

SCHEDULE B: SERVICE DEFINITION FOR CENTRALISED FIREWALL SERVICE**1. Centralised Firewall Service Description**

Exponential-e offers a fully-managed Centralised Firewall Service as an add-on to a Internet VLAN over a Smart Wires Service. **A managed firewall is part of an overall security policy and does not guarantee total security** (for example, vulnerabilities may exist in traffic flows that are permitted by the firewall policy). The Customer will have its own dedicated virtual instance on the Exponential-e firewall(s) with a permanent connection to the Customer's LAN as part of an Internet VC provided over a Smart Wires Service. In the case of a centralised internet VC, this permanent link is provided through the WANVC over the Smart Wires Service. Two firewall appliances are configured in a "high availability mode" offering resiliency as standard. A 64 MAC addresses limitation per Customer applies. Up to 15 site-to-site VPN tunnels are included and can be requested through Exponential-e's Service Desk. It is the Customer's responsibility to ensure the software/remote VPN device is configured correctly. Exponential-e will not undertake any work or take responsibility for third party equipment configurations or software. A basic level of security policy development in consultation with the Customer is included. Four security zones within the following three categories are provided as standard: trusted, un-trusted and De-Militarized Zone. Any additional VLAN's required to extend security zones to Customer Site(s) are not included.

Centralised Firewall Specifications

| Centralised Firewall Features | | | |
|-------------------------------------|----------|-------------------------------------|----------|
| Firewall Throughput (Mbps) | 1000 | High Availability | Standard |
| Maximum Concurrent Sessions | 40,000 | Stateful inspection | Yes |
| Maximum Security Policies | 100 | Control access to network resources | Yes |
| Maximum number of security zones | 4 | Block port access | Yes |
| Branch office IPSec VPN's | 15 | NAT | Yes |
| Remote Access SSL VPN's | Optional | Traffic Shaping | Yes |
| Maximum number of VLANs | 10 | DES, 3DES, & AES Encryption support | Yes |
| Maximum number of Firewall Policies | 100 | ICSA Labs Certified | Yes |

2. Centralised Firewall Service Demarcation Point (SDP)

The SDP for the Centralised Firewall Service is the SDP of the associated Smart Wires Service.

3. Target Service Commencement Date *

Centralised Firewall Service 25 Working Days

** from order acceptance if provisioned over an existing Smart Wires Service / from date of provision of any new Smart Wires Service required.*

4. Change Management

A total of 10 changes per month shall be provided at no additional charge. Additional changes shall be subject to additional charges. It is possible that a single change request may include multiple changes, in which case each change will be count as a single change. Firewall policy changes requested will normally only be carried out during Normal Business Hours. Exponential-e cannot be held responsible for security weaknesses that arise through implementing requested changes but all change requests are checked to attempt to ensure security holes will not occur. Centralised Firewall change request target lead times as follows: High Priority Request – 24 hours, Normal Priority Request – 48 hours.*

**as determined by Exponential-e acting reasonably.*

5. Centralised Firewall Service Level Agreement**Target Availability**

| | Target Availability |
|------------------------------|---------------------|
| Centralised Firewall Service | 99.9% |

Service Credits

| | Measure | Service Credit* |
|--------------|-------------------|-----------------|
| Availability | >0.1 Below Target | 10% |
| | >1 Below Target | 20% |

** The Service Credit is applied as a percentage of the Monthly Charge for the Centralised Firewall Service for the affected Site only.*

6. Data Processing Details

Where Exponential-e sets up SSL VPNs for the Customer in conjunction with the Centralised Firewall Service, Exponential-e may Process Customer Personal Information as per the following table:

| Requirement | Details |
|------------------------------|--|
| Subject Matter of Processing | Users email addresses and log-in details relevant to the SSL VPN |
| Nature of Processing | Collection, logging, storage |
| Location of Processing | EEA and/or UK |