SCHEDULE H: SERVICE DEFINITION FOR vSHIELD FIREWALL SERVICE

1.   vShield Firewall Service Description

The vShield Firewall Service allows customers who have taken Exponential-e's Virtual Data Centre Service, the means to protect their public facing virtual machines by a dedicated virtual firewall. The vShield Firewall is offered on a self-service basis requiring the Customer to create and manage its own firewall policy. A permanent connection to an Exponential-e Internet VC at the VDC will be required. **No firewall service guarantees total security.** "High Availability" can be established through creating two vShield Firewalls as an active/standby pairing. If a failure occurs in the active vShield Firewall, sessions are not lost, and the standby Firewall resumes passing traffic in less than 10 seconds. Two variants are available:

vShield Firewall Features	Version	
	Compact	**Large**
Firewall Throughput (Gbps)	3	9.7
Maximum Concurrent Sessions	64,000	1,000,000
New sessions per second	8,000	50,000
Number of Interfaces	10	10
IPsec VPN (site to site) with 256-bit Advanced Encryption Standard	64	64
Number of firewall rules	2000	2000
High Availability	Optional	Optional
Stateful inspection*	Yes	Yes
Load Balancing	No	Yes
Network Address Translation (NAT) to map network and port addresses	Yes	Yes
Number of NAT rules	2000	2000

* *includes multiple virtual network which can be used to segment virtual networks and provide connectivity to multiple VLANs deployed on the physical network. Uses vCenter objects in policy creation including workloads, port groups and virtual networks which can be selected directly in the firewall-rule table.*

2.   Target Service Commencement Date *

vShield Firewall Service   10 Working Days

* From order acceptance if provisioned over an existing Internet VC / from date of provision of any new Internet VCs required.

3.   vShield Firewall Service Level Agreement

Target Availability

	Target Availability
vShield Firewall Service	99.9%

Service Credits

	Measure	Service Credit*
Availability	>0.1 Below Target	10%
	>1 Below Target	20%

* The Service Credit is applied as a percentage of the Monthly Charge for the vShield Firewall Service.