This Service Schedule (the “Schedule”), between Sherweb Inc. (“Provider”) and You, the organization purchasing the Secure Messaging Services (“Services”), as identified as part of the subscription process for the Services (“You” or “Your”), is effective immediately and is issued pursuant to and incorporates by reference the terms and conditions of the Master Services Agreement or Partner Master Service Agreement, as applicable (“MSA”) by and between Provider and You.

This Schedule includes the terms and conditions governing the Services provided to You under the Agreement. By accepting this Schedule between You and Provider - by checking the “I have read and accept the Terms and Conditions” box or any similar box when completing the Account creation, by logging in on Provider administrative web Portal, or by placing an order for any of the Services, You agree to be bound by all of the terms and conditions set out in this Schedule. All capitalized terms in this Schedule shall have the same meaning as set forth in the MSA, unless defined herein. In the event of a conflict or inconsistency between the terms of the MSA and the terms of this Schedule, this Schedule shall supersede and govern.

1. Definitions. For the purposes of this Schedule, the following definitions apply:

**“End-to-End Encryption”** means a system of communication where only the communicating users can read the messages.

**“Organization DLP”** means a system to ensure that Your Data is not disseminated, misused, or accessed by unauthorized users, based on Your implemented policies.

**“Services”** means Provider’s application services for e-mail encryption for Exchange email service and/or data leak prevention (DLP), including Organization DLP and End-to-End Encryption.

2. Service

During the Term, You may access and use the Services. Provider or its Third-Party Supplier retains all right, title, and interest in and to the Services, including without limitation all computers, other hardware, and software incorporated into or used by the Services, and this Agreement does not grant You any intellectual property rights in the Services or any of its components.

3. Disclaimer of Warranty

Provider makes no representation or warranty whatsoever regarding the compliance of the Services with any security certification or controls and you agree that Provider shall not be liable to You for any loss or damage arising from the provision of the Services, other than the rights and remedies that You may have under law for gross negligence or wilful misconduct.

4. Service Availability Warranty

Provider covenants to a 99.9% Service Availability for the Services. For End-to-End Encryption, “Service Availability” means the ability to send encrypted email and access “email” received through the Services, through at least one of the following way: (a) email client plug-in, (b) web portal. For Organization DLP, “Service Availability” means the ability to have all its outgoing emails relay to the Secure Messaging gateway. If the Services are use in combination with Provider’s email Services, and in the eventuality of an unavailability of the Services affecting the email Services, Service Credit will only be applicable to the Services.