

Mimecast North America, Inc.
 191 Spring Street
 Lexington, MA 02421

Reference: Q-200330
Prepared By: Katherine Chambers
Confirmation Date: May 11, 2020
Subscription Term (Months): 12.00
Hosting Jurisdictions:
 Email Services - United States

CUSTOMER:
 The City of El Mirage
 10000 N El Mirage Rd
 El Mirage, Arizona 85335-3607

RESELLER:
 SHI International Corp
 290 Davidson Ave
 Somerset, New Jersey 08873-4145

Start Date: June 2, 2020

Service	Qty
Mimecast M2A	191
Add On - Secure Messaging (Per User)	3
LCS - Gold	1

Please note:

- Customer may increase the number of Permitted Users shown above or add Services at any time during the Subscription Term. However, Customer must provide Reseller or Mimecast with advance notice prior to adding additional Permitted Users to Customer's account, and additional fees may apply.
- During a Subscription Term, it is not possible for Customer to (i) reduce the number of Permitted Users shown above; (ii) downgrade any of the Services shown above; or (iii) remove any of the Services shown above. Such changes may be made effective at the start of a new Subscription Term, but only if Mimecast receives notice of such change not less than thirty days prior to the renewal date.

By signing below, Customer expressly agrees that the provision of Services described herein is subject to the existing contractual agreement between Mimecast and Customer. In addition, if this Service Order adds new Services to Customer's Mimecast account, then such new Services may be subject to additional terms and conditions as of the effective date of this Services Order. The additional terms and conditions, as well as the Services to which they are applicable, are listed at <http://www.mimecast.com/contracts>.

Customer may terminate any new recurring Services added in this Confirmation, at any time within thirty days of the effective date of this Confirmation. If any fees have been paid in advance, such fees will be promptly refunded. If notice of termination is not received within the thirty-day time period, then the Subscription Term for the new Services will continue unaffected. For the avoidance of doubt, the parties agree that this opt-out does not apply to existing Services, projects or other professional services.

To accept the Services under the terms set forth herein, please sign here:

For and on behalf of Customer:

For and on behalf of Mimecast:

Individual Signing: _____

Individual Signing: _____

Job Title: _____

Job Title: _____

Authorized Signature: _____

Authorized Signature: _____

Date Signed: _____

Date Signed: _____

Service Descriptions

Service Name	Description
Mimecast M2A	Targeted Threat Protection (URL, attachment and impersonation), base level and Compliance Security. Email Continuity and 99 year archive.
Add On - Secure Messaging (Per User)	Share sensitive and confidential information with external contacts with confidence, via a secure email channel.
LCS - Gold	Local Business Hours Online Support, 24x7x365 Telephone Support, Prioritized Telephone Support for P1 critical issues, unlimited access to Mimecast online Community & knowledge base, service monitoring, alerting and reporting, Named Customer Success Manager, annual service review