SCHEDULE A: SERVICE DEFINITION FOR DDoS MITIGATION SERVICE

1.   DDoS Mitigation Service Description

The Distributed Denial of Service ("DDoS") Mitigation Service is designed to mitigate DDoS attacks and attack traffic on the Exponential-e network. The DDoS Mitigation Service supports maximum throughput of 10Gbps per mitigation. Any traffic above this maximum throughput will be discarded. The Exponential-e DDoS mitigation platform will examine the Customer's traffic and auto-generate a "normal" traffic profile. The following are examples of the types of packets that when detected by the DDoS mitigation platform in volumes outside of the "normal" traffic profile will trigger an alert: DNS Amplification, IP Fragment, ICMP, IP Protocol 0, MS SQL Amplification, NTP Amplification, SNMP Amplification, SSDP Amplification, TCP Null, TCP RST, TCP SYN. The triggers are based upon the total amount of any type of traffic going to a monitored IP address. Once an alert is triggered, mitigation is automatically launched. When the Exponential-e DDoS mitigation platform recognises attack traffic or based upon the Customer's mitigation profile (for Managed Assets only) or the Customer notifies Exponential-e that it is under attack (where a Diverse Internet Solution exists or the Emergency option below is invoked), traffic destined for the targeted IP address, estate or asset will be re-directed to Exponential-e's DDoS mitigation platform for inspection. Diverted traffic will be subject to multiple layers of Traffic Cleaning.

While Traffic Cleaning is in progress, an increase in latency may be experienced and this shall be excluded from any Service Level calculations. Mitigation will be provided for up to 72 consecutive hours at no additional charge. Should the Customer request mitigation be continued past this point, additional charges will apply.

Exponential-e will use all reasonable endeavours to ensure that non-attack traffic is received as normally as possible during a DDoS attack. Blackholing of traffic will only be used by Exponential-e if Exponential-e determines that all other measures have failed or are likely to fail. Where the Customer has a Diverse Internet Solution and requires Exponential-e to provision the DDoS Mitigation Service on that Diverse Internet Solution which requires specific configuration work to be carried out, then additional charges will.

Exponential-e does not warrant or guarantee that the DDoS Mitigation Service will prevent or mitigate all DDoS attacks.

The following options apply:

Primary Option

A network scrubbing platform delivers clean traffic to the hosts/assets under attack. Provides reporting via email and web-interface with the web-interface also providing information on traffic types and trends for up to 30 days. Up to two (2) Managed Asset mitigation profiles are included at no additional charge. Additional Managed Asset mitigation profiles are available at additional charge. These Managed Asset mitigation profiles are tailored per Managed Asset and will be set out in the Service Delivery Form. Once the DDoS Mitigation Service has been provisioned, Exponential-e will study traffic patterns in order to inform, report and assist the Customer to identify when a DDoS attack is in progress and advise on specific actions that the Customer should take to lessen their exposure to attack. Mitigation will be provided on up to 12 separate occasions in any calendar year commencing from the Service Commencement Date. Should the Customer require additional mitigations, then this will constitute a non-standard service for the Customer and the Customer will be required to contract with Exponential-e for a bespoke DDoS solution. During the first thirty (30) days after the Service Commencement Date, the Customer may request Minor Changes. After the initial 30 days, up to three (3) Minor Changes per calendar month can be requested by the Customer at no additional charge. Additional Minor Changes can be made at additional charge.

Emergency Option

Available to customers that are experiencing a DDoS attack, this option can be contracted for via the Order Form attached at Appendix A to this Service Definition. Following implementation, a period of fine-tuning and close liaison with the Customer will be undertaken to mitigate the attack. There is a risk for non-attack customer data in transit to be lost whilst this fine-tuning is undertaken and the Customer accepts this risk. In consideration of the provision of the Emergency option, the Customer shall be liable to pay for four (4) man-hours of Professional Services support at Exponential-e's then current rates.

Where the Customer orders this Emergency option, the Customer acknowledges that they will also be

contracting to take the Primary option on the terms set out in Appendix A.

2.   Target Service Commencement Date – Primary Option

DDoS Mitigation Service   5 Working Days*

* From order acceptance if provisioned in respect of an existing Internet Service / from date of provision of any new Internet Service required.

3.   Target Service Commencement Date – Emergency Option

DDoS Mitigation Service   4 Hours *

* From receipt of signed DDoS Mitigation Service – Emergency Option Order Form

4.   DDoS Service Level Agreement

No Service Level Agreement is offered in respect of this Service.

5.   Additional Terms applicable to DDoS Mitigation Service

The following terms apply to the provision of the DDoS Mitigation Service by Exponential-e in addition to Exponential-e's General Terms.

5.1   Additional Customer Responsibilities

5.1.1   The Customer shall:

5.1.1.1 notify the Exponential-e Service Desk in advance of any impending activity that can reasonably be expected to result in or encourage additional traffic to its site that may or may not be malicious in nature, including but not limited to marketing campaigns, moral hacktivist attacks and other traffic outside of the normal traffic profile for the Internet Service; and

5.1.1.2 immediately inform Exponential-e if any threats is made, whether publicly, privately, intimated, inferred or directly, of any intention to initiate a DDoS or DoS attack at any time.

6.   Definitions

6.1   In this Service Definition, the following terms below shall have the meaning given below.

"Blackholing"	discarding all data destined for a particular IP address;
"DDoS"	Distributed Denial of Service; an electronic attack involving multiple computers sending repeated requests to a web-site generating false traffic with the aim of rendering it inaccessible;
"Diverse Internet Solution"	an internet solution comprised of an internet service from Exponential-e and one or more internet service(s) from third parties;
"Managed Asset"	a Customer asset connected to the Exponential-e Internet Service which is included for protection via the DDoS Mitigation Service, as specified on the Service Delivery Form;
"Minor Change"	changes to fine tune the Service to function better and changes to IP addresses;
"Traffic Cleaning"	Statistical analysis, active verification, anomaly recognition and the discarding of packets that do not conform to the Customer's "normal" traffic profile.

Appendix A

<div align="center">

DDoS Mitigation Service – Emergency Option
Order Form

</div>

Customer Name:

Customer Registration Number:

Customer Contact Name:

Customer Contact Telephone:

Customer Contact Email:

Services:

1 x DDoS Mitigation Service – Emergency Option

1 x DDoS Mitigation Service – Primary Option
Initial Term: 12 months from the Service Commencement Date
Non-Recurring Charge: £5,000 ex VAT
Annual Charge: £15,000 ex VAT
Annual Charge payable annually in advance

Terms and Conditions
Exponential-e's General Terms and Conditions (available at www.exponential-e.com/customer-terms) apply to this Order.

Service Document
Exponential-e's Service Document for Security Services current at time of order (available at www.exponential-e.com/customer-terms) applies to this Order.

A legally binding Contract is formed when this Order Form is signed by the Customer and Exponential-e Limited.

Exponential-e Signature   **Customer Signature**

Signature………………………………………………………………   Signature…………………………………………………………….

Name…………………………………………………………………….   Name…………………………………………………………………..

Positon…………………………………………………………………..   Position……………..Director…………………………….......

Date……………………………………………………………………….   Date…………………………………………………………………….