



**Service Document for Security  
Services (Direct)**

Date 06/11/2020

Version 1.9

Author: Products & Services Department and Legal Department

**Document Control Information**

Version History		
Version Number	Date Approved	Change/Reason for Change/Comments
1.0	10/11/2016	Initial document creation
1.1	19/01/2017	Addition of Content Filtering and Control Service
1.2	05/05/2017	Addition of Authentication Service, Addition of Secure Managed Firewall Service, Addition of Next Generation Managed Firewall Implementation Service
1.3	04/07/2017	Addition of Advanced Firewall Monitoring Service
1.4	25/07/2017	Addition of Ransomware Protection and Anti-Malware (Sentinel One)
1.5	18/09/2017	Addition of Next Generation Unified Threat Management Service
1.6	13/10/2017	Addition of Next Generation Firewall Service
1.7	18/05/2018	Amendment to Complaints Policy location, Addition of Data Processing Provisions Addition of Cyber Security Operations Centre Service, Addition of Asset Security Monitoring Service
1.8	18/07/18	Replacement of Authentication Service with IDaaS
1.9	06/11/2020	Addition of Vulnerability Scanning Service

**Contents**

Document Control Information ..... 1

1. Document Purpose ..... 2

2. Security Services Portfolio ..... 2

3. Service Delivery and Acceptance ..... 2

4. Service Support ..... 2

5. Service Commencement Dates ..... 2

6. Service Credits..... 2

## 1. Document Purpose

This document describes Exponential-e's security services, their service level agreements (if applicable) and the service-specific terms and conditions that are applicable, in addition to Exponential-e's General Terms. Capitalised terms used in this Service Document which are defined in the General Terms shall be afforded their defined meanings throughout this Service Document.

## 2. Security Services Portfolio

Each Security Service is set out in a separate Service Definition attached as a schedule.

## 3. Service Delivery and Acceptance

Exponential-e will liaise with the Customer to ensure that all relevant information is obtained and provide regular progress reporting and on-going support during delivery. All activities related to delivery are scheduled within Normal Business Hours. If the Parties agree to re-schedule these outside of Normal Business Hours additional charges shall apply. Exponential-e will notify the Customer by email when the Service(s) is ready to be used. Where applicable to a Service, acceptance tests are set out in the relevant Service Definition.

## 4. Service Support

### 4.1 Fault Management

Information on how to contact Exponential-e's Service Desk and fault reporting can be found in the "Customer Support Handbook", a copy of which is available upon request from Exponential-e.

### 4.2 Service Moves

Exponential-e will, if it is technically possible to move the Services from a current Customer Site to a new Customer Site, provide a quotation to the Customer.

### 4.3 Planned and Emergency Works

Exponential-e will aim to provide at least 10 days' notice via email of any planned works. Exponential-e reserves the right to carry out emergency works at any time, without notice.

## 5. Service Commencement Dates

Unless otherwise specified in the Contract, the Service Commencement Date for a Service at a Site is the earlier of (i) the date on which the Service is handed over and (ii) when the Customer begins to use the Service.

## 6. Service Credits

### 6.1 Service Availability

The target availability for each Security Service (if applicable) is provided in the relevant Service Definition. Unless set out otherwise in the applicable Service Definition, the Availability is calculated on a calendar monthly basis using a 730 hour month and the following formula:

$$P = \frac{730 \text{ Hours} - A}{730 \text{ Hours}} \times 100$$

Where P = Percentage availability; A = Sum of all events of unavailable service in that month measured in hours.

Non-availability is measured from the time an incident ticket is raised to the time the service is restored and the incident ticket is cleared by Exponential-e.

### 6.2 Service Credit Rules

Exponential-e shall have no liability for any failure to meet any target service levels due to, or as a result of, any of the following reasons:

- Non-availability of Exponential-e connectivity services (including any CPE) – only the service level agreement for the connectivity service shall apply
- Non-availability of internet access or non-availability due to cyber-attack
- The use of the Service for a purpose for which it was not designed or specified for
- The diagnosis and correction of any fault in equipment for which Exponential-e is not providing support services
- Any Force Majeure Event
- Suspension of service in accordance with the Contract
- Customer default or delay, or any negligent, wilful or reckless act, fault or omission by the Customer or any users for whom the Customer is responsible under the Contract, or any of their representatives, employees, agents or sub-contractors.
- Access issues and delays along the route of the Service(s) or at the Customer Site(s).

### 6.3 How to Claim

Service credit claims must be submitted to [clientrelations@exponential-e.com](mailto:clientrelations@exponential-e.com) within thirty (30) calendar days of the end of the calendar month in which the failure to meet the target service level has occurred. Any service credit claims not raised within this period are irrevocably waived. If service credits claimed are rightly due, they shall be calculated in

accordance with the relevant Service Definition and this section (such service credits being a genuine pre-estimate of loss, not unconscionable and not a penalty) and be applied to the Customer's account. Service credits shall be the Customer's sole and exclusive remedy with respect to any failure to meet target service levels. Monthly Charges referred to in this Service Document are to the Annual Charges divided by twelve (12).

**7. Complaints**

Details of Exponential-e's complaints process and policy are available at <https://www.exponential-e.com/contact-us> and upon request from [legal@exponential-e.com](mailto:legal@exponential-e.com).