SCHEDULE I: SERVICE DEFINITION FOR NEXT GENERATION FIREWALL SERVICE

1. Service Description for Next Generation Firewall Service

Exponential-e's Next Generation Firewall (NG FW) Service consists of a deployed High Availability (HA) pair of configured dedicated firewall devices with threat protection licensing at an End User's Site which the Partner/End User shall be responsible for installing unless the Partner has contracted with Exponential-e for an installation service (such as Smart Install). The NG FW devices are Exponential-e Equipment; ownership will not pass to the Partner/End User. **The Partner recognises that a firewall is part of an overall security policy and does not guarantee total security.**

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

- Anti-Virus
- Application Control
- Intrusion Prevention
- Web Filtering
- Zero Day/Advanced Persistent Threat Detection

NG FW devices have the following throughputs

Deployed NG FW Device = 1Gbps or 2Gbps depending on option chosen

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

2. NG FW Service Demarcation Point (SDP)

The NG FW SDP is the point up to which Exponential-e's NG FW service obligations apply and the NG FW service level covers. The End User-facing Ethernet Port(s) on the NG FW 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 working hours, Normal Priority Request – 8 working hours*

as determined by Exponential-e acting reasonably.

4. Access and Reporting

The NG FW Devices are visible via a web portal that the Partner/End User can access and from where the Partner / End User 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 FW Service   15-30 Working Days

From order acceptance.

6. Service Level Agreement

Target Availability

	Target Availability
NG FW 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 FW Service for the affected Site only.