

## SUPPLEMENT TO CAREBRIDGE EXHIBIT

### Service Description for E-mail Gateway Service

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

1. **Service.** McKesson provides an e-mail firewall system to accept Internet e-mail from sources on the Internet addressed to Customer's domain name and direct them to Customer's e-mail system. It also accepts electronic mail from Customer's e-mail system and forward it to the intended destination on the Internet. The e-mail firewall does not discriminate based on content of any e-mail.

2. **Additional Responsibilities of McKesson.**

2.1 McKesson will configure and manage the CareBridge systems to provide forwarding of all e-mail to and from Customer's e-mail system.

2.2 McKesson will provide Customer's primary technical contact with configuration information describing how to configure Customer's e-mail system to communicate with the CareBridge e-mail firewall.

2.3 McKesson will provide the DNS services necessary to allow Internet e-mail to be directed to the CareBridge e-mail firewall.

2.4 The CareBridge firewall will temporarily hold un-forward able e-mails until the destination system can receive them. CareBridge support may, at its discretion, delete un-forward able e-mails if the ability of the firewall to deliver e-mails overall is threatened by the quantity or type of un-forward able e-mails temporarily stored on it.

3. **Additional Responsibilities of Customer.**

3.1 Customer must supply McKesson with a registered Internet domain name that is owned by the Customer. Only email for registered domains can utilize this service. If Customer does not use McKesson as the Domain Network Service ("DNS") authority for that domain then Customer is responsible for installation of appropriate McKesson-supplied DNS definitions into an authoritative Internet DNS server.

3.2 Customer must provide a properly configured SMTP server that can accept any email relayed by the EGS for the above domain(s). All email from Customer to the Internet will only be accepted from SMTP server address (es) registered with McKesson.

3.3 Customer is responsible for installation and maintenance of Customer's network, computers, and software.

3.4 The CareBridge E-mail Gateway Service may not be used to send unsolicited mail messages, including without limitation, unsolicited commercial or bulk e-mail. In addition, customer's users shall not use another organization's mail server to relay mail without the express written permission of that organization. A copy of this written permission must be forwarded to McKesson prior to the relay of any messages.

3.5 Customer shall indemnify, defend and hold harmless McKesson from all liability, costs and expenses arising from Customer's use of this CareBridge Service. McKesson shall have no liability for Customer's use of any and all third party services (databases and applications) related to EGS service.

4. **Miscellaneous.**

4.1 All outbound (Customer to Internet) email will be scanned for SPAM and Virus content and quarantined or dropped as required.