

ANNEX 2 TO SCHEDULE 3 –IP-VPN SERVICE – EXTRA SERVICE TERMS
VODAFONE ENHANCED NETWORK BASED INTERNET ACCESS (ENHANCED NBIA)
SECURE NETWORK GATEWAY (FIREWALL & INTRUSION DETECTION) AND
ENHANCED SECURE REMOTE USER ACCESS (SRUA)

1. Structure. These Extra Service Terms form part of the Services Terms for the IP-VPN Services when Customer orders Vodafone Enhanced NBIA, Secure Network Gateway (SNG) and/or Enhanced Secure Remote User Access Optional Service Elements. If there is a conflict between them, these Extra Service Terms will supersede the IP-VPN Service Terms, but only for the relevant Optional Service Element.

2. Service Terms

2.1 Enhanced Network Based Internet Access (Enhanced NBIA)

2.1.1 Enhanced NBIA Service Summary: Enhanced NBIA provides Internet Access centrally via a network based internet access gateway to a customer IP-VPN. It allows Customer to aggregate internet access from multiple IP-VPN connected locations to geographically dispersed NBIA gateways, bringing advantages such as deployment of optional but centralised security policy enforcement. Enhanced NBIA is available with symmetric bandwidths ranging from 1Mbps through to 1Gbps. A secondary gateway can be provisioned for geographical diversity / resiliency purposes if required.

2.1.2 Conditions of Use: Customer's use of Enhanced NBIA is limited to the following countries at time of contracting. Customer may request an updated list from time to time from account management.

Vodafone Licenced Countries		
Austria	Hong Kong	Portugal
Australia	Hungary	Russia
Belgium	Italy	Singapore
Canada	Ireland (Republic of)	South Korea
Czech Republic	Japan	Spain
Bulgaria	Luxembourg	Sweden
Denmark	Malaysia	Switzerland
Finland	Mexico	Ukraine
France	Netherlands	UK
Germany	Norway	USA

2.2 Secure Network Gateway (SNG)

2.2.1 SNG Service Summary: SNG is ordered with Enhanced NBIA. Customer may order a range of firewall and security features under the Standard and Premium packages set out below. SNG Service includes a network based firewall facility. If ordered, Vodafone will consult with Customer to capture preferred security rules and configuration requirements.

(a) The following Standard and Premium feature sets are available:

Items	Standard	Premium
Inbound/outbound ruleset	Up to 50	Up to 1000
Application reporting	Yes – SSL Certificate Inspection	Yes - deep cloud app inspection and Full SSL Inspection
Firewall event/logs	6 month retention	12 month retention
Reports frequency	weekly/monthly	Daily/weekly/monthly

(b) Additional options for Intrusion Detection and Prevention are set out below:

Items	Standard	Premium
Policy protection	Default	Customisable
Threat detection via SSL	No	Yes
Anomaly based detection	No	Yes - with tuning support
NIDs/NIPs events/logs	6 month retention	12 month retention
Reports frequency	weekly/monthly	Daily/weekly/monthly

2.2.2 Conditions of Use: Vodafone will implement firewall policies in accordance with Customer's specification. Vodafone is not liable for any adverse consequences resulting from outdated or inaccurate policy information provided to Vodafone by Customer. While SNG Service is designed to prevent outsiders from gaining access to the IP-VPN and provides an effective method of monitoring and limiting access, it may not prevent some instances of unauthorised access to the IP-VPN. No system can claim to be completely secure. Vodafone

accepts no liability for any adverse consequences to Customer arising as a result of the SNG Service's failure to prevent unauthorised access.

2.3 Enhanced Secure Remote User Access (SRUA)

2.3.1 Enhanced SRUA Service Summary: Enhanced SRUA allows remote users to connect more securely to the IP-VPN network over the Internet using IP-Sec or SSL encryption. The following options are available to the Customer:

- (a) Regular authentication (1 Factor Authentication) based on username/password authentication only; and
- (b) Strong authentication (2 Factor Authentication) where each user requires a soft token, SIM based token or Hard Token in addition to username/password for authentication.
- (c) Standard or Premium feature sets as set out below:

Features	Standard	Premium
Host Check	No - not available	Yes - optional
SSL VPN	Yes - optional Up to 3 portals	Yes - optional Up to 6 portals
Integration with Customer authentication server	Up to 3 servers	Up to 5 servers
Reporting	Weekly/Monthly Default reports only	Daily/Weekly/Monthly Default and Custom reports
Log Retention	6 months	12 months

2.3.2 Conditions of Use:

(a) Vodafone will provide Customer with the ability to log in to a VPN session reporting tool. Customer must regularly check the end user sessions and notify Vodafone immediately in the event of any unusual or suspicious records.

(b) Vodafone will supply and support a client for VPN access. If Customer uses a different client, Vodafone is not responsible for support of or Service Levels for Enhanced SRUA.

3. Support and Service Level Agreement

3.1 The IP-VPN Service Support and Service Level Agreement does not apply to Enhanced NBIA, SNG, & Enhanced SRUA Service. The following Service Levels apply to Enhanced NBIA, SNG, & Enhanced SRUA Service. No Service Credits apply to Enhanced NBIA, SNG, & Enhanced SRUA Service Levels. The Service Levels do not apply to Incidents caused by or connected to an Excluded Event.

3.2 Support Service for Enhanced NBIA, SNG, & Enhanced SRUA

3.2.1 Customer must report Priority Level 1 or 2 Incidents via telephone to the Customer Services Centre; otherwise, the Incident will be downgraded to a Priority Level 3.

3.2.2 Priority Levels for Enhanced NBIA, SNG, and Enhanced SRUA are set out below:

Priority Level	Priority Level definitions
1	A critical fault, resulting in the majority of Users unable to use the Service.
2	A fault resulting in multiple Users unable to use the Service
3	Customer reports repeated quality problems, intermittent faults, or degraded Service. No major service impacts..
4	Customer reports non-Service or business impacting issue.

3.3 Service Levels

3.3.1 Availability:

(a) **Calculation:** Percentage Availability is calculated as: $[(A - B)/A] \times 100$. "A" equals the number of whole minutes in the Monthly Measurement Period. "B" equals the number of whole minutes that the Service is Unavailable in the Monthly Measurement Period. "Unavailable" or "Unavailability" means data cannot be transported through the applicable Service Demarcation Point for Enhanced NBIA, Enhanced SRUA, and/or SNG Services for reasons other than Excluded Events.

(b) **Service Levels.**

	Single PoP location	Geographic Resilience
Percentage Availability	99.9%	99.99%

3.3.2 Incident resolution times

(a) Incident Resolution Time is calculated as the number of whole hours between the time Vodafone issues a Unique Identifier and the time Vodafone issues a Closure Notification for the Incident.

Priority Level	Target Incident Resolution Time
1	4 hours
2	4 hours
3	24 hours
4	72 hours

3.3.3 Change Request Definitions

(a) The following definitions apply to Change Requests for Configuration Changes:

Change Request Type	Definition
Standard	Pre-approved Configuration Changes that are considered relatively low risk, straight forward, and repetitive in nature.
Routine	Configuration Changes that are non-trivial and not classified as an emergency change or standard change in this table.
Emergency	An urgent change that is necessary to address or prevent a Priority Level 1 or 2 Incident or when there is another urgent need such as a legal requirement or other business requirement.

(b) Change Request Service Levels

Change Request Type	Target change implementation times	Target resolution reinvestigation times		Fair Usage Policy	
		Under 5 working days after change	5 working days and over after change	Standard Service Tier	Premium Service Tier
Standard	1 Working Day (24 hours)	4 Working Hours	5 Working Days	3 change requests per month	5 change requests per month
Routine	3 Working Days (72 hours)	4 Working Hours	5 Working Days	2 change requests per month	4 change requests per month
Emergency	4 hours	4 Working Hours	5 Working Days	2 change requests per quarter	3 change requests per quarter

(c) Target change implementation times are calculated as the number of whole Working Days or Working Hours (as applicable) that the Service Commencement Date for the Configuration Change occurs beyond the Agreed Delivery Date.

(d) Target resolution reinvestigation times: (a) only apply if the original Configuration Change has been implemented incorrectly by Vodafone; and (b) do not apply if Customer has provided Vodafone with incorrect or incomplete information.

(e) Target resolution reinvestigation times are calculated as the number of whole Working Days or Working Hours (as applicable) that the correct implementation of the Configuration Change occurs beyond the date that Customer notifies Vodafone via the Customer Services Centre that the Configuration Change has been incorrectly implemented by Vodafone.

(f) After the initial three months from the Service Commencement Date, Vodafone may charge Customer for Change Requests made outside the of the Fair Usage Policy limits.

4. Definitions

The following definitions apply to these Extra Service Terms in addition to the definitions contained in the rest of the Services Agreement:

4.1 **Gateways** means the PoP location(s) identified in the Commercial Terms.

4.2 **Monthly Measurement Period** means the period from the Service Commencement Date up to the end of the calendar month and then each calendar month thereafter (save for the last month that will end upon the termination date of the Service).

4.3 **Service Demarcation Point** depends on the Service package and other options selected in the Order as follows: (a) the port between the Router and the Customer Network for the Managed Service package; (b) the service interface of the access circuit for the Wires Only Service package; (c) the NTE when access is provided using Ethernet technology for the Wires Only Service package; (d) the access interface on the Maintained Router for the Maintained Service package; (e) the egress point from the Secure Network Gateway to the internet for Secure Network Gateway; and (f) the ingress point from the internet to the Secure Network Gateway for the Secure Remote User Access Service Element.

COMMERCIAL TERMS

5. Vodafone Enhanced NBIA and SNG

All Commercial Terms for IP-VPN Services apply with the following amendments:

Initial Term	Is stated on the Order for Vodafone Enhanced NBIA and SNG
Renewal Term	For the same time period as the Initial Term.
Billing Frequency	Monthly or Annually in advance as stated on the Order for Vodafone Enhanced NBIA and SNG
One off Charges	Examples also include set up Charges
Recurring Charges	Examples also include Maximum Network Throughput, number of Gateways, and additional features
Maximum Network Throughput	Is stated on the Order for Vodafone Enhanced NBIA and SNG. If Customer exceeds the Maximum Throughput, service degradation may occur and Service Levels will not apply.
SNG Package	Standard or Premium as stated on the Order for Vodafone Enhanced NBIA and SNG
Recovery Charges	Clause 3 (Recovery Charges) applies to Vodafone Enhanced NBIA and SNG Services

6. Vodafone Enhanced SRUA

All Commercial Terms for IP-VPN Services apply with the following amendments:

Initial Term	Is stated on the Order for Vodafone Enhanced SRUA.
Renewal Term	For the same time period as the Initial Term.
Billing Frequency	Monthly or Annually in advance as stated on the Order for Vodafone Enhanced SRUA
One off Charges	Examples also include set up Charges
Recurring Charges	Examples include Concurrent Users, Bandwidth Uplift, number and types of Tokens, and additional features
Bandwidth Uplift	Is stated on the Order for Vodafone Enhanced SRUA If Customer exceeds the Bandwidth Uplift, service degradation may occur and Service Levels will not apply.
Maximum Concurrent Users	The number of Concurrent Users purchased is stated on the Order for Vodafone Enhanced SRUA. Concurrent Users means the number of Users using the platform at any given time. Customer will pay for the Maximum Concurrent Users regardless of actual usage. Users that exceed the Maximum Concurrent Users at any given time will not be able to access the network.
Authentication Type	1 Factor or 2 Factor as stated on the Order for Vodafone Enhanced SRUA

Maximum Tokens (If Customer has 2 Factor Authentication)	The amount of Maximum Tokens is stated on the Order for Vodafone Enhanced SRUA. Customer will pay for the Maximum Tokens regardless of actual usage. Users that exceed the Maximum Tokens at any given time will not be able to access the network.
Equipment (If Customer has 2 Factor Authentication)	Equipment pricing is on the then current standard price plan in the Territory of purchase.
Recovery Charges	Clause 3 (Recovery Charges) applies to Vodafone Enhanced SRUA Services