SCHEDULE D: SERVICE DEFINITION FOR NEXT GENERATION MANAGED FIREWALL IMPLEMENTATION

1.   Service Description for Next Generation Managed Firewall Implementation

Exponential-e's Next Generation Managed Firewall Implementation Service will comprise one of the three packages detailed in the table below (as specified on the Order Form).

Package	Scope of Service	Number of Days of Professional Services To Complete
Standard Package	Comprises the following: • Management – the Customer supplies the firewall policy and Exponential-e will apply that policy to the firewall • Operational software maintenance • HA configuration only • Unified Threat Management (UTM) or software licence basic features enabled (standard set-up only, no bespoke configuration or rules applied) • Up to 50 firewall policies (including review of best practices and redundant rules) • Up to 5 IPSec site to site VPNs • 3 security zones (Trust, DMZ and Untrusted) • Up to 3 separate broadcast domains per security zone with routing • DHCP server configuration (if required) • SSL VPN set up (including Local, LDAP or RADIUS authentication) • Remote engineering support during one maintenance window for the switch-over to the Exponential-e managed firewall • Read-only user to provide visibility of configuration • Local logging and reporting including sending to an external log collector if required	4
Package A	Comprises the following: • Management – the Customer supplies the firewall policy and Exponential-e will apply that policy to the firewall • Operational software maintenance • HA configuration only • Unified Threat Management (UTM) or software licence basic features enabled (standard set-up only, no bespoke configuration or rules applied) • Up to 100 firewall policies (including review of best practices and redundant rules) • Up to 5 IPSec site to site VPNs • 3 security zones (Trust, DMZ and Untrusted) • Up to 3 separate broadcast domains per security zone with routing • DHCP server configuration (if required)	6

Package	Scope of Service	Number of Days of Professional Services To Complete
	• SSL VPN set up (including Local, LDAP or RADIUS authentication) • Remote engineering support during one maintenance window for the switch-over to the Exponential-e – managed firewall • Read-only user to provide visibility of configuration • Local logging and reporting including sending to an external log collector if required.	
Package B	Comprises the following: • Management – the Customer supplies the firewall policy and Exponential-e will apply that policy to the firewall • Operational software maintenance • HA configuration only • Unified Threat Management (UTM) or software licence basic features enabled (standard set-up only, no bespoke configuration or rules applied) • Up to 500 firewall policies (including review of best practices and redundant rules) • Up to 5 IPSec site to site VPNs • 3 security zones (Trust, DMZ and Untrusted) • Up to 3 separate broadcast domains per security zone with routing • DHCP server configuration (if required) • SSL VPN set up (including Local, LDAP or RADIUS authentication) • Remote engineering support during one maintenance window for the switch-over to the Exponential-e – managed firewall • Read-only user to provide visibility of configuration • Local logging and reporting including sending to an external log collector if required.	8

2.   Charges

The Charges set out for the relevant package on the Order Form are based on the number of Days of Professional Services set out in the table above. If Exponential-e is unable to complete the required works within the aforementioned timeframe due to Customer defaults/delays, Exponential-e reserves the right to charge the Customer for any additional Days required to complete the works using the "Consultant" rate on the prevailing Exponential-e Professional Services rate card (copy available from sales@exponential-e.com). Day being a cumulative amount of time of not less than seven and a half hours spent working on the project during Normal Business Hours.

3.   Target Service Commencement Date*

Next Generation Managed Firewall Implementation   10 Working Days
from Order Acceptance.

4.   Additional Terms

The following terms and conditions apply to the provision of this Service by Exponential-e in addition to Exponential-e's General Terms.

4.1   The Customer must notify Exponential-e of any failure on the part of the Exponential-e to perform the Service in accordance with the Contract, within five (5) Working Days of the completion of the Service. Exponential-e's entire liability and the Customer's sole remedy for Exponential-e's failure to so perform shall be for Exponential-e to, at its option (acting reasonably), (i) use reasonable efforts to correct such failure, and/or (ii) terminate the Contract and refund that portion of any fees received that correspond to such failure to perform.

4.2   The Contract in so far as it pertains to the Service, shall automatically expire after completion of the Service.

4.3   In the event of termination of an individual Service by the Customer and/or the termination of the Contract by the Customer without cause, the Customer shall be liable to pay the following charges for such early termination:

4.3.1   where cancelled less than 3 days prior to the scheduled commencement of the Service: 100% of the Charges due to be paid for the Service;

4.3.2   where cancelled between 4 and 7 days (inclusive) prior to the scheduled commencement date of the Service: 75% of the Charges due to be paid for the Service;

4.3.3   where cancelled between 8 and 15 days (inclusive) prior to the scheduled commencement date of the Service 50% of the Charges due to be paid for the Service; or

4.3.4   where cancelled after 16 days prior to the scheduled commencement date of the Service 20% of the Charges due to be paid for the Service.

4.4   Clauses 4.1 and 4.3 of these Additional Terms shall survive termination and continue in full force and effect.