

MASTER SERVICES AGREEMENT

SERVICE DESCRIPTION



SERVICE DESCRIPTION: SBX CONNECTION

1. SERVICE DESCRIPTION

1.1 Overview

The connection to the Secure Business Exchange (SBX Connection) provides a secure, managed telecommunication connection between you and us over which all managed services are delivered. You must have an SBX connection if we are delivering any of the following services:

- SSInternet
- SSBoundary
- SSRemote
- SSScreen
- SSCOIN
- SSAntiVirus
- SSMessaging (where it is selected as an option)
- SSDDoS (where protecting services are provided via the Secure Business Exchange)

1.2 Service Components

- Telecommunication Services
- Access Infrastructure
- Standard Management Functions
- Technical Support

2. SERVICES PROVIDED

We perform the Services outlined below in accordance with the service levels outlined in the SS Service Level Agreement.

2.1 Telecommunications Services

SBX Connections utilise our Private IP (PIP) Telecommunication services.

2.2 Access Infrastructure Options

We provide you with the appropriate fully managed SBX Connection(s) between your site and the Secure Business Exchange (SBX) that will terminate on a firewall located at the SBX.

The SBX Connection will be one of the following 3 options:

- LAN connected** – Where you are connecting from within our Data Centres in Auckland and Wellington we will provide you with a 100Mb connection, rate shaped to meet service requirements
- Single WAN connected** – Based upon our PIP Silver service rate shaped to the bandwidth required to deliver the appropriate services
- High Availability WAN Connected** – Based upon our PIP Gold or Platinum service rate shaped to the bandwidth required to deliver the appropriate services

Where additional security is required we will provide an encrypted IPSec connection between your site and the SBX.

A SSGlobal managed router (two in the event of HA connection) will be located on your premises, configured to minimise the risk of attack at an IP level by disabling unnecessary IP capabilities.

MASTER SERVICES AGREEMENT

SERVICE DESCRIPTION



The SBX Connection service demarcation point is the Ethernet interface on your network side of our managed router.

The option(s) you have chosen are detailed in section 5 of this Service Description, and full details of connectivity and devices utilised to provide the Services are listed in the Pricing Schedule.

2.3 Management Functions

We perform Standard Management Functions, as detailed in the SS Service Level Agreement on all managed devices as detailed in the Pricing Schedule.

Management functions specific to the SBX Connection(s) include:

- We proactively monitor the Telecommunication service and our managed devices, 24 hours x 7 days, for:
 - Any telecommunications faults
 - Repetitive attempts to compromise a port or service
 - Unauthorised scanning of your network for unprotected or vulnerable services
 - Unauthorised attempts to compromise the network devices
- All security events that we deem malicious or threatening and require immediate action will be managed using our security incident handling and response procedures and your nominated escalation point will be notified in accordance with the agreed escalation procedures.

2.4 Technical Support

We provide:

- Ongoing research of security threats with regard to the technology used.
- Evaluation of security patches and software releases for relevance, and updating as we deem appropriate.
- Implementation designed and checked by suitably certified personnel.

3. SERVICE LIMITATIONS

- 3.1 Any change requested that results in a complete review and redesign of either the SBX connectivity or the firewall rule base at the SBX will be charged on a time and materials basis in accordance with the Additional Work rates in the SS Service Level Agreement.
- 3.2 This service is intended for general commercial business purposes. We do not offer guaranteed protection from external attacks and/or viruses, but do offer best practice management processes and products to minimise the likelihood of any attack.
- 3.3 We will have sole administration rights on all devices we manage on your behalf.
- 3.4 Any work undertaken to isolate problems that are initially thought to originate from any of the Services provided under this Service Description that are subsequently found not to be within the scope of our responsibility, may incur additional charges.
- 3.5 Service level commitments will not apply where delays in fault resolution occur as a result of hardware or software you own not having the appropriate maintenance agreements in place.

4. YOUR RESPONSIBILITIES

- 4.1 We will manage your network in accordance with your technical security policy. You will maintain this document to reflect current security policy requirements and promptly inform us of any changes.
- 4.2 You will only use the SBX connection in relation to the Services provided by us to you.
- 4.3 You will follow our Move, Add Change process, as detailed in the SS Service Level Agreement.
- 4.4 You will provide physical access to all sites that have equipment pertaining to this Service Description. We agree to comply with your site entry policies and procedures, as provided by you.

MASTER SERVICES AGREEMENT

SERVICE DESCRIPTION



- 4. 5 You will notify us of any planned outages to your network.
 - 4. 6 You will promptly notify us if you believe that any changes in your business will change the use of our services. For example, if you run a promotion that will increase email or web traffic.
 - 4. 7 You will not to connect any devices to the SBX Connection without prior approval.
 - 4. 8 You will maintain full warranty and/or adequate business continuity procedures on all hardware devices and software that you own pertaining to this Service Description.
- 5. OPTIONS – REFER TO THE PRICING SCHEDULE**
- 5. 1 Service Fees - refer to the Pricing Schedule.