The following terms and conditions of this service supplement ("Service Supplement"), together with the Terms and Conditions for IIJ
Application Services, any service usage guide for the Service provided by IIJ (the "Service Description") and the Order Form, shall govern the provision of Safous ZTA (the "Service) to the Customer.   References to "this Agreement" are understood to refer to this Service Supplement, the Terms and Conditions for IIJ Application Services, the Service Description and the Order Form. In the event of any inconsistency between these documents, the documents will control in the following order: the Order Form, this Service Supplement, the Service Description and Terms and Conditions for IIJ Application Services
(https://www.safous.com/Ts_and_Cs_for_IIJ_Appliation_Services.pdf).

1.   **Services**
The Safous ZTA shall be a service pursuant to specification prescribed by IIJ to provide secure access to customer's application and data using zero trust network access technology   The Service Description and the updated version will be published at Safous ZTA website (https://www.safous.com/Safous_ZTNA_Datasheet.pdf).

2.   **Service Items**
The Service provided by IIJ consists of the following items (referred to hereinafter in this Individual Terms as the "Service Types(s)"):

Service Items	Contents
Basic	Zero trust access

3.   **Term**
The term of the Service Agreement for use of the Service shall be twelve (12) months, and the service period shall be deemed to have begun on the day which IIJ designate as "the start date. However, except when the Customer has notified IIJ of its intention not to renew the term of this Agreement in writing no later than one (1) month prior to the expiration of the term, the term of this Agreement shall be extended for an additional year, and the term of this Agreement may be extended likewise thereafter. The service charges for any term of this Agreement extended may be changed by IIJ upon notice two(2)   months before the expiration of the term to the Customer.

4.   **User Requirements**
1.   In order to use the Service, the Customer shall comply with the Master Subscription Agreement (https://cyolo.io/msa/) or license terms and conditions set forth by Cyolo Security Ltd. ("Cyolo") , the licensor for the software utilized in the Service ("Cyolo MSA") . In the event of any inconsistency between this Service Supplement and Cyolo MSA, this Service Supplement will prevail.
2.   In order to use the Safous Browser Isolation function, the Customer shall comply with the KASM WORKSPACES END USER LICENSE AGREEMENT (https://www.kasmweb.com/software_eula/) or license terms and conditions set forth by Kasm Technologies Inc. ("Kasm") , the licensor for the software utilized in the Service.("Kasm EULA").In the event of any inconsistency between this Service Supplement and Kasm EULA, this Service Supplement will prevail.

5.   **Customer's Duty**
The Customer shall prepare Linux server and install Application Gateway on such server.

6.   **Optional Services**
IIJ will provide the following optional services in accordance with the application of the Customer.

(1) Additional Site Option

(2) High Availability Option

(3) Safous Browser Isolation Function

7. Additional User

The Customer may purchase additional users of the Service during the term. The Service Charge for such additional users shall be the then-current Service Charge, pro-rated for the remainder of the term in effect at the time the additional users are added.

Customers may not reduce the number of users, downgrade license types, or cancel options, except at the time of contract renewal.

8 . Discontinuation of Service

1. IIJ can discontinue the Service in part or in total at the judgment of IIJ or Cyolo.
2. In the event of the termination of the Service, in part or in total, in accordance with the previous paragraph, IIJ shall notify the Customer three (3) months before the termination date.

9. Charges and Payment

The Customer shall pay total amount of Monthly Charge corresponding to twelve (12) months, the term of this Agreement, in a lump by the due date designated by IIJ in invoice.

10. Personal Data

1. IIJ shall treat personal data in accordance with Safous Privacy Policy (https://www.safous.com/privacy-policy).
2. The personal data obtained from the Customer by IIJ, whether automated or not, and IIJ shall be treated in accordance with Data Processing Addendum designated by IIJ and entered into the Customer and IIJ.

11 Termination

The Customer may terminate the Service Agreement at any time upon written notice to IIJ. In that case, the Service Charges paid already to IIJ shall not be refunded to the Customer for the remaining term of the Agreement, provided, however, that, in case the Customer terminates the Service Agreement due to the discontinuation of the Service in accordance with the clause 8, the Service Charges paid already to IIJ shall be refunded to the Customer for the remaining term of the Agreement.

12 Service Level Agreements

IIJ provides the Service Level Agreements as set forth in https://www.safous.com/sla-zta.

13 Limitation of Liability

Notwithstanding section 9.3 of Terms and Conditions for IIJ Application Services, in no circumstances shall be maximum cumulative liability of IIJ exceed the amount set out below:
Provision of Safous ZTA:
the Service Charges including Optional Services the Customer paid during the 12 (twelve) months preceding the demand
Any other cause:
the Service Charges including Optional Services the Customer paid during the 12 (twelve) months preceding the demand