

## **SCHEDULE B: SERVICE DEFINITION FOR CONTENT FILTERING AND CONTROL SERVICE**

### **1. Service Description for Content Filtering and Control Service**

Exponential-e's Content Filtering and Control Service provides a single management platform to the Customer to allow filtering of internet browsing and email content. The Service also allows the Customer to control and supervise the use of the internet by its users and provides quantitative and qualitative information about all users of the aspects monitored and managed. All content that passes through the management platform can be reported on. The Service is configurable based upon the Customer's own requirements.

#### **Component Elements**

The Service is comprised of one or more of the following (as specified on the Order Form):

- Web URL and Content Filtering (includes Web URL filtering and Content Application Control);
- Email Content Filtering and Control.

Both elements are dependent on the installation of a software application directly downloadable from Exponential-e's supplier, CensorNet and both elements are administered and managed via the Unified Security Services manager; a hosted HTML based view of the management platform that the Customer can configure.

#### **Web URL and Content Filtering**

This element allows the Customer to control what websites can be browsed by their users using 140 categories of websites that are constantly reviewed. This element can also provide white list, black list and reputational-based listing of websites to protect users. Exceptions can be created by the Customer where required. This element also provides the Customer with the ability to filter the content returned to reduce the risk of malware being delivered back to a user request. Any damaged or infected frames on a webpage will be removed. Content Application Control allows for the control of web-based applications by controlling what information is passed to and from the end user computing device. Rules can be used within Content Application Control that allows for the limiting of access or limiting the effective areas of the web application in order to limit the ability to be able to share information.

#### **Email Content Filtering and Control**

This element is provided by way of amendment to the messaging exchange records held at a DNS level to redirect traffic via the management platform. Both inbound and outbound SMTP traffic is scanned for any malware. The management platform is also able to detect Phishing emails and content. Contextual checking of an email is also possible, which is where the email is scanned against a list of values, input by the Customer. The Customer can also use the information and reports from the management platform to evaluate potential groups of email addresses that should be black listed. The management platform also has a quarantine function that allows a user to release any blocked potential Spam email and prior to release be able to view it in a browser.

Exponential-e's Content Filtering and Control Service is provided on the basis that the Customer will be responsible for administration of the Service and managing all end user queries and support and will only revert to Exponential-e where there are issues with Exponential-e's provision of the Service.

**Exponential-e does not warrant or guarantee that the Content Filtering and Control Service will prevent or mitigate all potential security risks associated with internet and/or email usage.**

### **2. Target Service Commencement Date**

10-20 Working Days from Order Acceptance.

### **3. Service Level Agreement**

This Service is not subject to a Service Level Agreement.