

SERVICE SCHEDULE

MANAGED FIREWALL SERVICES

This is a Service Schedule as defined in the Conditions. Where the Services set out in this Service Schedule form part of the Services to be supplied under a Contract (as defined in the Conditions), this Service Schedule forms part of the Contract.

In this Service Schedule, references to Clauses are to Clauses of the Conditions, and references to paragraphs are to the paragraphs of (i) this Service Schedule or (ii) whichever other document is specifically referred to.

1 Managed Firewall Services – Service Scope and Description

- 1.1 Pulsant Managed Firewall Services provides the Customer with a managed physical or virtual firewall device that is dedicated to the Customer.
- 1.2 The scope of the Services being provided by the Supplier is detailed in the Service Description – Managed Firewall Document which also contains recommended specific considerations under the section “Service Dependencies and/or Related Services”. The Customer confirms that it has considered and accepts full responsibility for all scenarios relating to any failure conditions and functionality of each related or dependent service where those services are not provided by the Supplier.
- 1.3 Pulsant Managed Firewall Services are provided to the Customer for so long as the Contract remains in force in accordance with the terms of the Contract and the Supplier’s AUP, security and access policies and procedures
- 1.4 Pulsant Managed Firewall Services are subject to payment by the Customer of the Supplier’s Charges for installation and support services, as set out in the Order Form, clause 5 of the Conditions or as subsequently agreed between the parties from time to time. The specific inclusions and exclusions for the Service are detailed in the Service Description – Managed Firewall Document and any items not specifically mentioned in this document, shall incur an additional charge to the Customer.
- 1.5 Where diagnostic services are required to identify any issue or potential issue, the Supplier will only provide end to end diagnostics if the connectivity, hardware and software is entirely managed by the Supplier. If any elements are shown not to be managed by the Supplier, then any end to end diagnostic services will be stopped.

2 Customer Responsibilities

- 2.1 In the event that the Customer requests an on- premise Service, the Customer will be responsible for providing adequate:
 - 2.1.1 redundant power provision for the powering of the Customer Equipment at peak consumption time;
 - 2.1.2 air-conditioning for cooling equipment at sustained peak load including appropriate humidity management;
 - 2.1.3 physical security;
 - 2.1.4 permanent out of band management connectivity to the Customer Equipment from the Supplier’s remote management system.
- In the event that the Supplier considers, in its reasonable opinion, that the Customer fails to meet any of its responsibilities in this clause 2.1, then the Service Levels within clause 3 shall not apply.
- 2.2 Any faults or problems detected by the Customer must be reported immediately by the Customer (and in any event within 24 hours of detection by the Customer) to the Supplier’s Customer Support Team using the customer portal ticket system or for critical issues using the telephone number provided to the Customer. The fault or problem will then be logged by the Customer Support Team and the Customer will receive a ticket reference which can be used to easily track work on the ticket.

3 Service Levels

- 3.1 The supplier will use its reasonable endeavours to deliver the following Response Times and Fix Times respectively in respect of Events as classified in the tables below.
- 3.2 INCIDENT RESPONSE TIMES

Event Type	Service Hours	Response Time
Critical	24/7/365 (Issue must be notified by telephone)	Within 15 minutes
Impacting Service	24/7/365 (Issue must be notified by telephone)	Within 30 minutes
Routine	Business Hours	Within 30 minutes measured during Business Hours

3.3 SERVICE AVAILABILITY – HOSTED SERVICE

Measure	Description	Target Availability	Fee Credits
Service Hours	The hours during which the service and SLA is provided	24/7/365	Pro rata proportion of the Monthly Charges for any Non-Availability Period
Availability	the percentage of the service hours during which service availability is guaranteed, not including scheduled maintenance	Single Device – 99.84% Resilient Pair – 100%	Pro rata proportion of the Monthly Charges for any Non-Availability Period
Hardware Fix	the period of time after diagnostics confirm hardware replacement is required to action the hardware replacement.	1 hour	Pro rata proportion of the Monthly Charges for any Non-Availability Period

3.4 SERVICE AVAILABILITY – ON PREMISE SERVICE

Measure	Description	Target Availability	Fee Credits
Service Hours	The hours during which the service and SLA is provided	24/7/365	Pro rata proportion of the Monthly Charges for any Non-Availability Period
Availability	the percentage of the service hours during which service availability is guaranteed, not including scheduled maintenance	n/a	n/a
Hardware Fix	the period of time after diagnostics confirm hardware replacement is required to action the hardware replacement.	4 hour on site engineer	Pro rata proportion of the Monthly Charges for any Non-Availability Period

3.5 The above targets relate to the availability of the Services, measured on a calendar monthly basis. They are subject to clause 4 below.

3.6 In the table above:

3.6.1 "Monthly Charge" means the recurring Charges for the relevant Services for the relevant calendar month, net of VAT.

3.6.2 "Non-Availability" means a period of time during which the relevant Services is unavailable in breach of the Target Availability Service Level set out in the table.

3.6.3 A pro rata proportion shall be calculated according to the number of complete minutes in the relevant calendar month and the number of complete minutes of Non-Availability in that calendar month.

4 Fee Credits

4.1 Any Fee Credits which fall due pursuant to paragraph 3 above are payable subject to and in accordance with Clause 5 of the Conditions.

5 Planned maintenance

5.1 Save in situation which is an Event of Force Majeure or in the case of an emergency, where the Supplier considers (in its sole discretion) that it is necessary to carry out maintenance activities that will affect or can reasonably be expected to affect the Customer's operations, the Supplier shall notify the Customer at least 48 hours in advance of the commencement of the works detailing the nature of the work to be carried out and the timetable for completion of the works. These works will be carried out in accordance with the Supplier's standard procedures which are available upon request by the Customer. In the case of an Event of Force Majeure or an emergency, no advance notice is required.

5.2 No Fee Credits will be due and payable during any such period of Planned Maintenance.