



ADDITIONAL TERMS AND CONDITIONS ANTI-VIRUS AND OTHER SECURITY SERVICES

Additional Terms

This Addendum contains clauses additional to the Standard Terms and Conditions and the Addendum (Limitation on Liability), and shall be without prejudice to the rights and obligations contained therein.

Overview of Anti-Virus Protection Service & Other Security Services

The Service acts as a Mail Gateway Protection in that it stops viruses BEFORE they reach the mail servers. By intercepting messages at the gateway, LGA provides the **FIRST-LINE** of defense and ensures that the Customer's defensive perimeter is not overly reliant on one specific solution.

LGA, to the best of their effort, continuously upgrade, test and certify the Service against any known systems virus and/or malicious code and to remove such upon detection. However, this does NOT guarantee or warrant that the Service will perform optimally in all circumstances, or that they will protect your systems against all forms of systems virus attack or from the effects of malicious code.

LGA strongly recommends that the Customer installs a Complete Desktop and/or Local Area Network (LAN) Anti-Virus Solution for optimal and additional protection.

In respect of Anti-Spam and other similar services, due to the nature of the service, access to legitimate web-sites and/or e-mails may be affected. LGA strongly recommends that the Customer monitors the web-sites and/or e-mails that are blocked, and make such setting adjustments as are necessary or otherwise to contact LGA's technical staff for assistance.

Maintenance and Support

The virus detection capability is typically updated several times every month. LGA technical team shall perform the Virus Definition updates on an automatic and regular basis. Upon purchase of the Service, the Customer is provided with TELEPHONE TECHNICAL SUPPORT ONLY.

Should the Customer need additional onsite assistance for any of our services, our Managed Security Service team offers a wide range of flexible, hands-on support services at a reasonable fee.

No Warranty and Disclaimers

The Service is provided "AS IS" and without warranty of any kind, either expressed or implied, including but not limited to, any implied warranties and merchantability or fitness for a particular purpose or warranties of quality or performance.

In no event shall LGA be liable for any direct, incidental, special, exemplary, or consequential damages (including, but not limited to, procurement of substitute goods and services; loss of use, data, or profits; or business interruption) however caused and on any theory of liability, whether in contract, strict liability, or tort (including negligence or otherwise) arising in any way out of these Services, even if advised of the possibility of such damage. LGA is not responsible for the Service's ability to repel a specific virus or for damages caused by unsuccessful virus prevention. In respect of Anti-spam and similar services, LGA is not responsible for the blocking of any legitimate web-sites, emails and/or downloading.

LGA does not warrant that: (a) operation of any of the Virus Definition Updates shall be uninterrupted or error free, (b) that functions contained in the Virus Definition Updates shall operate in combinations which may be selected for use by Customer or meet Customer's requirements, or (c) that the Virus Definition Updates will detect all viruses, Trojan horses, worms or other software routines or hardware components designed to permit unauthorized access to or to disable, erase or otherwise harm any software, hardware or data.