

## SERVICE SCHEDULE

### MANAGED ROUTER/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. Additional Definitions

1 In this Service Schedule the following words and expressions shall have the following meanings:

"ISDN" - integrated services digital network.

#### 2 Right to use Managed Router or Firewall

2.1 The Supplier grants to the Customer the right for so long as the Contract remains in force to:

2.1.1 locate the Equipment in the Customer Premises, and for these purposes to have it installed by the Supplier's engineers (or other parties who may from time to time be contracted by the Supplier); and

2.1.2 use the Equipment to provide routed IP, firewall or VPN Services as detailed within the Order Form.

2.2 Following installation of the Equipment the Supplier will connect the Customer Equipment to the internet, via the Supplier Network unless otherwise requested not to.

2.3 Supply of a single 13A rated socket is the responsibility of the Customer. If power outage at the Customer Premises is the cause of router failure and the Customer has been informed, the Supplier reserve the right to disable monitoring for that router until informed that local power has been restored. UPS protection of the router is not provided by the Supplier, and is the responsibility of the Customer if required.

2.4 Should the installation address not be in a suitable condition at the time of installation as required by the Supplier and any relevant third parties or unavailable for access by said parties at the time of installation, then the Customer may be liable to additional site visits and installation Charges.

#### 3 Customer Premises

3.1 In the event that backup ISDN, ADSL or leased line Services are required by the Customer, the Customer will have contracted the Supplier will do so on the Customer's behalf. For the avoidance of doubt, the Customer will be responsible for any and all line rental and/or call charges if and when incurred.

**4 The Supplier's obligations in respect of the Managed Router Firewall**

4.1 The Supplier will provide the Customer with the following Equipment and Services:

- 4.1.1 the hardware router or Firewall device as set out in the Order Form;
- 4.1.2 appropriate cables and connectors to make use of the router with the relevant internet services provided by the Supplier to the Customer;
- 4.1.3 configuration on installation and changes, advice and support of that configuration for the duration of the Contract. The Customer may request in writing up to four (4) changes to the configuration per month;
- 4.1.4 the timely provision and installation of relevant firmware or software as provided by the vendor of the relevant hardware where required for security or performance purposes in accordance with Good Industry Practice;
- 4.1.5 such additional services as the parties agree in writing that the Supplier will provide from time to time; and
- 4.1.6 the Supplier will monitor the IP network interface to the Equipment if provided with suitable access through the Equipment, additional firewalls or other devices. The Service Levels provided for IP transit or other network services may only be upheld in the event that suitable monitoring is possible. By firewalling the Supplier monitoring tools, the Customer is explicitly relinquishing the rights to the relevant Service Levels.

**5 Service Levels**

5.1 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 in paragraphs 5.2 and 5.3 below.

**5.2 INCIDENT RESPONSE TIMES**

Event Type	Service Hours	Response Time
Critical	24/7/365 (Issue must be notified by telephone)	Within 30 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

**5.3 HARDWARE FIX TIMES**

Event Type	Service Hours	Fix Time
Critical	24/7/365 (Issue must be notified by telephone)	Within 4 hours
Impacting Service	24/7/365 (Issue must be notified by telephone)	Within 8 hours
Routine	24/7/365	Within 24 hours

**6 Service Availability**

	Service Hours	Target Availability	Fee Credits
Target Availability for each Component of a Non-Resilient Solution	24/7/365 (Issue must be notified by telephone)	99.87%	Pro rata proportion of the Monthly Charges for any Non-Availability Period
Target Availability for each Component of a Resilient Solution	24/7/365 (Issue must be notified by telephone)	100%	5% of the Monthly Charge for every complete 30 Minute Period during the relevant calendar month.

6.1 The above targets relate to the availability of the relevant Component (as defined below), measured on a calendar monthly basis. They are subject to paragraph 8 below and to clause 3.7 of the Conditions.

6.2 In the table above:

6.2.1 “30 Minute Period” means a Non-Availability period of 30 concurrent minutes.

- 6.2.2 “Component” means an item of Customer Equipment which constitutes a component of the Managed Router / Firewall Service, such as a firewall, router, interface line card, VPN acceleration card or route processing engine, which is identified as a Component in the Order Form and for which a separately identified Charge is payable.
- 6.2.3 “Monthly Charge” means the recurring Charges for the relevant Component for the relevant calendar month, net of VAT.
- 6.2.4 “Non-Availability” means a period of time during which the relevant Component is unavailable in breach of the Target Availability Service Level set out in the table.
- 6.2.5 Whether the Service selected by the Customer is resilient or non-resilient will be indicated on the Order Form.
- 6.2.6 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.

## **7 Fee Credits**

- 7.1 Any Fee Credits which fall due pursuant to paragraph 6 above are payable subject to and in accordance with Clause 5 of the Conditions.

## **8 Planned maintenance**

- 8.1 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.