



e2e Cloud Protective Monitoring Service – Terms and Conditions Document

Service Specific Terms and Conditions

On-boarding	On-boarding is included as per the Service Description and selected Service Level. Any additional activity would be chargeable.
Off-boarding	Off-boarding is included. All user access will be revoked and any e2e cloud service components containing customer data will be wiped and factory reset. All customer data will be removed. Optionally we can also migrate the data out of the service (such as historical logs) on a time and material basis.
Backups	As per the Service Definition. All e2e managed devices are backed up to support the availability of the service.
Disaster recovery	We operate the service out of two UK datacentres geographically separated.
Service lead time	We can typically commence on-boarding in 1-10 working days from acceptance of order
Minimum term	1 month for Baseline, 3 Months Enhanced, 6 months Premium
Early exit charge	One month of service cost.
Termination charge	None
Consumer responsibilities	Providing contact details for alerts and reports. The control and management of end users of the service and any VPN components installed or provisioned on customer equipment including end user devices Provision of internet connectivity Desirable to provide separate out of band connectivity with a fixed IP address ASDL line to the VPN CPA Device if required
Technical requirements	To create a mobile VPN the customer us required to either provide and support a CESG CPA foundation level approved device (IPSec VPN for remote working) or allow e2e to supply one.
Networks and Connectivity	e2e services are designed and assured to connect to the following networks. Please contact e2e for further details. <ul style="list-style-type: none"> • Public Services Network (PSN) • Government Secure intranet (GSI) • Police National Network (PNN) • New NHS Network (N3) • Joint Academic Network (JANET)
Ordering and Invoicing	Monthly in arrears by Purchase Order or Direct Debit



Data restoration/service migration	N/A
Financial recompense model	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 5% of service spend on the particular service.
Training	The customer can choose to purchase training days if applicable
Trial Service	There is no trial service available.
Service Management	e2e provide a service desk to manage this service.
Service Constraints	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

Enquiries, and more information is available on request, email info@e2e-assure.com with any queries.