

## SERVICE SCHEDULE

### MANAGED WEB APPLICATION FIREWALL

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

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

- 1.1 **“Cloudflare”** – A third-party company which the Supplier partners with. The Web Application Firewall Service is powered by Cloudflare tools and technology.
- 1.2 **“Content Delivery Network”, “CDN”** – A method of caching web site assets that are relatively static (such as images or PDF files) at different locations around the world in order to improve web site performance.
- 1.3 **“Web Application Firewall”, “WAF”** – A Cloud-based, reverse-proxy solution that sits in front of a web application infrastructure and protects against common security vulnerabilities such as SQL injection attacks, cross-site scripting, and cross-site forgery requests.

#### 2 Managed Web Application Firewall – Service Scope and Description

- 2.1 Pulsant Managed Web Application Firewall Service protects the Customer’s web site and web applications from common security vulnerabilities.
  - 2.1.1 The Service is a Cloud-based solution that does not require any additions to the Customer’s web application infrastructure.
  - 2.1.2 The Service uses a Cloudflare Web Application Firewall that is deployed and managed by the Supplier.
- 2.2 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.
- 2.3 Pulsant Managed Web Application 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 acceptable use, security and access policies and procedures.
- 2.4 Pulsant Managed Web Application 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 or as subsequently agreed between the parties from time to time.
- 2.5 Any services required by the Customer which are not specifically listed in this Service Schedule may be provided, at Supplier’s discretion, as chargeable work.
- 2.6 The Supplier will deploy and configure the Service components and provide a fully managed Service.
- 2.7 All software maintenance, upgrades and patches to the Service components are included in the Service.
- 2.8 The Supplier will perform the following activities for the Customer in respect of the Managed Web Application Firewall Service:
  - 2.8.1 Enable a Web Application Firewall with default OWASP configuration.
  - 2.8.2 Enable management of the Customer’s DNS zones by the Service’s nameservers.
  - 2.8.3 Enable Content Delivery Network functionality.



- 2.8.4 Respond to Incidents raised by the Customer.
- 2.8.5 Monitor the firewall for attacks and initiate an appropriate response.
- 2.9 The Customer will perform the following activities to ensure the correct set up and running of the Service.
  - 2.9.1 Transfer management of the Customer's DNS zones to the Supplier, so that they can be managed by the Cloudflare nameservers.
  - 2.9.2 Ensure that all applications protected by this Service are compatible with the Open Web Application Security Project's (OWASP) rules.
- 2.10 The Supplier will not provide any Customer-specific configuration of the firewall.
- 2.11 The Supplier will not offer any guarantee of protection if the Customer exposes the true IP addresses of their servers externally.
- 2.12 The Supplier will not offer support for any issues caused by incompatibility of the Customer's application architecture with the Service.
  - 2.12.1 The Supplier reserves the right to charge for time spent in determining that an issue under investigation is caused by application incompatibility.

**3 Service Levels**

3.1 The Supplier will use its reasonable endeavours to deliver the following Response Times in respect of incidents as set out in the table below.

Event Priority	Definition	Service Hours	Response Time
<b>P1</b>	<ul style="list-style-type: none"> <li>• Total loss of production service; or</li> <li>• A significant revenue, operational, or safety impact on the entire company; or</li> <li>• Service degraded, affecting the entire company</li> </ul>	24/7/365	Within 15 minutes
<b>P2</b>	<ul style="list-style-type: none"> <li>• Partial loss of service affecting the company; or</li> <li>• Service degraded, affecting multiple departments or a single site; or</li> <li>• There is the potential of significant revenue, operational, or safety impact to the company if not resolved quickly</li> </ul>	24/7/365	Within 30 minutes
<b>P3</b>	<ul style="list-style-type: none"> <li>• Service degraded, affecting non-production services; or</li> <li>• Loss of service affecting a single user</li> </ul>	Business Hours	Within 1 Hour
<b>P4</b>	<ul style="list-style-type: none"> <li>• Degraded service affecting a single user</li> </ul>	Business Hours	Within 2 Hours
<b>P5</b>	<ul style="list-style-type: none"> <li>• Request for information</li> </ul>	Business Hours	Within 4 Hours

3.2 The Supplier will use its reasonable endeavours to deliver the following Service Levels in respect of the Services as set out in the table below.

Measure	Description	Value	Fee Credits
<b>Service Hours</b>	The hours during which the service and SLA is provided	24/7/365	
<b>Availability</b>	% of the service hours during which service availability is guaranteed (excluding planned maintenance in clause 5 below)	100%	Pro rata proposition of the Monthly Charges for any Non-Availability Period

**4 Fee Credits**

4.1 Any Fee Credits which fall due to paragraph 3.2 above are payable subject to and in accordance with the terms contained in the Conditions.

- 4.2 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.
- 4.3 "Monthly Charge" means the recurring Charges for the relevant Services for the relevant calendar month, net of VAT.
- 4.4 "Non-Availability" means a period of time during which the relevant Service is unavailable in breach of the Availability Service Levels set out in paragraph 3.2 above.
- 4.5 "Availability" means the percentage of the Service hours during which Service availability is guaranteed, not including Planned Maintenance.
- 4.6 "Availability" refers to Availability of the Managed Web Filtering infrastructure only; loss of Service due to failure of any Customer or third-party infrastructure beyond the Supplier's control is specifically excluded.