service Level Agreement applies solely to tasks associated with Fundamental/Admin Security Management Service. Other Globalgig products and add-ons may or may not have separate service level agreements and/or service level objectives. Eligibility for credits apply solely to SLAs, and do not apply to Service Level Objectives. The final determination of priority level for any given incident will be determined at the sole discretion of Globalgig.

Incident Priority	Priority Definition	MTTA (SLO)	MTTU (SLO)	MTTR (SLA)
Priority 1 (Critical)	Service is severely degraded or completely unavailable. Multiple users or critical functionality impacted.	15 minutes	1 hour	8 hours
Priority 2 (High)	Degraded performance or functionality impacting a subset of users or non-critical components.	30 minutes	2 hours	16 Hours
Priority 3 (Medium)	General issues, minor service impact or cosmetic problems. No significant disruption.	45 minutes	4 hours	2 business days
Priority 4 (Low)	Informational requests or administrative tasks. No impact to service performance.	1 hour	8 hours	5 business days

(SLO) MTTA: Mean Time to Accept	Monthly average elapsed time from ticket creation to technician engagement & external email notification
(SLO) MTTU: Mean Time to Update	Frequency with which Globalgig provides updates on current ticket status
(SLA) MTTR: Mean Time to Resolution	Monthly average elapsed time from ticket acceptance to issue resolution and ticket closure

SLA Credits:*
5% of one month's MRC for the Security Management Service for the affected Asset(s)

“Monthly Average MTTR” (for a given incident priority) is calculated as follows:

$$\text{Average MTTR (for given incident priority)} = ([\text{Total Monthly Resolution Time for a given incident priority for a given month}] - [\text{Excluded Time within a given incident priority within same given month}]) \div \text{Total tasks within same given category within same given month}$$

Resolution Time = Time elapsed from ticket acceptance to ticket resolution

Excluded = Resolution time incurred due to exclusions set forth below.

2.5. SLA EXCLUSIONS. Service Level Agreements shall not apply, and Services shall be deemed available where the loss of Service results from any of the following:

- 2.5.1. Customer's equipment, networks, software, technology and/or third-party equipment, networks, software or technology (other than third-party equipment, networks, software or technology under Globalgig' control).
- 2.5.2. Failure of Customer's Internet Service Provider, utility companies, or other vendor(s) Customer utilizes or relies on to access the Service and/or to access the internet; And any reasonably unforeseeable interruption or degradation in service due to actions or inactions caused by third parties or by activities outside Globalgig control, including, but not limited to, force majeure events.

- 2.5.3. Customer's failure to purchase adequate licenses to meet the volume or capacity at which it uses the Service.
- 2.5.4. Rightful suspension and/or termination by Globalgig of the Service due to a user's violation of a license agreement.
- 2.5.5. Any feature or portion of the Service marked as "Beta," "Test," "Preview," or the like, indicating that the feature has not been made generally available (aka production).
- 2.5.6. Scheduled maintenance and scaling events, including switchover time during high availability events.

2.6. ADMINISTRATION.

2.6.1. **ELIGIBILITY.** To qualify to receive benefits under this Service Level Agreement, Customer must (a) be in good standing, i.e., Customer shall not be or have been delinquent in paying Service fees; and (b) have on-boarded the Service for at least sixty (60) days. This Service Level Agreement does not apply to trials and evaluations of the Service.

2.7. **SERVICE CREDIT CALCULATION.** Service credits are calculated by multiplying the Service Credit Percentage by the proportional monthly Service fee, and further prorated by the part of the Service affected by the outage:

- 2.7.1. The monthly service fee attributable to the applicable Service excludes fees arising from collateral services Customers may have purchased such as Professional or Consulting Services, if any. The monthly service fee may be calculated by dividing one-year service fee by 12, three-year service fee by 36, etc.
- 2.7.2. For each month, the maximum amount of service credit that Globalgig shall be liable for is 100% of the monthly service fee paid to Globalgig.
- 2.7.3. Service Outage and Total Service are measured in users or bandwidth depending on the Service employed (i.e., For SSE for users, the outage impact is measured based on the number of users affected; for SSE for Networks the outage impact is measured in Mbps affected).
- 2.7.4. Where an outage gives rise to liability arising from Sections 4.1, and/or 4.2 above, Customer shall not be entitled to claim service credits for such overlap.
- 2.7.5. The foregoing terms state Globalgig' sole and exclusive liability and Customer's sole and exclusive remedy for any claim of non-compliance of this Service Level Agreement.

2.8 To request a credit, Customer shall email their Sales Representative with a description of the requested credit along with the Globalgig trouble ticket number(s) within thirty (30) calendar days of the claimed outage. The Sales Representative will notify Customer when the requested credit has been approved or declined. In no event may credits provided for hereunder (either individually or on a cumulative basis) in any billing period exceed the affected Services' total MRCs for that billing period. Outage Credits and/or cancellation of the affected Service shall be Globalgig's sole liability and Customer's sole remedy in the event of outage.

2.9 An outage period is measured from the time that Globalgig validates that the outage has occurred, until the time that Globalgig resolves the outage. All outage measurements will be rounded up or down to the nearest one-minute increment, with increments equal to or greater than 30 seconds being rounded up to the next minute.

2.10 For Services where automated outage notification is provided, it is Customer's responsibility to ensure that the Customer-maintained email distribution list has been provided for all Customer notifications regarding disruption of Service. Globalgig will have no obligations pertaining to the outage notification if Customer's email distribution list is not provided, out of date or inaccurate due to Customer's action, inaction, or omission.

2.11 Events that cause an outage but involve simultaneous multiple failures, shall be treated as one single outage for purposes of calculation of outage Credits. Customer will be eligible for one (1) credit for a request which stems from the same network event. outage Credits will not be cumulative. Credits are not transferable to other Services provided by Globalgig.

2.12 The following will be excluded from any time-based calculations related to the outage and will not be eligible for credit:

- 2.12.1 Scheduled maintenance where Customer has been notified in advance,
- 2.12.2 Recurring or zero-impact maintenance that is generally applicable to all Customers,
- 2.12.3 Customer misuse of any of the Services,
- 2.12.4 Direct or indirect acts or omissions of Customer, including any user of the Service,
- 2.12.5 Customer elects not to release the Service for testing or repair and continues to use on an impaired basis,
- 2.12.6 Rearrangements, modifications or additions made at the direction or request of Customer,

- 2.12.7 Failure by Customer to make payment or comply with the terms of the Agreement,
- 2.12.8 Improper configuration of any of the Services' redundancy by Customer,
- 2.12.9 Force majeure events, or any other events that are not within Globalgig's control or that could not have been avoided with commercially reasonable care,
- 2.12.10 Any failure or malfunction of equipment, applications or systems not owned or controlled by Globalgig or under its direction or control,
- 2.12.11 Unavailability of any Customer personnel required to restore the Service, including as a result of Customer's failure to provide Globalgig with accurate, current contact information, and
- 2.12.12 Emergency maintenance when, in Globalgig's reasonable judgment, such maintenance cannot be performed during a scheduled maintenance window due to the urgent nature of the threat or potentially negative impact of failure to perform the maintenance.

3. USE AND RESTRICTIONS.

3.1 **USE CUSTOMER DATA AND SYSTEMS DATA.** "Customer Data" means data that is provided by or on behalf of Customer to Globalgig during the relationship governed by this Agreement. "Systems Data" means data generated or collected in connection with Customer's use of the Service, such as logs, session data, telemetry data, support data, usage data, threat intelligence or actor data, statistics, netflow data, potentially malicious files detected by the Service, and derivatives thereof. For the avoidance of doubt, Customer Data does not include Systems Data. Globalgig will process Customer Data solely for the purpose of fulfilling its obligations under the terms of this Addendum and the Agreement. To the extent Globalgig processes personal data, as defined by applicable data protection laws, such personal data will be processed in accordance with Globalgig's then-current Data Process Addendum a copy of which may be requested or found at [Contract Terms and Conditions - Globalgig](#). Globalgig may use Systems Data to provide, improve, or develop new Services, to manage our relationship with Customer, and for threat research purposes. Globalgig will not disclose to any unaffiliated third-party Systems Data that identifies Customer, Customer's customers or end users, except to the extent required to comply with applicable law or valid order of a court or government agency of competent jurisdiction.

3.2 **USE OF SERVICES.** During the Service Term and subject to Customer's continuous compliance with this Addendum and Agreement, Globalgig grants Customer a limited, royalty-free, non-exclusive right to use the Service, including any software and/or equipment owned and installed by Globalgig as part of the Service. Customer does not acquire any other rights in or license to any component of the Service or any intellectual property rights thereto. All rights in the Property are expressly reserved by Globalgig. Customer may not sell, lease, abandon or give away the Property, allow anyone other than Globalgig or its third-party vendor to service the Property, or allow any third-party to use the Property, other than on Customer's behalf in connection with its use of the Service. Customer agrees not to disable or defeat any capacity-limiting feature of the equipment or otherwise use the Property at a greater capacity rate than the contracted rate. Further, Customer agrees not to use the Property with any unsupported hardware or software or use the Service for any unlawful purpose. If ordered from Globalgig, then Globalgig's Leased Equipment Addendum and/or SD-WAN Addendum may apply to Services hereunder, a copy of which may be requested or found at [Contract Terms and Conditions - Globalgig](#).

3.3 **USE RESTRICTIONS.** Customer agrees that it and users shall not:

- 3.3.1 modify, translate, adapt or create derivative works from the Services, in whole or in part;
- 3.3.2 disassemble, decompile, reverse engineer or otherwise attempt to derive or create derivative works of the source code, methodology, analysis, or results of the Services, in whole or in part, unless expressly permitted by and only to the extent of applicable law in the jurisdiction of use despite this prohibition;
- 3.3.3 remove, modify, or conceal any product identification, copyright, proprietary or intellectual property notices or other such marks on or within the Service;
- 3.3.4 disclose, publish or otherwise make publicly available any benchmark, performance or comparison tests that Customer (or a third-party contracted by Customer) run on the Services, in whole or in part;
- 3.3.5 transfer, sublicense, or assign rights under this Addendum to any other person or entity except as expressly provided in section 2d below, unless expressly authorized by Globalgig in writing;
- 3.3.6 use software that is licensed for a specific device, whether physical or virtual, on another device, unless expressly authorized by Globalgig in writing;
- 3.3.7 duplicate or copy the software, its methodology, analysis, or results unless specifically for the specific purpose of making a reasonable number of archival or backup copies;
- 3.3.8 use the Service to store or transmit infringing, libelous, or otherwise unlawful or tortious material, or to store or transmit material in violation of third-party privacy or intellectual property rights; or
- 3.3.9 interfere with, disrupt the integrity or performance of, or attempt to gain unauthorized access to the Service, their related systems or networks, or any third-party data contained therein; or

4. **AUTHENTICATION CREDENTIALS.** Customer shall keep accounts and authentication credentials providing access to Services secure and confidential. Customer must notify Globalgig without undue delay about any misuse of accounts or authentication credentials.
5. **OWNERSHIP.** Globalgig and its licensors/suppliers retain all rights to intellectual and intangible property relating to the Service, including but not limited to copyrights, patents, trade secret rights, database rights, trademarks and any other intellectual property rights therein unless otherwise indicated. Customer shall not delete or alter the copyright, trademark, or other proprietary rights notices or markings that appear on the Service. Customer's rights to use the Service are limited to those expressly granted in this Agreement. All rights not expressly granted are retained by Globalgig and/or its licensors/suppliers.
6. **WARRANTY, EXCLUSIONS AND DISCLAIMERS.**
 - 6.1 Globalgig represents and warrants that: (i) it has all the rights and licenses in such Service necessary to allow Customer to use the Service, (ii) Services performed by Globalgig will be in a good, professional and workmanlike manner standard, (iii) to the best of its knowledge, Services do not infringe or misappropriate any copyright, patent, trademark, trade secret, or any other intellectual property rights of any third party, (iv) Services are provided as-is and that Service Level Agreement credits are Customer's sole and exclusive remedy and Globalgig's and its suppliers' sole and exclusive liability for any defect and/or failure of the Service, and (v) to the best of its knowledge, the Service does not contain any harmful code, time bombs, viruses, worms, backdoors or similar software which may cause damage to any product or data, nor shall it contain any time-sensitive code or other disabling devices, key lock or code that, save for maintenance and violations of the Agreement, has potential or capability of causing any unplanned interruption of the operation or that might allow unauthorized access to data or to the Service.
 - 6.2 The warranty set forth above shall not apply if the failure of the Service results from or is otherwise attributable to:
 - 6.2.1 repair, maintenance or modification of the Service by persons other than Globalgig or its designee;
 - 6.2.2 accident, negligence, abuse or misuse of a Service by Customer;
 - 6.2.3 use of the Service other than in accordance with this Addendum or the Agreement;
 - 6.2.4 improper installation or site preparation or Customer's failure to comply with environmental and storage requirements set forth in the Published Specifications including, without limitation, temperature or humidity ranges; or
 - 6.2.5 causes external to the Service such as, but not limited to, failure of electrical systems, fire or water damage.
 - 6.3 **DISCLAIMERS.** EXCEPT FOR THE WARRANTIES EXPRESSLY STATED AND TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, THE SERVICES ARE PROVIDED "AS IS". GLOBALGIG, ITS LICENSORS, AND ITS SUPPLIERS MAKE NO OTHER WARRANTIES AND EXPRESSLY DISCLAIM ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND ANY WARRANTIES ARISING OUT OF COURSE OF DEALING OR USAGE OF TRADE. GLOBALGIG DOES NOT WARRANT THAT (I) THE SERVICES WILL MEET CUSTOMER'S REQUIREMENTS, (II) THE USE OF SERVICES WILL BE UNINTERRUPTED OR ERROR-FREE, OR (III) THE SERVICES WILL PROTECT AGAINST ALL POSSIBLE THREATS WHETHER KNOWN OR UNKNOWN.
7. **ACCEPTANCE OF THIS ADDENDUM.** USE OF A SERVICE CONSTITUTES ACCEPTANCE OF THIS ADDENDUM BY CUSTOMER. BY ACCEPTING THIS ADDENDUM, CUSTOMER ACKNOWLEDGES AND AGREES TO RECEIVE AND PAY FOR THE SERVICES PROVIDED BY GLOBALGIG, INCLUDING ANY SUBSEQUENT SERVICE ORDERS, UNDER THIS ADDENDUM AND IN ACCORDANCE WITH THE AGREEMENT.

THIS ADDENDUM IS MADE PART OF AND INCORPORATED IN THE AGREEMENT AND CONSTITUTES THE ENTIRE UNDERSTANDING BETWEEN GLOBALGIG AND CUSTOMER WITH RESPECT TO THE SUBJECT MATTER HEREIN. ALL SERVICES RELATED TO THE SUBJECT MATTER OF THIS ADDENDUM AND ACTIVE AS OF THE EFFECTIVE DATE SHALL BE GOVERNED EXCLUSIVELY BY THIS ADDENDUM AND THE AGREEMENT.

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