

SCHEDULE D: SERVICE DEFINITION FOR SSL VPN SERVICE

1. SSL VPN Service Description

The SSL VPN Service is a clientless, remote secure access solution, based on the Secure Socket Layer (SSL) cryptographic industry-standard protocol supported by all web browsers for the encryption of data transmitted over the internet. The Customer has a dedicated virtual instance within the virtualised firewall and SSL VPN appliance. Users will establish a connection to the SSL VPN device over the internet with their own unique URL address. The SSL VPN device has a permanent connection to the Customer corporate network through a VPLS and VLAN connection. The Customer shall permit and assist Exponential-e to integrate the SSL VPN Service with their authentication server. Two factor authentication (additional charges apply) can be provided.

Concurrent Users

The SSL VPN Service is sold based on the number of concurrent users required (minimum 10 users). Customers can contend their subscribed number of concurrent users but this is not available if the Customer opts for the ability to burst the number of concurrent users for short periods.

Burst Option of Concurrent Users

The SSL VPN Service is able to burst users to a maximum (not available with contention). The maximum number of burst users is restricted to 4 times the number of concurrent users. A monthly charge is made for reserving capacity for the burst option.

Access Methods

Web access is considered the most secure method of connection but is limited to web based applications. Full network connect which is suitable for full network layer connectivity (as with IPsec VPN) requires a client application to be automatically downloaded from the SSL VPN appliance to the end user device to function and would need to be pre-loaded if admin rights are disabled on the end device.

Host Check Option

“Host Check” option (additional charges apply) allows granular access to corporate resources with the SSL VPN device examining the computing device for compliance with a number of parameters including hidden files and adequate end security policy.

SSL VPN Certificate

Each customer is covered under Exponential-e’s SSL VPN certificate and will be issued with a URL of the format:- https://sslvpn.”Customer Name”.exponential-e.com. Alternatively customers can provide their own SSL certificate to Exponential-e.

Site to Site VPN’s

The SSL VPN Service is not designed for use as a site to site VPN and Exponential-e reserves the right to suspend VPN connections if the volume of traffic is degrading or damaging the stability of the service.

2. Target Service Commencement Date *

SSL VPN Service 25 Working Days

**from order acceptance if provisioned over an existing Smart Wires Service / from date of provision of any new Smart Wires Service required.*

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 count as a single change. SSL VPN changes requested will normally only be carried out during Normal Business Hours. Exponential-e is not responsible for security weaknesses that arise through implementing requested changes. SSL VPN change requests have the following target leadtimes: High Priority Request –24 hours, Normal Priority Request –48 hours.*

**as determined by Exponential-e acting reasonably.*

4. SSL Service Level Agreement

Target Availability

	Target Availability
SSL VPN Service	99.5%



Service Credits

	Measure	Service Credit*
Availability	>0.1 Below Target	5%
	>1 Below Target	10%

** The Service Credit is applied as a percentage of the Monthly Charge for the SSL VPN Service as hosted in Exponential-e's core network.*