

MLL Telecom Ltd

MLL Cloud Managed Firewalls

Service Definition



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About MLL

MLL Telecom is a leading provider of managed Wide Area Networks and telecommunication services including LAN, Unified Communications (UC), Wi-Fi, and Security to the UK public sector. Our services are provided through our MLL's UK based support teams and engineering service and selected partners. Formed in 1991, MLL has established a reputation for customer-focused service delivery and agility.

Service Overview

MLL Firewalls are cloud hosted firewalls, dedicated to individual Buyers. The MLL Secure Cloud Services Platform provides full geographically diverse firewalls, with a choice of manufacturer equipment, licencing and hosting locations.

The service is fully supported by MLL's UK based 24x7x365 NOC and field engineering services.

Service Description

MLL Firewalls Introduction

The MLL Firewall service offers cloud hosted firewalls and related security products, dedicated to individual customers. The service includes a full suite of hardware, virtual hardware, licence and support options that allow individual Buyers to tailor the service to their needs.

We offer a full selection devices manufactured by either Fortinet or Palo Alto along with related products and services, such as Proxy, Logging and Authentication.

Hardware is hosted for customers within MLL's Secure Cloud Services Platform, either as physical devices or as virtual devices on MLL's compute platform. There are also options for hosting devices within Buyer cloud environments or for site based hardware.

Offered Products

MLL has made the widest possible range of products from Palo Alto and Fortinet available as part of the firewalls service. This includes (but is not limited to):

- **Fortinet:**
 - Firewalls
 - Hardware units, cloud hosted with an option for on premises
 - Virtual devices, cloud hosted, with an option for customer hosted.
 - Authentication/NAC
 - Hardware units, cloud hosted with an option for on premises
 - Virtual devices, cloud hosted, with an option for customer hosted.
 - Proxy
 - Hardware units, cloud hosted with an option for on premises

- Virtual devices, cloud hosted, with an option for customer hosted.
- Web Security
 - Hardware units, cloud hosted with an option for on premises
 - Virtual devices, cloud hosted, with an option for customer hosted.
- Mail Security
 - Hardware units, cloud hosted with an option for on premises
 - Virtual devices, cloud hosted, with an option for customer hosted.
- Palo Alto:
 - Firewalls
 - Hardware units, cloud hosted with an option for on premises
 - Virtual devices, cloud hosted, with an option for customer hosted.

Subscription Services

As part of the firewall service, a full suite of licensing is available, such as advanced malware protection, intrusion prevention, URL filtering and many more. These licences can be provided as a la carte options, or as part of a license bundle, as shown in the price list.

Standards based delivery

MLL will use industry standards for project and service delivery as summarised in the table below:

Delivery and Service Management	Industry Standard
Service Management	ITIL
Project Management	PRINCE2
Quality Management	ISO 9001
Security Management	ISO 27001 and Cyber Essentials Plus
Environmental Management	ISO 14001
Health and Safety Management	ISO 45001

Delivery

MLL provides Buyers with an Implementation Coordinator for simple Firewall deliveries, for example basic rules and policies to be applied and transferring from Fortinet to Fortinet firewalls or Palo Alto to Palo Alto Firewalls. MLL provides Buyers with a MLL Project Manager for the transfer of complex rules and policies and/ or transferring from a different manufacturer to either Fortinet or Palo Alto. MLL provides Buyers with a technical engineer to design and set up the Buyer's new Firewalls solution. The scale of the solution required will be determined during assessment of the initial enquiry from the

Buyer. MLL's technical engineer will hold a technical workshop with the Buyer's technical team to assess the Buyer's Firewall requirements, including Fortinet Proxy, Web Servers and Mail Security, as applicable.

MLL follows an ISO 9001 audited delivery process and maintains an ISO 27001 audited configuration and change management process for customer hosting infrastructure. MLL's Project Managers are PRINCE2-qualified and, where assigned, will be MLL's stakeholder to manage the project delivery. MLL uses PRINCE2 methodologies to deliver projects, typically employing the following 4 stages of project delivery:

- Internal project set-up (including contract award, team assignment, etc)
- Project Initiation (Kick-off meeting, risk assessment, technical discovery, technical workshop, project and technical documentation)
- Project Delivery (solution delivery, risk and issue management, change management, progress reporting, escalation management, governance, progressive handover to MLL's Business as Usual (BAU) team, etc)
- Project Handover (complete handover to MLL's BAU team, project review, lessons learnt, project closure, etc).

Lead time to deliver services in this offer are expected to range from between 20 and 40 working days from receipt of order, assuming no unexpected delays. The lead time to deliver new Firewalls is entirely dependent on the Buyer's overall requirements; it will be assessed and advised during the technical workshop. MLL's standard migration approach is to carry out firewall migrations out of hours. Buyers should expect migrations to new firewalls to take a full day.

MLL's team will undertake regular project reviews with the Buyer to an agreed frequency.

Support

Monitoring and Reporting

- MLL will monitor all in scope firewall services 24x7x365 for availability, utilisation and performance.
- Any failure which appears will be analysed and where appropriate raised as an Incident.
- MLL will provide access to the MyMLL service portal and through this access to the performance monitoring service.

Service Desk

MLL's Network Operations Centre is based in Marlow, Buckinghamshire, supporting customers on a 24 x7x365 basis.

The NOC and Service Desk undertake the following functions:

- Receives Incident or Service Requests by agreed contact methods – telephone, email or via MyMLL portal.
- Records Incident or Service Requests on the Service Management System.

- Allocates a Call to Severity 1, 2, 3 or 4 and where relevant manage the Incident through to Resolution in accordance with the Service Levels.

Support Model

MLL's service support model is based on ITIL compliant processes with clearly defined roles and responsibilities, supported by industry recognised systems and tools. This model will be used to monitor the Service in order to meet the Service Level.

Incidents will be raised either proactively by MLL or reactively by the Buyer and logged in MLL's IT Service Management system.

MLL utilise the following Severity Definitions for Incident Management:

Category	Definition
Severity 1	The Services are Unavailable across the entire Buyer's estate
Severity 2	The Services are Unavailable at one of the Buyer's sites
Severity 3	The Services are Unavailable to an individual user
Severity 4	All other Incidents, including any Incidents raised initially at a higher Severity Level that were subsequently deemed to be attributable to the Buyer or in any other way not attributable to the Supplier.

MLL will ensure that Incidents are resolved within the Incident Resolution Time, based on the Severity Level of the Incident.

Service Hours

Monday – Sunday (including Bank Holidays) - 00:00-23:59, (24 hours per day, 7 days per week)

Change

MLL's Firewall service includes a bundle of simple, routine Moves, Adds and Changes (MACs). Complex changes are chargeable by the SIFA rate card.

Service Levels

Incident Resolution

Service	Severity 1	Severity 2	Severity 3	Severity 4 (Indicative Only)
Remote Incident Management	5 Hours	8 Hours	End of next Working Day	10 Working Days
Standard Hardware Replacement (RMA)	Next Business Day			
Premium Hardware Replacement (RMA)	5 Hours			

Availability

Core Infrastructure	Availability
HA Pair of Firewalls	99.99%
Firewall Management Platform	99.99%

Service Credits

Service Credits will be calculated and reported by MLL through the Service Report. This will include a summary of any service credits accrued within the previous period.

Availability

Service Element	Coefficient (m)	Service Level Threshold % (a)	Service Failure Threshold % (b)	Minimum Service Credit % (c)	Maximum Service Credit % (d)
HA Pair of Firewalls	5	99.99%	95.99%	5%	25%
Firewall Management Platform	5	99.99%	95.99%	5%	25%

Incident Resolution

Number of Incidents per Service Period	Coefficient (m)	Service Level Threshold (a)	Service Failure Threshold (b)	Minimum Service Credit % (c)	Maximum Service Credit % (d)
39 or fewer	Not applicable	No more than 2 Incidents are Resolved in excess of the max Incident Resolution Times	5 or more Incidents are Resolved in excess of the max Incident Resolution Times	2.5% (payable when 3 Incidents breach the Service Level Threshold in any Service Period)	5% (payable when 4+ Incidents breach the Service Level Threshold in any Service Period)
40 and more	0.25	95%	85%	2.5%	5%

Social Value

MLL is committed to providing social value as part of its contractual deliverables which will be agreed with the Buyer and detailed in the call-off contract. Key social value themes for MLL include:

Fighting Climate Change - Underpinned by MLL's existing ISO 14001 environmental management system and published carbon reduction plan with a net zero target date of 2040.

Tackling Economic Inequality - We will deliver tailor-made offers to support the communities and citizens in the localities in which we serve our customers.

Equal Opportunity - This is a fundamental principle of our business and the basis of our customer relationships.

Company Information

Company Details

MLL Telecom Limited

Marlow International, Parkway, Marlow, England, SL7 1YL

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Date of incorporation: 28th October 1991

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