SCHEDULE L: SERVICE DEFINITION FOR VULNERABILITY SCANNING SERVICE

1. Service Description for Vulnerability Scanning Service

Exponential-e's Vulnerability Scanning Service comprises the following elements:

- Vulnerability scanning tests on the Customer's assets as set out in the Vulnerability Scanning Test Request Form to be completed by the Customer following signature of the Order (the "Request Form"); and
- Reporting on the findings of the Vulnerability scanning tests as set out in this Service Definition.

The number of assets to be covered by the Service are detailed on the Order Form. The assets to be set out in the Request Form shall strictly be limited to this number.

Vulnerability Scanning Tests

For external and web scans, Exponential-e will configure a software-based, remotely deployed tool to run a vulnerability scan for the Customer on the web applications and Customer IP addresses identified on the Request Form (the "Scanned Assets") between the times specified (if any) on the Request Form on a once-per-month basis as standard.

For internal scans, a virtual appliance will be installed and configured by Exponential-e on the subnet to be scanned, as identified on the Request Form (the "Scanned Assets") between the times specified (if any) on the Request Form on a once-per-month basis as standard. The Order Form will set out the number of virtual appliances to be provided.

The scan will aim to identify known vulnerabilities with respect to the Scanned Assets.

Additional ad-hoc scans can be requested by the Customer through the Exponential-e Service Desk. Exponential-e will aim to carry out additional scans within forty-eight (48) hours of request.

Vulnerability Scanning Tests are not guaranteed to identify every vulnerability that exists.

The EULA applicable to the scanning software is available at: www.outpost24.com/legal.

Reporting

Reports on completed scans will be made available to the Customer by Exponential-e, either by being sent to the Customer or being available to view in Exponential-e's portal. Reports can be made available to the Customer on a monthly or quarterly basis, as selected by the Customer during implementation.

Customer Due-Diligence and Responsibilities

The Customer shall be responsible for:

- Ensuring all necessary Change Control requirements are processed and authorised prior to commencement of the Service and are active for the duration of the Service;
- Ensuring Exponential-e is clearly informed, prior to commencement of the Service, of all critical systems, systems with known issues that may result in service availability issues
- Carrying out a backup of the most critical systems, to protect against the unlikely event of an unintended system failure or disruption;
- Ensuring, on a need-to-know basis, that all appropriate personnel within the Customer organisation are informed of the nature and timing of the work to be undertaken to avoid undesirable disruptions or delays to the customer or Exponential-e;
- Providing Exponential-e with access required to provide the Service; and
- Answering any Exponential-e queries in a timely fashion.

Risk Statement

Prior to testing, the Customer is advised to make backup copies of any business-critical data residing on the Scanned Assets to be tested. It is not possible to give guarantees that no adverse system impact will occur during any security test and hence the Customer should verify the adequacy of backups and recovery procedures before Vulnerability Scanning Testing commences. It must be recognized that the techniques used in automated IT security vulnerability scanning are not without risks.

Access to information

Exponential-e will not be responsible or liable if information relevant to Exponential-e's provision of the Service is withheld or concealed from Exponential-e or wrongly represented to Exponential-e. More specifically, before the commencement of the Vulnerability Scanning Service, Exponential-e requires the following from the Customer:

- A list of contact details of Customer IT staff involved in receipt of this Service;

- An accurate and fully-completed Request Form specifying the external and internal network ranges of the Scanned Assets
- A "black list" of network devices and systems which must not be subject to the Vulnerability Scanning Service in any event (whether mentioned in the Vulnerability Scanning Test Request Form or not).

2. Target Service Commencement Dates

Vulnerability Scanning Service	5 Working Days*

** From order acceptance.*

3. Additional Terms and Conditions

The following terms apply to the provision of the Vulnerability Scanning Service by Exponential-e in addition to the General Terms.

3.1 Additional Warranties

3.1.1 The Customer warrants that it has the capacity and all required consents in place to authorise Exponential-e to conduct the Vulnerability Scanning Tests on the Scanned Assets. The Customer shall indemnify and keep Exponential-e indemnified and hold Exponential-e harmless from and against all losses, liabilities, damages, costs, claims, demands and expenses arising out of, or in relation to, any breach by the Customer of this clause.