EXPO·e

SCHEDULE G: SERVICE DEFINITION FOR vSHIELD FIREWALL SERVICE

1.   vShield Firewall Service Description

The vShield Firewall Service allows customers who have taken Exponential-e's Virtual Data Centre Service, the means to protect their public facing virtual machines by a dedicated virtual firewall. The vShield Firewall is offered on a self-service basis requiring the Partner/End User to create and manage its own firewall policy. A permanent connection to an Exponential-e Internet Service at the VDC will be required. **No firewall service guarantees total security.** "High Availability" can be established through creating two vShield Firewalls as an active/standby pairing. If a failure occurs in the active vShield Firewall, sessions are not lost, and the standby Firewall resumes passing traffic in less than 10 seconds. Two variants are available:

vShield Firewall Features	Version	
Firewall Throughput (Gbps)	3	9.7
Maximum Concurrent Sessions	64,000	1,000,000
New sessions per second	8,000	50,000
Number of Interfaces	10	10
IPsec VPN (site to site) with 256-bit Advanced Encryption Standard	64	64
Number of firewall rules	2000	2000
High Availability	Optional	Optional
Stateful inspection*	Yes	Yes
Load Balancing	No	Yes
Network Address Translation (NAT) to map network and port addresses	Yes	Yes
Number of NAT rules	2000	2000

* *includes multiple virtual network which can be used to segment virtual networks and provide connectivity to multiple VLANs deployed on the physical network. Uses vCenter objects in policy creation including workloads, port groups and virtual networks which can be selected directly in the firewall-rule table.*

2.   Target Service Commencement Date

vShield Firewall Service   10 Working Days*

 * *From order acceptance if provisioned over an existing Internet VC / from date of provision of any new Internet VCs required.*

3.   vShield Firewall Service Level Agreement

Target Availability

	Target Availability
vShield Firewall Service	99.9%

Service Credits

Availability	Measure	Service Credit*
	>0.1 Below Target	10%
	>1 Below Target	20%

* *The Service Credit is applied as a percentage of the Monthly Charge for the vShield Firewall Service.*

	Fortinet	
System	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

Vendor Licensing

Licensing of firewall devices is provided as set out on the Order Form. The period of licensing set out on the Order Form is a fixed period calculated from the date of license activation set forth by the vendor (which can be confirmed upon request by the Partner to sales@exponential-e.com). Upon expiry of this period, licensing will need to be renewed to cover the remainder of the Initial Term or such longer period that the Partner may elect. The Partner shall be responsible for renewing vendor licensing and it is recommended that the Partner contacts their account manager not less than thirty (30) days prior to expiry to discuss renewal options. With respect to vendor licensing, Exponential-e's obligation shall be limited to putting the relevant licensing in place.

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.

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. 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.*