**Global Relay External Delivery ("External Delivery") – SFTP (SST43491236)**

1. **Work**. The work to be performed by Global Relay and Customer described in Section 2-4 herein (the "**Work**") is to provide Customer with a method of integration between Global Relay Services and Customer's System ("**Customer System**") including by:
a) External Delivery: Delivery of certain data via SFTP external delivery from Global Relay to Global Relay's hosted SFTP site ("**Global Relay SFTP Infrastructure**"). Customer will download such externally delivered data from Global Relay's SFTP Infrastructure for ingestion into Customer System.
b) Reconciliation: If subscribed for by Customer, enabling Customer to reconcile data that has been (i) externally delivered by Global Relay to Global Relay SFTP Infrastructure, and (ii) pulled and ingested by Customer into the Customer System.

2 **Global Relay Obligations**.
**2.1 External Delivery.**
   a) External delivery of data to Global Relay SFTP Infrastructure: Certain data stored in Global Relay Archive and/or captured by Global Relay Services will be delivered by Global Relay to Global Relay SFTP Infrastructure (the "**Externally Delivered Data**") on a scheduled basis and authenticated by SSH File Transfer protocol. Global Relay will use Customer's public PGP key to encrypt the Externally Delivered Data. Global Relay will send the PGP key to Customer alongside the .gpg corresponding file of Externally Delivered Data.
   b) Configuration of Externally Delivered Data: Global Relay will be responsible for the configuration of the Externally Delivered Data. For clarity, Customer will be responsible for pulling the Externally Delivered Data from Global Relay's SFTP Infrastructure and delivering it to Customer System in accordance with Section 3.1.
   c) Format of Externally Delivered Data: The Externally Delivered Data will be externally delivered to Global Relay SFTP Infrastructure in tar.gz.gpg format, and will be organized by data feed type. The file name for each email within each .tar.gz.gpg file will be in the form of a unique GUID.eml (for example, 8df928c5-2df5-4784-8eb0-38718833bcda.eml).
   d) Retention: Unless otherwise deleted by Customer, Global Relay will retain tar.gz.gpg files and pgp key files for 90 days on the Global Relay SFTP Infrastructure, after which point they will be deleted as part of an automated process. Once the tar.gz.gpg files and pgp key files are deleted, they cannot be re-created.

2.2 **Reconciliation**. If subscribed for by Customer, Global Relay will take the following steps to enable Customer to reconcile the Externally Delivered Data with what Customer pulls from the Global Relay SFTP Infrastructure and ingests into the Customer System:
   a) Reconciliation log file: Global Relay will generate one or both of the following daily logs of what was delivered to Global Relay's SFTP Infrastructure:
   I. Message Log, which may include, where applicable:

        i. JSON format

ii. Global Relay Archive archiveId (UUID type)

iii. Global Relay Archive serialId (long type)

iv. SHA-256 hash of message sent to Customer

v. message-tracking-id: This corresponds to the X-GR-MessageTracking-ID identifier inside an individual .eml file

vi. message-source-id: The identifier used by Customer to identify the messages received

II. Log Manifest, which may include, where applicable:

    i.      JSON format
    ii.     List of Message Log files posted

b) Log posting for Customer: Message Logs and/or Log Manifest to be posted once per day by Global Relay on Global Relay SFTP Infrastructure, in accordance with the following:
    i)      Message Logs and/or Log Manifest will be from midnight to midnight UTC.
    ii)     Message Logs and/or Log Manifest will be purged from the Global Relay SFTP Infrastructure every 90 days.
    iii)    Message Logs and/or Log Manifest will be delivered to a separate directory on the Global Relay SFTP Infrastructure, which can be accessed by a unique set of credentials.

3. **Customer Obligations**
3.1 **External Delivery**. Customer is required to pull the Externally Delivered Data from the Global Relay SFTP Infrastructure and deliver and ingest it into Customer System. Customer will:
a) provide to Global Relay a PGP public key for encryption;
b) change the PGP public key and provide to Global Relay the updated PGP public key no less than once every twelve (12) months; and
c) implement SFTP receiving infrastructure that:
    i)    will have a Service Level Objective to support receipt of up to 6 million messages per day, or 1 million per hour (burst, catchup after outage or inability to transfer, if any);
    j)    supports SFTP encryption;
    k)    supports unencrypting of files that have been encrypted using Customer's public PGP key;
    l)    supports extraction of a .gz file; and
    m) supports extraction of a .tar file.
d) Ensure all tar.gz.gpg files and pgp key files are downloaded within 90 days of being delivered to Global Relay's SFTP Infrastructure.

e) Comply with all Configuration instructions, Specifications, and Documentation provided by Global Relay and as updated from time to time.

3.2 **Reconciliation**. If subscribed for by Customer, Customer is required to implement the infrastructure and features required to fetch Message Logs and/or Log Manifest from Global Relay's SFTP Infrastructure, and Customer will build, run and maintain a SFTP reconciliation process capable of reconciling the Externally Delivered Data with what Customer pulls from the Global Relay SFTP Infrastructure and ingests into the Customer System (the "**SFTP Reconciliation Process**") in accordance with the timeline set out in Section 6 herein and for the duration of the Term. Customer is responsible for ensuring all Message Logs and/or Log Manifest are downloaded within 90 days of being generated.

4. **Joint Work**. Customer will assist Global Relay as follows:
   a) Technical definition and design. Customer will work with Global Relay to define and agree upon the technical specifications related to all points of integration between Global Relay and Customer.
   b) Test environments/test execution. Customer will work with Global Relay to establish any and all test environments/test data required for validation testing of External Delivery.
   c) Reconciliation issue resolution. If the SFTP Reconciliation Process identifies a discrepancy between the Externally Delivered Data and the data Customer pulls from the Global Relay SFTP Infrastructure and ingests into the Customer System , Customer may notify Global Relay and the parties will use commercially reasonable efforts to resolve the issue.

5. **Deliverables**.
   a) Project Plan. Following the execution of the applicable Order Form or SOW, the parties will design a project plan detailing the applicable obligations set out in sections 2 and 3 above, in a form reasonably acceptable to the parties. Global Relay and Customer will jointly work through the project plan and may revise the details as mutually agreed in writing throughout the Term.
   b) SFTP External Delivery. Global Relay will establish the infrastructure and features required to meet the requirements set forth for External Delivery in Section 2.1 to deliver the Externally Delivered Data. Customer is required to develop and implement the infrastructure required to pull the Externally Delivered Data from Global Relay SFTP Infrastructure and deliver and ingest it into Customer System in accordance with Section 3.1.
   c) Reconciliation and Message Logs and/or Log Manifest. If subscribed for by Customer, Global Relay will designate a specific location on Global Relay's SFTP Infrastructure requiring a separate set of user credentials for access to Message Logs and/or Log Manifest. For clarity, Message Logs and/or Log Manifest will be stored separately

from messaging files and will be retained by Global Relay on the SFTP Infrastructure for 90 days from the date of generation, and Customer is required to perform reconciliation in accordance with Section 3.2.

6. **Reconciliation Timeline**. If subscribed for by Customer, and following completion of the Global Relay Deliverable in Section 5(c), Customer will have 90 days to build and run the SFTP Reconciliation Process, per Section 3.2.

7. **Not in Scope**. Except where expressly stated, and despite anything to the contrary in the Agreement, the External Delivery – SFTP Services under the applicable Order Form or SOW are not supported or subject to any Service Level Agreements that have been (or may be) agreed between the parties. Customer acknowledges and agrees that Externally Delivered Data does not constitute Archived Data. Global Relay does not and cannot warrant the security, availability, performance of, or any interoperability with, the Externally Delivered Data once Customer has pulled and ingested the same from the Global Relay SFTP Infrastructure. Notwithstanding any term of the Agreement and excluding 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 Externally Delivered Data once Customer has pulled and ingested the same from the Global Relay SFTP Infrastructure, or for Customer's failure to timely pull and ingest the same from the Global Relay SFTP Infrastructure, including any outages, delivery delays, corruption of data, processing failures, inability to reconcile data, failure to format data in accordance with Customer's data schema, or changed, discontinued, or failed services. Global Relay reserves the right to discontinue support for this External Delivery – SFTP if, in Global Relay's reasonable discretion, it determines there is abuse or misuse of this component of the Services.