



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

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Version 1.8

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Document Control Information

| Version History | | |
|-----------------|---------------|--|
| Version Number | Date Approved | Change/Reason for Change/Comments |
| 1.0 | 28/11/2016 | Initial document creation |
| 1.1 | 19/01/2017 | Additional of Content Filtering and Control Service. Minor changes to DDoS Mitigation 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 |
| 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 Asset Security Monitoring Service, Addition of Cyber Security Operations Centre Service |
| 1.8 | 18/07/18 | Replacement of Authentication Service with IDaaS |

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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 the General Terms and Conditions of the Partner's Master Partner Reseller Agreement with Exponential-e (the "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 Partner 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 Partner 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 End User Site to a new End User Site, provide a quotation to the Partner.

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 Partner/End User 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 and How to Claim

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
- Partner / End User default or delay, or any negligent, wilful or reckless act, fault or omission by the Partner / End User or any users for whom the Partner 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 End User Site(s).

Service credit claims must be submitted to 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 Partner's account. Service credits shall be the Partner'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.