



## e2e Assured Messaging Service – Terms and Conditions

### Service Specific Terms and Conditions

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|---------------------------|--|
| <b>On-boarding</b>        | On-boarding is included. Optionally we can also migrate the data into the service on a time and material basis     |
| <b>Off-boarding</b>       | Off-boarding is included. Optionally we can also migrate the data out of the service on a time and material basis. |
| <b>Backups</b>            | Backup and restore included in service.  |
| <b>Disaster recovery</b>  | Disaster recovery is included by default but with a dependency on the cloud provider's offerings.                  |
| <b>Service lead time</b>  | Typically 40 days from acceptance of order   |
| <b>Minimum term</b>       | The service has a minimum term of 6 months.  |
| <b>Early exit charge</b>  | One month of service cost.   |
| <b>Termination charge</b> | Termination before initial 6 months incurs early exit charge   |



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| <p><b>Consumer responsibilities</b></p> | <p>Where the service is delivered to a non e2e-assure provided cloud service, the consumer is responsible for providing the cloud infrastructure and all bandwidth used for the management remote connectivity (at their end of the connection).</p> <ul style="list-style-type: none"> <li>- If the customer requires it we can run some aspects of our service on their cloud (i.e. the monitoring server and syslog servers we use to provide monitoring). In this scenario we would require two VMs with 2cpu/4gb RAM for most typical deployments</li> <li>- The customer may be required to liaise with their existing cloud provider in order to facilitate our access</li> <li>- The customer may need to liaise with their IaaS provider and create tickets, etc. so we can access the monitoring and management API services provided by their IaaS provider (we have integrations with most major cloud provider API's that allow us to integrate with the IaaS platform in order to expedite fault resolution, etc.)</li> </ul> |
| <p><b>Technical requirements</b></p>    | <p>All service management is then provide from our ISO27001:2013, Cyber Essentials Plus (CES+) and IASME certified security operations centre by our expert, SC cleared staff.</p> <p>Where the customer is using a high security cloud service or where security is paramount e2e have a secure connectivity service – ‘e2e Secure Cloud Connect Service’. This is a separate g-cloud service that provides an enhanced security connection that enables us to connect to your service in a manner amenable to the secure cloud provider.</p>  |
| <p><b>Networks and Connectivity</b></p> | <p>e2e services are designed and assured to connect to the following networks. Please contact e2e for further details.</p> <ul style="list-style-type: none"> <li>• Public Services Network (PSN)</li> <li>• Government Secure intranet (GSI)</li> <li>• Police National Network (PNN)</li> <li>• New NHS Network (N3)</li> <li>• Joint Academic Network (JANET)</li> </ul>   |
| <p><b>Ordering and Invoicing</b></p>    | <p>Monthly in arrears by Purchase Order or Direct Debit</p>   |



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| <b>Data restoration/service migration</b> | Data can be migrated into the service. e2e can assist with this process on a time and materials basis if required. Data can also be migrated out of the service as and when required by the customer. e2e can assist with this process on a time and materials basis if required.   |
| <b>Financial recompense model</b>         | If the service level falls below the stated availability (excluding planned or emergency maintenance and excluding any fault that is not the responsibility of e2e or e2e components), consumers will be eligible for a service credit. Service credits are provided as professional service credits that can be used for any support, design or security activities and are calculated at a value of 10% of service spend on the particular service. |
| <b>Training</b>                           | The customer can choose to purchase additional training days.   |
| <b>Trial Service</b>                      | There is a trial service available.   |
| <b>Service Management</b>                 | Service management is included.   |
| <b>Service Constraints</b>                | Planned maintenance periods are agreed per customer but default to periods after 8pm Mon-Fri or at weekends.  |

[More information and contact details.](#)

For more details on this service and to see the other services we offer visit

[www.e2e-assure.com](http://www.e2e-assure.com)

Enquiries, and more information is available on request, email [info@e2e-assure.com](mailto:info@e2e-assure.com)