e2e Firewall, VPN and Security Management Service Terms and ConditionsDocument

e2e Cloud Firewall, VPN and Security Management Service – Terms and Conditions

Service Specific Terms and Conditions

On-boarding	On-boarding is included. Optionally we can also migrate data into the service on a time and material basis.
Off-boarding	Off-boarding is included. Optionally we can also migrate the data out of the service on a time and material basis.
Backups	Backups of all devices are included in the service.
Disaster recovery	There is no specific Disaster Recovery service but as we have backup copies of your configurations this may aid your Disaster Recovery plans. We can also manage your equipment in any Disaster Recovery location you may have.
Service lead time	5-10 working days from acceptance of order.
Minimum term	6 months
Early exit charge	None.
Termination charge	None.
Consumer responsibilities	Providing access to and accounts to manage the equipment.
Technical requirements	In order to provide the service it must be possible to terminate IPSec based VPNs at the customer end using AES256 encryption and IKEv2
Networks and Connectivity	e2e services are designed and assured to connect to the following networks. Please contact e2e for further details. • 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	Data can be migrated into the service by the customer using the VPN access methods provided. 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.

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 10% of service spend on the particular service.

Training	There is no training provided.
Trial Service	There is no trial service available.
Service Management	e2e provide a service desk to manage this service.
Service Maintenance	Planned maintenance periods are agreed per customer but default to periods after 8pm Mon-Fri or at weekends.

More information and contact details

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