



e2e Vulnerability Scanning, Assessment, Monitoring and Alerting Service – Terms and Conditions Document

Service Specific Terms and Conditions

On-boarding	On-boarding is included within the setup charge.
Off-boarding	Off-boarding is included. Any e2e components containing customer data will be removed.
Backups	N/A
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	External Scanning -1 month, Internal Scanning 3 months
Early exit charge	None
Termination charge	None
Consumer responsibilities	Signing off the scanning/proving consent for scanning. Providing contact details for scan alerts and reports.
Technical requirements	None
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	N/A
Training	There is no training provided.
Trial Service	There is no specific trial service available but a one month service can be ordered for external vulnerability scanning for trial purposes.
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.