SCHEDULE C: SERVICE DEFINITION FOR CENTRALISED FIREWALL SERVICE

1. Centralised Firewall Service Description

Exponential-e offers a fully-managed Centralised Firewall Service as an add-on to the Internet Service. **A managed firewall is part of an overall security policy and does not guarantee total security** (for example, vulnerabilities may exist in traffic flows that are permitted by the firewall policy). The End User will have its own dedicated virtual instance on the Exponential-e firewall(s) with a permanent connection to the Partner/End User's LAN as part of an Internet VC provided over a Smart Wires Service. In the case of a centralised internet VC, this permanent link is provided through the WAN VC over the Smart Wires Service. Two firewall appliances are configured in a "high availability mode" offering resiliency as standard. A 64 MAC addresses limitation per End User applies. Up to 15 site-to-site VPN tunnels are included and can be requested through Exponential-e's Customer Support Centre. It is the Partner/End User's responsibility to ensure the software/remote VPN device is configured correctly. Exponential-e will not undertake any work or take responsibility for third party equipment configurations or software. A basic level of security policy development in consultation with the Partner/End User is included. Four security zones within the following three categories are provided as standard: trusted, un-trusted and De-Militarized Zone. Any additional VLAN's required to extend security zones to End User Site(s) are not included.

Centralised Firewall Specifications

Centralised Firewall Features			
Firewall Throughput (Mbps)	1000	High Availability	Standard
Maximum Concurrent Sessions	20,000	Stateful inspection	Yes
Maximum Security Policies	100	Control access to network resources	Yes
Maximum number of security zones	4	Block port access	Yes
Branch office IPSec VPN's	15	NAT	Yes
Remote Access SSL VPN's	Optional	Traffic Shaping	Yes
Maximum number of VLANs	10	DES, 3DES, & AES Encryption support	Yes
Maximum number of Firewall Policies	100	ICSA Labs Certified	Yes

2. Centralised Firewall Service Demarcation Point (SDP)

The SDP for the Centralised Firewall Service is the SDP for the associated Smart Wires Service.

3. Target Service Commencement Date

Centralised 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. Centralised 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. Centralised Firewall Service Level Agreement

Target Availability

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