SCHEDULE D: SERVICE DEFINITION FOR SECURE MANAGED FIREWALL SERVICE

1.   Service Description for Secure Managed Firewall Service

Exponential-e's Secure Managed Firewall Service consists of 24x7x365 Secure Operations Centre (SOC) management of firewalls by means of a deployed Secure Managed Device which the Partner/End User connects to the firewalls via a serial connection and which connects via encrypted channel to the SOC. The SOC will monitor the firewalls, test and implement Partner-ordered moves, adds and changes and respond to reported incidents. The Partner / End User must be available for, and assist with, required trouble-shooting. The Service can provide detail via a graphical secure web site of the status, operation and availability of the firewalls and incidents observed.

During on boarding:

- a list of Partner contacts authorised to liaise with the SOC
- a contact escalation model with named contacts
- contact authentication measures (PIN or Safe words etc.)

will be agreed in writing with the Partner.

For all logged incidents a priority will be set in accordance with the following table. Severity 1 and Severity 2 incidents must be reported by telephone to the Exponential-e Service Desk. For incidents logged to the Service Desk by the Partner, the severity can be set by the Partner, acting reasonably, when logging the incident, though Exponential-e reserves the right to re-evaluate assigned severity levels.

Incident	Definition
Severity 1	Situation prevents further work, and no workaround is available. The entire service is down and affects all users. Security related issues (virus outbreak or firewall alerts/breaches are also considered severity 1).
Severity 2	Urgent situation, but the client is able to continue working. Resilience & performance might be degraded or a failover occurred and the system is running on the failover node.
Severity 3	Working with the issue is inconvenient, but not impossible.
Severity 4	Situation is commonplace within the normal course of business.
Service Request (RFI)	Request for Information (RFI) or a general query relating to systems managed.

Only severity 1 and 2 incidents will be worked on during UK public holidays.

2.   Access and Reporting

The Partner will be supplied with the URL and log in details to access the graphical web site for the Service. From this point the Partner can request moves, adds and changes be implemented by Exponential-e along with reports and any requests for further information.

3.   Target Service Commencement Date*

Secure Managed Firewall Service   10-20 Working Days

* From order acceptance.

4.   Service Commencement Date

Service will commence from the date when the deployed Secure Managed Devices are despatched to the Partner/End User.

5.   Service Level Agreement

No Service Levels apply in respect of this Service.