

SUPPLEMENT TO CAREBRIDGE EXHIBIT

Service Description for Anti-Virus/Anti-SPAM Service

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This Supplement will be strictly governed by the CareBridge Exhibit between McKesson and Customer.

1. **Service.**

McKesson provides Customers utilizing the CareBridge Email Gateway Service ("EGS") with an additional service that blocks Email received from any external (Internet) entity that satisfies either of the following conditions:

- Has been determined to be Unsolicited Commercial Email, otherwise known as UCE or SPAM (Anti-SPAM Service).
- Contains any attachment that has been determined to contain a virus (Anti-Virus Service).

2. **Configuration.**

2.1 **Customer Responsibilities.**

- 2.1.1 Customer will provide McKesson with an initial count of unique Email accounts that could send or receive mail via the EGS. Any substantial change (+/- 50 or more accounts than the last notification) after the initial subscription to this service should also be provided as soon as practicable.
- 2.1.2 Customer will provide McKesson with direction concerning their choice to subscribe to Anti-Virus or Anti-SPAM service or both services. Subscription to either service applies to all customer Email accounts.

2.2 **McKesson Responsibilities.**

- 2.2.1 McKesson will configure and maintain the Anti-Virus and/or Anti-SPAM servers with the appropriate definitions to support Customer-supplied SMTP server address (es) and domain(s).
- 2.2.2 Any email determined to be SPAM or determined to contain a virus will be held on a quarantine queue for a period of 72 hours from the time of the original receipt of the email.

3. **End User Support.**

3.1 **Customer Responsibilities.**

- 3.1.1 Customer shall provide Users with all technical support regarding the usage of the Customer email system and timeliness or (non-) receipt of email.
- 3.1.2 Customer's technical staff is responsible for notifying McKesson's CareBridge support within two (2) days of original receipt of email by EGS if Customer believes an email was erroneously blocked and needs to be released.

3.1.3 Customer must contact McKesson's CareBridge support within 72 hours to determine if any email was erroneously filtered. Any emails Customer determines were erroneously filtered can be released if requested by Customer within 72 hours of the original receipt of the email.

3.2 **McKesson Responsibilities.**

3.2.1 McKesson's CareBridge support will explain proper operation of the Anti-Virus and/or Anti-SPAM services with designated Customer technical staff and provide technical support as requested.

4. **Miscellaneous.**

4.1 McKesson will attempt to hold any email that has been blocked and quarantined due to Virus or SPAM detection for a reasonable period of time (not less than 72 hours from original receipt) at which point the email will be destroyed

4.2 Under extraordinary circumstances (e.g. Internet SMTP attacks or email loops), all mail to/from Customer's domain may be disallowed for an interim period until problem can be resolved.

4.3 McKesson is not responsible for email transport or delivery problems outside of the EGS service. McKesson will attempt to assist Customer in problem determination of these cases.

4.4 Customer acknowledges and agrees that no Anti-Virus or Anti-SPAM filter is perfect. McKesson is using software to make these determinations, therefore, there may be false-positives (erroneous detection of SPAM or Virus) and false-negatives (non-detection of SPAM or Virus) and this should be considered a normal part of the service. McKesson's CareBridge technical support will work with customer if "false" determinations are causing problems.

4.5 MCKESSON SHALL HAVE NO LIABILITY TO CUSTOMER WITH RESPECT TO ANY EMAILS WHICH MAY BE IRRETRIEVABLE DUE TO CUSTOMER'S FAILURE TO NOTIFY MCKESSON WITHIN THE 72 HOURS OF ORIGINAL RECEIPT TIME FRAME SET FORTH HEREIN, OR VIRUSES WHICH MAY REMAIN UNDETECTED BY THE ANTI-VIRUS SERVICE.

5. **LIABILITY LIMITATION**

5.1 Third Party Software. IRONPORT AND ITS SUPPLIERS PROVIDE THE MESSAGING MANAGEMENT SYSTEM WITHOUT ANY WARRANTY OR CONDITION OF ANY KIND, EXPRESS OR IMPLIED. IN NO EVENT WILL IRONPORT OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES ARISING OUT OF OR RELATED TO THE MESSAGING MANAGEMENT SYSTEM (REGARDLESS OF HOW ARISING, WHETHER UNDER TORT (INCLUDING NEGLIGENCE), CONTRACT, OR STRICT LIABILITY), INCLUDING BUT NOT LIMITED TO LOST PROFITS, BUSINESS INTERRUPTION OR LOSS OF BUSINESS INFORMATION, EVEN IF SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. RSA IS A THIRD PARTY BENEFICIARY OF THE END USER LICENSE AGREEMENT, AND THEREBY MAY ENFORCE ANY PROVISION OF THE END USER LICENSE AGREEMENT TO THE EXTENT IT RELATES TO THE RSA COMPONENTS OF THE MESSAGING MANAGEMENT SYSTEM.

6. **PRICING**

6.1 Pricing is base on the number of actual unique Email accounts that could send or receive mail via the EGS. Monthly billing will be adjusted periodically based on actual usage according to the pricing schedule below.

6.2 Pricing for Anti-Spam or Anti-Virus service only

<u>Number of Users</u>	<u>Price per user</u>
1 – 199	\$1.80
200 – 499	\$1.71
500 – 799	\$1.62
800 – 999	\$1.53
1000 +	\$1.44

6.3 Pricing for combined Anti-Spam and Anti-Virus service

<u>Number of Users</u>	<u>Price per user</u>
1 – 199	\$2.00
200 – 499	\$1.80
500 – 799	\$1.70
800 – 999	\$1.60
1000 - 1499	\$1.50
1500 – 1999	\$1.45
2000 +	\$1.25