SCHEDULE H: SERVICE DEFINITION FOR NEXT GENERATION UNIFIED THREAT MANAGEMENT SERVICE

1.   Service Description for Next Generation Unified Threat Management Service

Exponential-e's Next Generation Unified Threat Management (NG UTM) Service consists of either:

(i)   a deployed High Availability (HA) pair of configured dedicated firewall devices with NG UTM licensing at a Customer's Site ("Deployed NG UTM Devices") which the Customer shall be responsible for installing unless the Customer has contracted with Exponential-e for an installation service (such as Next Generation Managed Firewall Implementation Service – see Schedule E to this Service Document); or

(ii)   a configured HA pair of virtual firewall devices within Exponential-e data centres with NG UTM licensing ("Centralised NG UTM Devices").

The NG UTM devices are Exponential-e Equipment; ownership will not pass to the Customer.

NG UTM capability consists of configurable services on the devices that can provide:

- Anti-Virus
- Application Control
- Intrusion Prevention
- Web Filtering
- Email Filtering
- Data Loss Prevention

NG UTM devices have the following throughputs

Centralised NG UTM Device = 500Mbps

Deployed NG UTM Device = 500Mbps or 1Gbps depending on option chosen.

The Service is managed by the Exponential-e operations centre and monitored 24 X 7.

2.   NG UTM Service Demarcation Point (SDP)

The NG UTM SDP is the point up to which Exponential-e's NG UTM service obligations apply and the NG UTM service level covers. The Customer-facing Ethernet Port(s) on the NG UTM device will be the SDP.

3.   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. Change request target lead times as follows: High Priority Request – 4 hours, Normal Priority Request – 8 hours*

*as determined by Exponential-e acting reasonably.

4.   Access and Reporting

With both the Deployed NG UTM Device and Centralised NG UTM Device versions of the Service, the devices are visible via a web portal that the Customer can access and from where the Customer can gain real time information on how the devices and the rules/policies within them are operating. Reports can be downloaded.

5.   Target Service Commencement Date*

NG UTM Service   15-30 Working Days

* From order acceptance.

6.   Service Level Agreement

Target Availability

	Target Availability
NG UTM Service	99.9%

Service Credits

		Service Credit*
Measure	>0.1 below Target	10%

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