SCHEDULE K: SERVICE DEFINITION FOR ASSET SECURITY MONITORING SERVICE

1. Service Description for Asset Security Monitoring Service

Exponential-e's Asset Security Monitoring Service provides the Customer with the following elements:

- 24 x 7 x 365 asset monitoring
- Customer web portal
- Reporting
- Alerting
- Notification & Escalation
- 24 x 7x 365 Analysis

Exponential-e's Asset Security Monitoring Service is delivered through its Cyber Security Operations Centre ("CSOC").

All aspects and communications are provided in the English language only.

The Log and Syslog stream from the security devices which are subject to this Service will be monitored and analysed. The log and Syslog feeds for monitored devices, will be sent to a virtual monitoring collector.

The Log and Syslog streams collected by Virtual Monitoring Appliance are parsed, normalised, and sent to the cloud threat engine for additional analysis. The rules in the threat engine (as agreed in consultation between Exponential-e and the Customer during the on-boarding process) raise any suspicious logs or patterns of behaviour to "an Event". An Event will be brought to the attention of the Customer's designated Point of Contact ("POC") by the creation of a ticket within the Customer web portal. Events are classified in to 4 severities as follows:

- ***Emergency*** – Existence of conditions which indicate a potential security incident has occurred
- ***Critical*** – Existence of conditions which indicate the presence of a potential security threat requiring attention
- ***Warning*** – Potential Incidents that may have been averted but warrant investigation and confirmation
- ***Informational*** – System and vendor information to bring additional context to higher priority Events

All progress of Events will be tracked within the Customer web portal. The CSOC may also call the Customer depending on the severity of the Incident. Communication preferences are confirmed during on boarding and can be adapted throughout the lifetime of the Service.

All the security stream data consisting of processed log information ("Alert(s)") will be stored for a period of ninety (90) days, unless otherwise agreed in writing with the Customer.

Component Elements

Web Customer Portal

Exponential-e provides the Customer web portal for access to the Service. The portal is the interaction between the CSOC Analysts and the Customer. Through the Customer web portal, the Customer can:

- View dashboards for summary of Service
- Manage devices/assets and system inventory
- View and search Alert logs and Events
- View and update profile information
- View and update Customer information
- Access reports
- Search, update and manage all types of tickets
- Access appropriate knowledge base articles

Reporting

The Service provides preconfigured reports available in the Customer web portal.

Reporting includes but is not limited to:

- Monthly management report (overview of Service for the monthly period)
- Estate (users, managed assets/devices)
- Tickets (management report, support tickets, security tickets)
- Authentication (management report, summary report, by user, by device, by disabled accounts)

- Security analysis (management report, Events, log messages, anti-virus, policy changes)
- Traffic (management report, dropped traffic, by source, by destination, by destination port)

Additional reports can be requested during on boarding and can be adapted throughout the life-time of the Service (subject to availability of data). Exponential-e reserves the right to add/remove/change the reporting in the ProVision portal.

Virtual Monitoring Appliance

Virtual Monitoring Appliance works as the Log/Syslog collector. Virtual Monitoring Appliance is typically located in the Exponential-e virtual data centre or on the Customer Site and receives the Log/Syslog stream of the devices covered by the Service. The Virtual Monitoring Appliance is supplied as Software/Agent that is installed on to a VM either by Exponential-e (where the Virtual Monitoring Appliance is located in the Exponential-e virtual data centre) or the Customer (where the Virtual Monitoring Appliance is located at the Customer Site). Exponential-e will provide the image for the Virtual Monitoring Appliance for installation on either an Exponential-e or the Customer VM instance. Specifications for the VM will depend on the number of devices/assets covered by the Service and will be advised during on boarding. The Virtual Monitoring Appliance is installed on Ubuntu 14.04 LTS (or later approved system). It is Exponential-e or the Customer's responsibility (as applicable) to ensure that the VM is available for the installation of the Virtual Monitoring Appliance.

2. On Boarding

During the on boarding stage, the Parties will identify devices that are: (a) within the Customer's estate; and (b) within scope. All devices identified as being within the Customer estate and within scope, will be shown on the web portal.

The on boarding consists of 2 parallel streams:

- ***Technical*** – to set up the infrastructure required for the service. This includes; Installation of Virtual Monitoring Appliance, collection of Syslogs, creation of events & tickets, and Customer web portal training; and
- ***Information Gathering*** – to provide as much context as possible to enrich the analysis. This involves either completing a document or using an online tool to gather all the required information to set up the Service. Areas covered are contact details, facilities, network design, topology, platforms, apps and users.

3. Target Service Commencement Date

Subject to the number of devices to be covered by the Service and Customer Dependencies (set out below), the Target Service Commencement Date is between thirty to sixty (30 to 60) days from order acceptance.

4. Service Level Agreement

Target Availability

The Customer web portal will be available at least 99% of the time over a one year period. Availability will be measured annually and calculated from the Service Commencement Date for the first year and every twelve (12) months thereafter.

Service Credits

Service credits will be calculated as a half day's worth of Annual Charge for every whole hour by which the target service level has been missed provided always that service credits shall not exceed the Annual Charge for the managed device. The Customer will be entitled to claim service credits at the end of the year in which the target service level has been missed.

5. Additional Terms applicable to the Asset Security Monitoring Service

5.1 In addition to the reasons set out in section 6.2 of the main body of this document, Exponential-e shall also have no liability for any failure to meet the Target Service Commencement Date and/or target service levels due to, or as a result of, any of the following reasons:

- Change management requirements affecting monitored devices
- Network or policy changes to a monitored device not performed by Exponential-e
- Loss of connectivity due to Customer connectivity issues or Customer managed issues

- Requirements which the Customer must meet before the Service can be provided and during its provision as set out below ("Customer Dependencies").

5.2 Customer Dependencies

5.2.1 The Customer shall ensure that:

(a) Devices within the Customer's estate and within scope are all identified at the outset to Exponential-e;

(b) Each device covered by the Service has the appropriate full manufacturer's product licence and subscriptions for the duration of the Service. Software and devices that are considered end of life by the manufacturer are not covered by the Service;

(c) All devices must have full manufacturer's support for the duration of the Service; and

(d) All firewalls covered by the Service must contain a valid rulebase or configuration to protect the security of the Service.

5.2.2 The Customer accepts the following as a condition of Exponential-e providing the Service:

(a) Exponential-e is not responsible for resolving the Customer's Internet Service Provider (ISP) outages, or issues with the Customer's internal network or computing platform infrastructure where Exponential-e is not contracted to support those elements;

(b) It is the responsibility of the Customer to ensure the log stream is directed at Virtual Monitoring Appliance for Service operation where applicable; and

(c) The Customer is responsible for providing a POC. The POC will provide access to knowledgeable technical staff, and/or third party resources, to assist Exponential-e with any hands-on support or working with third-party vendors.