



## Customer Confirmation

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

**Reference:** Q-359764  
**Prepared By:** Patrick Knorring  
**Confirmation Date:** January 11, 2021  
**Subscription Term (Months):** 12.00  
**Hosting Jurisdictions:**  
Email Services - United States

### CUSTOMER:

Florida Housing Finance Corporation  
227 N Bronough St Ste 5000  
Tallahassee, Florida 32301-1367

### RESELLER:

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

**Start Date: March 22, 2021**

Service	Qty
Mimecast S1	140
LCS - Silver	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.



# Customer Confirmation

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

**For and on behalf of Customer:**

Individual Signing: Hugh R. Brown

Job Title: General Counsel

Authorized Signature: 

Date Signed: 3-10-21

**For and on behalf of Mimecast:**

Individual Signing: Paul Sartori

Job Title: Director, Global Licensing

Authorized Signature: 

Date Signed: March 19, 2021 | 10:54 EDT

## Service Descriptions

Service Name	Description
Mimecast S1	Enhanced security and full protection from targeted threats such as spear-phishing and whaling, plus basic data leak protection.
LCS - Silver	Local Business Hours Online Support, local Business Hours Telephone Support, 24x7x365 Telephone Support for P1 critical issues, unlimited access to Mimecast online Community and knowledge base, service monitoring, alerting and reporting, access to Customer Success Desk