

Web Isolation Cloud Service (FWI, SWI, or WSS add-on)

Service Description

May 2019

The CA software program(s) ("CA Software") listed below is provided under the following terms and conditions in addition to any terms and conditions referenced on the CA quote or other transaction document entered into by you and the CA entity ("CA") through which you obtained a license for the CA Software (hereinafter referred to as the "Agreement"). These terms shall be effective from the effective date of such ordering document.

This Service Description describes Symantec Web Isolation Cloud Service ("Service"). All capitalized terms in this description have the meaning ascribed to them in the Agreement (defined below) or in the Definitions section.

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1: Technical/Business Functionality and Capabilities

Service Overview

Symantec Web Isolation Cloud Service ("Service") is a secure remote browsing solution that prevents browser-based attacks from infection endpoints, without the need to block access.

Service Features

The Service will be provided for the number of Users for the Subscription Term.

- The Service isolates web traffic to prevent malware infections.
- Customer may purchase one or both of the following levels of the Service:
 - **Full Web Isolation:** Allows isolation of all browser-based web traffic.
 - **Selective Web Isolation:** Allows isolation of up to 5% of risky or uncategorized browser-based web traffic.
- Customer can access the Service through a self-service online portal ("Portal"). Customer may configure and manage the Service, access reports, and view data and statistics, through the Portal, when available as part of the Service.
- The Service is managed on a twenty-four (24) hours/day by seven (7) days/week basis and is monitored for hardware availability, service capacity and network resource utilization. The Service is regularly monitored for service level compliance and adjustments are made as needed.
- Reporting for the Service is available through the Portal.

Service Level Agreement

CA provides the applicable service level agreement ("SLA") for the Service as specified in Exhibit-A

2: Customer Responsibilities

CA can only perform the Service if Customer provides required information or performs required actions, otherwise CA's performance of the Service may be delayed, impaired or prevented, and Customer may lose eligibility for any Service Level Agreement.

- **Setup Enablement:** Customer must provide information required for CA to begin providing the Service.
- **Adequate Customer Personnel:** Customer must provide adequate personnel to assist CA in delivery of the Service.
- **Renewal Credentials:** If applicable, Customer must apply renewal credential(s) provided in the applicable Order Confirmation within its account administration, to continue to receive the Service, or to maintain account information and Customer data which is available during the Subscription Term.
- **Customer Configurations vs. Default Settings:** Customer must configure the features of the Service through the Portal, if applicable, or default settings will apply. In some cases, default settings do not exist and no Service will be provided until Customer chooses a setting. Configuration and use of the Service(s) are entirely in Customer's control, therefore, CA is not responsible for Customer's use of the Service. Should a Service be suspended or terminated for any reason, Customer's configurations will be lost and cannot be saved.

3: Entitlement and Subscription Information

Charge Metrics

The Service is available under one of the following Meters as specified in the Order Confirmation:

- **"User"** means an individual person who is authorized by Customer to use and/or benefit from the use of the Service regardless of whether the individual is actively using the Service at any given time, or is an individual person who actually uses any portion of the Service.

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4: Customer Assistance and Technical Support

Customer Assistance

CA will provide the following assistance as part of the Service, during regional business hours:

- Receive and process orders for implementation of the Service
- Receive and process requests for permitted modifications to Service features; and
- Respond to billing and invoicing questions

Technical Support

If CA is providing Technical Support to Customer, Technical Support is included as part of the Service as specified below. If Technical Support is being provided by a reseller, this section does not apply.

- Support is available on a twenty-four (24) hours/day by seven (7) days/week basis to assist Customer with configuration of the Service features and to resolve reported problems with the Service. Support for Services will be performed in accordance with the published terms and conditions and technical support policies published at https://support.symantec.com/en_US/article.TECH236428.html.
- Once a severity level is assigned to a Customer submission for Support, CA will make every reasonable effort to respond per the response targets defined in the table below. Faults originating from Customer's actions or requiring the actions of other service providers are beyond the control of CA and as such are specifically excluded from this Support commitment.

Problem Severity	Support (24x7) Response Targets*
Severity 1: A problem has occurred where no workaround is immediately available in one of the following situations: (i) Customer's production server or other mission critical system is down or has had a substantial loss of service; or (ii) a substantial portion of Customer's mission critical data is at a significant risk of loss or corruption.	Within 30 minutes
Severity 2: A problem has occurred where a major functionality is severely impaired. Customer's operations can continue in a restricted fashion, however long-term productivity might be adversely affected.	Within 2 hours
Severity 3: A problem has occurred with a limited adverse effect on Customer's business operations.	By same time next business day**
Severity 4: A problem has occurred where Customer's business operations have not been adversely affected.	Within the next business day; CA further recommends that Customer submit Customer's suggestion for new features or enhancements to CA's forums

The above Support Response Targets are attainable during normal service operations and do not apply during Maintenance to the Service and/or supporting infrastructure as described in the Maintenance section below.

* Target response times pertain to the time to respond to the request, and not resolution time (the time it takes to close the request).

** A "business day" means standard regional business hours and days of the week in Customer's local time zone, excluding weekends and local public holidays. In most cases, "business hours" mean 9:00 a.m. to 5:00 p.m. in Customer's local time zone.

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Maintenance to the Service and/or supporting Service Infrastructure

CA must perform maintenance from time to time. For information on Service status, planned maintenance and known issues, visit <https://status.symantec.com/>. The following applies to such maintenance:

- **Planned Maintenance:** Planned Maintenance means scheduled maintenance periods during which Service may be disrupted or prevented due to non-availability of the Service Infrastructure. During Planned Maintenance, Service may be diverted to sections of the Infrastructure not undergoing maintenance which may result in no disruption of the Service. For Planned Maintenance, CA will provide seven (7) calendar days' notification.
- **Unplanned Maintenance:** Unplanned Maintenance means scheduled maintenance periods that do not allow for seven (7) days notification and during which Service may be disrupted or prevented due to non-availability of the Service Infrastructure. CA will provide a minimum of one (1) calendar day notification. During Unplanned Maintenance, Service may be diverted to sections of the Infrastructure not undergoing maintenance which may result in no disruption of the Service. At times CA will perform Emergency Maintenance. Emergency Maintenance is defined as maintenance that must be implemented as quickly as possible to resolve or prevent a major incident. Notification of Emergency Maintenance will be provided as soon as practicable.
- **Note:** For Management Console Maintenance, CA will provide fourteen (14) calendar days' notification. CA may perform minor updates or routine maintenance to the Management Console with no prior notification as these activities do not result in Service disruption.

5: Definitions

"Administrator" means a Customer User with authorization to manage the Service on behalf of Customer. Administrators may have the ability to manage all or part of a Service as designated by Customer.

"Credit Request" means the notification which Customer must submit to CA by Email with the subject line "Credit Request" (unless otherwise notified by CA).

"Service Credit" means the amount of money that will be credited to Customer's next invoice after submission of a Credit Request and validation by CA that a credit is due to Customer. The Service Credit is calculated by application of a monthly credit to the monthly service fee that is actually paid by Customer for the Service in the actual month in which the Service Credit is incurred.

"Service Infrastructure" means any CA or licensor technology and intellectual property used to provide the Services.

"Symantec Online Services Terms and Conditions" means the terms and conditions located at or accessed through <https://www.symantec.com/about/legal/repository>.

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Exhibit-A

Service Level Agreement(s)

1.0 GENERAL

These Service Level Agreements ("SLA(s)") apply to the Online Service that is the subject matter of this Service Description only. If CA does not achieve these SLA(s), then Customer may be eligible to receive a Service Credit. Service Credits are Customer's sole and exclusive remedy and are CA's sole and exclusive liability for breach of the SLA.

2.0 SERVICE LEVEL AGREEMENT(S)

- a. **Availability.** Availability is the amount of time that the Service is operational in minutes, expressed as a percentage per calendar month, excluding Excused Outages. Availability SLAs may exist for i) Inline (Data Plane) Service, and ii) Non-Inline (Control Plane) Service, separately:

- o **Inline Service Availability** means access to the core features of the Service that impact the data in transit to and from Customer to the Internet. Symantec Web Isolation Cloud Service is an Inline Service that allows isolation of browser-based web traffic. This web traffic is browser based http and https requests, and the resulting pages. The SLA does not apply to non-web browser traffic or any nonstandard internet protocols. The Service is considered not available where five (5) or more users at one (1) geographic location cannot access any website through the Service for a period of ten (10) consecutive minutes or more.

Inline Service Availability	99.9%
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- o **Non-inline Service Availability** is access to the controls that govern the features of the Service that do not impact data in transit to and from the end-user to the Internet (e.g., reporting tools used by the Administrator).

Non-Inline Service Availability (for example reporting)	N/A
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3.0 AVAILABILITY CALCULATION

Availability is calculated as a percentage of 100% total minutes per calendar month as follows:

$$\frac{\text{Total Minutes in Calendar Month} - \text{Excused Outages} - \text{Non-Excused Outages}^*}{\text{Total} - \text{Excused Outages}} \times 100 > \text{Availability Target}$$

**Non-Excused Outages = Minutes of Service disruption that are not an Excused Outage*

Note: The availability calculation is based on the entire calendar month regardless of the Service start date.

4.0 SERVICE CREDIT

If a claim is made and validated, a Service Credit will be applied to Customer's account.

CA will provide a Service Credit equal to two (2) days of additional service for each 1 hour or part thereof (aggregated) that the service is not available in a single 24-hour period, subject to a maximum of seven (7) calendar days for all incidents occurring during that 24 hour period. A Customer may only receive up to twenty-eight (28) days maximum, for up to four (4) Service Credits, over twelve (12) months. The maximum is a total for all claims made in that twelve (12) month period.

Service Credits:

- May not be transferred or applied to any other Symantec Online Service, even if within the same account.
- Are the only remedy available, even if Customer is not renewing for a subsequent term. A Service Credit is added to the end of Customer's current Subscription Term.
- May not be a financial refund or credit of any kind.
- Do not apply to failure of other service level SLAs if such failure relates to non-availability of the Service. In such cases Customer may only submit a claim for the Availability SLA.

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5.0 CLAIMS PROCESS

Customer must submit the claim in writing via email to CA Customer Support. Each claim must be submitted within ten (10) days of the end of the calendar month in which the alleged missed SLA occurred for CA to review the claim. Each claim must include the following information:

- (i) The words "Service Credit Request" in the subject line.
- (ii) The dates and time periods for each instance of claimed outage or other missed SLA, as applicable, during the relevant month.
- (iii) An explanation of the claim made under this Service Description, including any relevant calculations.

All claims will be verified against CA's system records. Should any claim be disputed, CA will make a determination in good faith based on its system logs, monitoring reports and configuration records and will provide a record of service availability for the time period in question to Customer.

6.0 EXCUSED OUTAGES AND EXCLUSIONS TO CLAIMS

The following are minutes of downtime that are defined as Excused Outages:

- Planned Maintenance and Unplanned Maintenance as defined in the Service Description.
- Force Majeure as defined in the Agreement.
- Any downtime that results from any of the below listed exclusions to a claim.

If any of the following exclusions apply, a claim will not be accepted:

- Any Service provided on a provisional basis, including but not limited to: trialware, evaluation, Proof of Concept, Not for Resale, pre-release, beta versions.
- Customer has not paid for the Service.
- Third party, non-Symantec branded products or services resold with the Service.
- Hardware, software or other data center equipment or services not in the control of CA or within the scope of the Service.
- Any item that is not a Service Component that is provided for use with the Service.
- Technical support provided with the service.
- Failure of Customer to correctly configure the Service in accordance with this Service Description.
- Hardware or software configuration changes made by the Customer without the prior written consent of CA.
- Unavailability of a specific web page or a third party's cloud application(s).
- Individual data center outage.
- Unavailability of one or more specific features, functions, or equipment hosting locations within the service, while other key features remain available.
- Failure of Customer's internet access connections.
- Suspension and termination of Customer's right to use the Service.
- Alterations or modifications to the Service, unless altered or modified by CA (or at the direction of or as approved by CA
- Defects in the Service due to abuse or use other than in accordance with CA's published Documentation unless caused by CA or its agents.
- Customer-requested hardware or software upgrades, moves, facility upgrades, etc.

END OF EXHIBIT A