



Service Schedule for Cyber Security Services

1. About this Service Schedule

1.1. This Service Schedule applies where a Quotation that you and we execute expressly provides for our supply of one or more of the following services to you (collectively, the **Cyber Security Services**):

- (a) Cyber security endpoint management (including Managed Endpoint Cyber Security Services);
- (b) Data risk assessment services;
- (c) Cyber security consulting services;
- (d) DNS filtering services;
- (e) Encryption services.

1.2. This Service Schedule must be read in conjunction with our Terms of Service, as applicable, and the other documents that comprise the Agreement. Words starting with a capital letter in this Service Schedule that are not otherwise defined in this Service Schedule have the meanings given to them in the Terms of Service, as applicable.

2. Cyber Security Endpoint Management

2.1. Ordered Services that comprise of software, online services or hardware products that we describe as "cyber security endpoint management" products or services in the Quotation may provide you with (among other things) access to security products, services that are hosted on physical or virtual hardware devices that are provisioned or supplied by a Third Party Provider and other cyber security software products or platforms (**Cyber Security Products**).

2.2. It is your responsibility to select the Cyber Security Products that are most appropriate for your cyber security needs.

2.3. Certain Cyber Security Products may be subject to a service level agreement provided or published by a Third Party Provider. You agree that such service level agreements apply to the Agreement.

2.4. You agree to use Cyber Security Products only in accordance with the Agreement and the applicable terms and conditions of the applicable Third Party Providers (**Vendor Terms**).

2.5. You must comply with the Vendor Terms. The Vendor Terms will, among other things, grant you a right to use the Cyber Security Products and specify associated obligations. The Vendor Terms may be detailed in a licence issued by the Third Party Provider and appended to the Quotation or any invoice that we issue to you for Cyber Security Products or otherwise referred to or annexed to a Quotation.

2.6. If "Managed Endpoint Cyber Security Services" is specified in a Quotation, we will use our best endeavours to:

- (a) assist with the creation of user account security policies for your End Users;
- (b) identify and monitor security threats and vulnerabilities in Your Equipment using Cyber Security Products that you license from us or pay us for; and
- (c) promptly notify you of any breach of security or unauthorised access to Your Equipment that we detect using Cyber Security Products that you license from us or pay us for.

to the extent specified in a Quotation.

2.7. You acknowledge that devices connected to a network, and particularly those connected to the Internet, are subject to security threats and that no representation, warranty or guarantee has been provided that Cyber Security Products will be able to completely eliminate all or any specific types of security vulnerabilities or threats on your network. You agree that we will not be held responsible or liable as a result of any failure of a Cyber Security Product to protect the security, privacy or integrity (including threats arising from viruses, trojans, worms, hacking tools or any other harmful component) of any of Your Data held on devices connected to Cyber Security Products.

2.8. Without limiting clause 2.7 above (and without making any warranty or representation), we recommend that you takes up all appropriate options within the Cyber Security Products and employ other security technologies in conjunction with

the Cyber Security Products to manage your endpoint security. We may agree to assist you in regards to the latter, as an additional Ordered Service, subject to your payment of our then current rates and Fees for such service.

3. Data Risk Assessment Services

3.1. If "data risk assessment services" is specified in a Quotation:

(d) we will consider the risk of data loss held in the components of your information technology environment and enterprise infrastructure specified in the Quotation;

(e) we will carry out all work, analysis and evaluation as reasonably required in order for us to deliver a report to you outlining our recommendations as to the Cyber Security Products that we consider will meet your data security objectives specified in the Quotation (**Data Security Recommendations Report**);

(f) you must make all resources, equipment, data and Personnel available to us that we reasonably require in order to prepare the Data Security Recommendations Report; and

(g) we will deliver the Data Security Recommendations Report to you.

3.2. The data risk assessment services do not include implementation of any recommendations or the provision, implementation, licensing or supply of any products and services (nor the associated planning that will be required for the implementation) specified in the Data Security Recommendations Report; all such products, work and services will be subject to the negotiation of separate Quotations.

3.3. Any quotations or pricing included in the Data Security Recommendations Report are estimates only and are not binding on us unless specified otherwise.

3.4. You agree that we are not liable for any failure by you to follow any of the recommendations made by us in the Data Security Recommendations Report.

4. Cyber Security Consulting Services

4.1. If "cyber security consulting services" is specified in a Quotation, we will provide cyber security consulting services to you, on the days and hours set out in a Quotation.

4.2. If such cyber security consulting services are not carried out at our premises or online, you will be responsible for all reasonable costs and expenses of our Personnel in connection with travel to and attendance at any interstate consulting meeting, including with respect to accommodation, meals and transport (**Consulting Expenses**). You must reimburse us for all Consulting Expenses that we incur within 14 days of the date of any invoice we issue to you for Consulting Expenses.

5. DNS Filtering Services

5.1. If "DNS Filtering Services" is specified in a Quotation, we will provide you with third party DNS filtering software or subscription that provides for the encryption of Your Data.

5.2. The DNS filtering software is subject to the provisions of our Terms of Service and our Service Schedule for Hardware and Software.

5.3. DNS Filtering Services are provided on a "best efforts" basis only. We are not liable for any harmful or malicious internet content that you or your End Users may receive despite your engagement of us to provide those services.

6. Encryption Services

6.1. If "Encryption Services" is specified in a Quotation, we will provide you with third party encryption software that provides for the encryption of Your Data.

6.2. The encryption software is subject to the provisions of our Terms of Service and our Service Schedule for Hardware and Software.