

Global Relay Archive Specification for Custom SMTP delivery (SST42214499)

1. GENERAL

1.1 Purpose. Customer wishes to add a new Third Party Network data type ("**Source Data**") for ingestion to Customer's Global Relay Archive. Where a Source Data is not a data type commercially supported by Global Relay Archive, Customer agrees to be responsible for setting up and delivering this Source Data to Global Relay Archive via a basic customized SMTP delivery process ("**Custom SMTP Delivery**"). This specification (the "**Specification**") is provided for Customer's convenience and sets out the minimum requirements in order for Customer to setup the Custom SMTP Delivery and for Global Relay to receive and ingest the Source Data. In addition to the governing Master Terms of Services, the following additional terms and conditions herein govern Customer's use of Custom SMTP Delivery in connection with the Global Relay Archive Services.

1.2 Criteria. In order for the Custom SMTP Delivery to be activated, Customer must comply with the following (the "**Criteria**"):

- a) Customer will follow this Specification.
- b) Customer is responsible for the delivery of Source Data to Global Relay, and will provide this delivery either (i) directly; (ii) via the Source Data vendor; or (iii) other third party acceptable to Global Relay.
- c) Source Data is to be delivered (pushed) to Global Relay via authenticated SMTP over TLS.
- d) Customer has an existing Archive with Global Relay with TLS over SMTP configuration already in place for email that this Custom SMTP Delivery will leverage.
- e) Source Data is from a legitimate source, there are no viruses or malicious code, and the Custom SMTP Delivery is for an acceptable use related to Customer's subscribed Services.

2. RESPONSIBILITIES OF EACH PARTY

2.1 Customer's Responsibilities:

- a) Configuration: Complying with the Criteria in Section 1.2, Customer will setup, configure, and test the Custom SMTP Delivery in Customer's Environment, including:
 - a. Set GR X-headers. In order to identify and index Customer's Source Data via Custom SMTP Delivery, Customer must ensure the Source Data is formatted with an email header (X-GlobalRelay-MsgType), with a unique value specified by Global Relay during the Configuration process.
 - b. Deliver via SMTP. In order for the Source Data to be received properly by Global Relay Archive, Customer must ensure Source Data messages are delivered to the destination Archive email address specified by Global Relay during the Configuration process. Note, the To: field in the content of the message should

not be modified. The delivery must use the destination Archive email address as the SMTP recipient.

- c. Data Flow. Customer must verify with Global Relay Provisioning team the secure and proper end-to-end connection and message flow, including the sending, receipt, and archiving of the Source Data in Global Relay Archive.

2.2 Global Relay's Responsibilities:

- a) Provisioning. Global Relay will setup, activate, and perform a basic verification of the Custom SMTP Delivery of the Source Data on Global Relay's Systems as follows:
 - a. Information for Configuration. Global Relay will assign and provide Customer the value for the GR X-header and the destination Archive email address referenced in Section 2.1 (a) and (b).
 - b. Provisioning. Global Relay will provision Customer's Archive to receive the specific GR X-header and destination Archive email address referenced in Section 2.1 (a) and (b).
 - c. Verification of GR X-Headers. Global Relay will allocate up to one hour of Support time to verify that a Source Data message was received properly in Global Relay Archive with the GR X-header referenced in Section 2.1 (a) and assigned during the Configuration process.

3. SCOPE DEFINITION

3.1 Custom SMTP Delivery (Standard): means the delivery by Customer of the Source Data by a basic SMTP method (where the Source Data is (i) not otherwise commercially supported by Global Relay Archive, and (ii) not being delivered by the Source Data vendor through a commercial standard). Accordingly, the scope of work and responsibilities of Global Relay for Custom SMTP Delivery (Standard) are very limited. The following exclusions apply:

- a) No customized converter or delivery mechanism provided by Global Relay.
- b) No Professional Services or development assistance by Global Relay for Custom SMTP Delivery beyond providing the Configuration Guide, and the Provisioning under Section 2.2.
- c) No Quality Assurance (QA) testing by Global Relay.
- d) No Project Manager (PM) required.
- e) No POC or test Environment provided by Global Relay.
- f) No Source Data icon image in Customer's Archive user interface.
- g) Source Data will only be identified in Customer's Archive by the GR X-header specified for this Source Data.
- h) Custom SMTP Delivery is not subject to Global Relay's SLA.

- i) No reconciliation or reporting for this Data Source (beyond the daily reports referenced in Section 5.2 of the MTOS).
- j) No whitelisting of IPs.

3.2 Optional at a cost – Custom SMTP Delivery (Advanced): means the delivery by Customer of the Source Data by Custom SMTP Delivery, similar to the standard method in Section 3.1, but where Customer may desire to include certain additional work or tasks, at an additional cost, including:

- a) Professional Services. Professional Services provided by Global Relay including any Project Management, development assistance, consultation or resources for Custom SMTP Delivery beyond providing the Configuration Guide and the Provisioning under Section 2.2. If, in an effort to support archiving of the Source Data, Customer requires Global Relay to provide development work, consultation, or resources, or Project Management, additional support from Global Relay Provisioning or Support in a manner beyond ‘business as usual’, then Global Relay shall charge, and Customer shall pay a fee of \$300/hour for Professional Services.
- b) Quality Assurance (QA) Testing. Professional Services provided by Global Relay to perform a comprehensive set of tests to ensure accuracy of the Custom SMTP Delivery to Global Relay Archive. This is generally estimated at being 8-40 hours of effort.
- c) POC. A proof of concept (POC) or test Environment may be provided temporarily, for a Fee, to test the delivery of the Source Data outside of Customer’s production Archive.
- d) Source Data icon. Global Relay, for a Fee, can customize Customer’s Archive to display the Source Data icon image in the Archive user interface (Global Relay reserves right to determine the icon image and standard).
- e) Whitelist IP. Global Relay can add and manage a whitelist of IPs where SMTP Authentication is not possible. There a Fee of \$100 for up to 5 IP addresses (when provisioned at same time), and \$100/IP address thereafter.

4. DISCLAIMER

Customer acknowledges that the Source Data is a Third Party Network and is not a data type that Global Relay handles natively. Accordingly, its actual performance, commercial availability, and quality are unknown to Global Relay. Global Relay does not control and is not responsible for the Source Data, nor its Custom SMTP Delivery to Global Relay Archive. Source Data vendor may change the Source Data’s formats, APIs, delivery methods, or posting times without notice to Customer or Global Relay, or the Source Data may have inaccuracies in format schemas or time-date stamps, or have corruptions or other changes which may affect the security, availability, performance or interoperability of the Services or the Custom SMTP Delivery of the Source Data. Global

Relay does not and cannot warrant the security, availability, performance of or interoperability with this Source Data, nor the quality and accuracy of the data being delivered via SMTP to Global Relay Archive, and, except for any liability which cannot be excluded or limited under Applicable Law, Global Relay expressly disclaims any and all liability related to, connected with, or arising from the Custom SMTP Delivery, this Source Data, the Source Data vendor including any outages, delivery delays, corruption of data, processing failures, inability to reconcile data, failure to format data in accordance with such Third Party Network's data schema, changed or discontinued or failed services, or termination of service by the Source Data vendor. Global Relay reserves the right to discontinue support for this Custom SMTP Delivery and its Source Data if, in Global Relay's reasonable discretion, it determines there is abuse or misuse of this component of the Services or if the Source Data is deemed to otherwise be unacceptable.