SCHEDULE H: SERVICE DEFINITION FOR DEDICATED FIREWALL SERVICE

1.   Dedicated Firewall Service Description

Exponential-e will provide to the Partner and manage a Dedicated Firewall appliance. The Dedicated Firewall is Exponential-e Equipment; ownership will not pass to the Partner. The Dedicated Firewall is pre-configured and is shipped to the End User Site for self-installation unless the Partner has contracted with Exponential-e for an installation service (such as Smart Install) in respect of the Dedicated Firewall appliance. A basic level of configuration and security policy development in consultation with the Partner/End User is included. Exponential-e maintains full access to the firewall and carries out management using secure protocols (SSH HTTPS etc.) via the publicly visible interface. Exponential-e will provide the Partner/End User with the firewall configuration file, upon request. The Partner/End User will not be provided with access to the firewalls. Four security zones are included within the following three categories: trusted, un-trusted and De-Militarized Zone. Any additional VLAN's required to extend security zones to End User Site(s) are not included. **The Partner/End User recognises that a managed firewall is part of an overall security policy and does not guarantee total security.** An Exponential-e Internet VC over a Smart Wire Service is required in conjunction. The firewall can either be located either at the End User Site or hosted in a data centre in London. Any requirement for Unified Threat Management features will require the ordering of Exponential-e's Next Generation Unified Threat Management Service.

Feature	FortiGate-60E	FortiGate-100E	FortiGate-200E
Firewall Throughput Maximum	3 Gbps	7.4 Gbps	20 Gbps
IPSec Throughput 512 Byte Packet	2 Gbps	4 Gbps	9 Gbps
SSL VPN Throughput	150 Mbps	250 Mbps	400 Mbps
High Availability (active/passive)	Optional	Optional	Optional
Form Factor	Desktop	Rackmount 1U	Rackmount 1U
Managed Policy Features			
Maximum Security Policies	100	100	100
Max number of Security Zones	4	4	4
Max number of VLANS	10	10	10
Max number of Firewall Policies	100	100	100
Branch Office IPSec VPNs	5	5	5
Maximum Remote User IPSec VPNs	15	15	15
Maximum Concurrent SSL Users	100	300	300

Note: The features listed for the devices are provided by Fortinet with further information available at https://www.fortinet.com/content/dam/fortinet/assets/data-sheets/Fortinet_Product_Matrix.pdf

Up to 5 Branch Office (Site to Site) VPNs, up to 15 SSL VPN's for Remote Access and up to 15 IPSec VPN's for Remote Access are included and can be requested through Exponential-e's Customer Support Centre. It is the Partner/End User's responsibility to ensure the client software/remote VPN device is configured correctly.

VPN's

The Partner will be able to contend their number of configured concurrent users. Web access is considered the most secure method of connection but is limited to web based applications. Tunnel mode which is suitable for full network layer connectivity (as with IPsec VPN) requires a client application to be pre-loaded on the end device. The Partner/End User 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. The service requires an SSL VPN certificate during the authentication of the user to ensure the site integrity. If no certificate is available remote users receive a cautionary message before being able to proceed. A customer can provide their own SSL Certificate to Exponential-e. User device compatibility for SSL VPN and the Fortinet Firewall as follows:

System	Fortinet SSL	IPSec
Windows	OK (Works both for web portal and full tunnel features)	OK
Linux	Requires installation of VPN client. Only full tunnel allowed, web portal features does not work	OK (provided there is a 3rd party client)
Macbook	Requires installation of VPN client. Only full tunnel allowed, web portal features does not work	OK (provided there is a 3rd party client)
Iphone/Ipad	Not supported as yet	Works with inbuilt Cisco VPN client

2.   Dedicated Firewall Service Demarcation Point (SDP)

The Dedicated Firewall SDP is the point up to which Exponential-e's Dedicated Firewall service obligations apply and the Dedicated Firewall Service Level Agreement applies. The End User-facing Ethernet Port(s) on the firewall will be the SDP.

3.   Target Service Commencement Date

Dedicated Firewall 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.

4.   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 be count as a single change. Firewall policy changes requested will normally only be carried out during Normal Business Hours. Exponential-e cannot be held responsible for security weaknesses that arise through implementing requested changes but all change requests are checked to attempt to ensure Security holes will not occur. Dedicated Firewall change request target lead times as follows: High Priority Request – 24 hours, Normal Priority Request – 48 hours.*

as determined by Exponential-e acting reasonably.

5.   Dedicated Firewall Service Level Agreement

Target Availability

	Target Availability
Dedicated 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 Dedicated Firewall Service for the affected End User Site only.*