

Claranet UK

**Software Defined Managed Network
(Fortinet-SD-WAN) – Version 1.1**

claranet

Make
modern
happen®

Contents

- 1. Introduction2
- 2. Scope of Service Description2
- 3. Service Overview2
- 4. Service Features3
 - 4.1. Managed SD-WAN Standard Features.....3
 - 4.2. Managed SD-WAN Optional Features.....6
- 5. Service Level Agreement & Credits0
 - 5.1. Managed SD-WAN Service Availability Table.....0
- 6. Service Level Credits Claim Process.....1
- 7. Change Management0
 - 7.1. Managed SD-WAN Included Change Catalogue0
- 8. Product Life Cycle Management2
- 9. Third Party Terms & Conditions.....2
- 10. Dependencies.....3
- 11. Pre-Requisites4
- 12. Exceptions5
- 13. Delays and Cancellation Terms.....6
- 14. Terminology.....7
- 16. Appendix.....9
 - 16.1. Self-Install & Managed Install Roles & Responsibilities9
 - 16.2. Monitoring & Event Management Matrix.....11
 - 16.3. Vulnerability Patching & Firmware Management Roles & Responsibilities12

1. Introduction

This Service Description describes the service Claranet provides and details the Customer's responsibilities in relation to this Service. The Service Description forms part of the Agreement between the Parties and should be read in conjunction with the terms of the Customer Experience for Managed Services Document ("CXMS") and the Claranet Master Services Agreement ("MSA") set out at www.claranet.co.uk/legal or as otherwise agreed by the Parties and the Parties agree to be bound by such terms. Unless otherwise specified, all terms used within this document are in accordance with the terms to be found in the CXMS and the MSA.

Claranet provides the following services as part of its Software Defined Networks - Managed SD-WAN - Fortinet Service ("Managed SD-WAN – Fortinet"). The Service components of the Service are set out below.

2. Scope of Service Description

The Customer agrees that any services, activities, and deliverables not expressly set out within this Service Description shall be out of scope for the Service. Any components which are described as optional or additional in this Service Description will be chargeable at additional cost and will need to be purchased by the Customer and an Order Form or Statement of Works will need to be signed by the Customer.

Notwithstanding the foregoing, in the event Claranet completes additional services, activities and/or deliverables upon the request or at the direction of the Customer, Customer shall be responsible for the payment of all Fees and expenses associated therewith, whether or not an Order Form or Change Request has been executed.

3. Service Overview

The Claranet Software Defined Managed Network Service provides proactive monitoring, ongoing maintenance, support, and management of the Customer's network technology infrastructure. The Claranet Managed SD-WAN – Fortinet Service consists of (a) FortiGate Physical; and (b) Virtual Appliances.

The Service securely connects the Customer's data centres, branch offices, endpoints, and workloads to each other. The Service also includes next generation firewalling capabilities to enhance the Customer's network security posture and protect against cyber threats.

Claranet's Managed SD-WAN – Fortinet Service is provided via either its Managed WAN service or the Customer's connectivity services, typically over the internet. Claranet can deploy the service in various ways:

1. Via a new Managed WAN service by Claranet;
2. Via pre-existing connectivity deployment with Claranet; or
3. Via third party Internet connectivity.

Claranet's Managed SD-WAN – Fortinet Service may be deployed for access in the UK, Europe or internationally. The Service can be configured to operate over diverse types of access networks, such as fixed, broadband, mobile. This Service can be terminated directly on SD-WAN appliances or behind another connectivity terminating device.

4. Service Features

4.1. Managed SD-WAN Standard Features

Feature	Description
Managed Appliance/s	Managed single or resilient, physical, or virtual SD-WAN appliances at the Customer's sites depending on its specific solution requirement(s).
Centralised Management	A central management platform for network & security policy management, monitoring, and reporting. The platform facilitates efficient provisioning or modification of the Customer's site networks.
Co-Management	This is a co-management Service to allow the Customer and its administrators to manage the SD-WAN network, enabling the Customer to respond quickly to network events and business changes.
Network Security & SD-WAN policy design	Claranet's experts will collaborate with the Customer to establish a network security & SD-WAN policy for its site appliances. These policies regulate network access levels in and out of each site, enhancing overall security, whilst optimizing performance and quality of experience for its end users. The Customer's requirements will be captured in its Statement of Work (SoW) or data capture forms.
SD-WAN Active-Active	Steer the Customer's business traffic over single or multiple underlay network connectivity to optimize performance, resiliency and maximize its return on investment. The Customer's requirements will be captured in its SoW or data capture forms.
Change Management	Claranet provides a change management service on all Managed SD-WAN appliances. Simple Change Requests can be reviewed validated and actioned by Claranet engineers that could help, minimize disruptions, mitigate risks, improve communication, fast implementation and compliance and governance.

Feature	Description
Configuration backup & restore	A backup copy of the Customer's Managed SD-WAN appliances will be kept and used for restoration of its SD-WAN sites in the event of an incident requiring it to do used
Firmware Management	Upgrade SD-WAN appliances to Claranet approved new releases. This is reviewed bi-annually with Claranet reserving the right to upgrade the firmware or remain on the current version. Upgrades are only applied to vendor supported devices. Any upgrades will typically take place within Claranet's patching windows detailed in appendix 13.3 unless Claranet deems it necessary to upgrade outside of this.
Vulnerability Patching	Claranet will patch SD-WAN appliance vulnerabilities with a common vulnerability scoring system (CVSS) or High or >7. Anything below this is not patched by default. The standard patching schedule is detailed in appendix 13.3, however, Claranet reserves the right to alter or change this or patch outside of these windows it deems necessary.
Log Retention	System logs are retained for 30 days. This feature is for retention only and not used for cyber threat hunting. Claranet can make the logs available to the Customer if requested via a service request.

Feature	Description
Remote Commissioning	Physical installation of the Managed SD-WAN appliances will either be carried out by the Customer or Claranet field engineering partners (see optional features for details). Claranet will, however, remotely commission each Managed SD-WAN appliance and verify the device is online, passing network traffic and reachable for management access. This is a pre-requisite check before the device can be transitioned into in-life management. Claranet may insist on a Managed Install or provide the con-figuration template to the Customer for self-configuration on to the appliance. Managed Install details will be captured in the SoW and/or Order Form. Claranet reserves the right to request & charge for a Managed Install should it be absolutely required to commission the service, this could be for instance where-by remote zero touch provisioning is not possible, or the Customer is unable to commission & configure the appliance on-site. Claranet reserves the right to charge for any additional professional service work. Please see Appendix 11.1 for install roles & responsibilities.
Monitoring of SD-WAN Appliances	Claranet will monitor the Managed SD-WAN appliances for key performance & uptime measures, and in certain instances take action using its network operations center (NOC). Please see appendix 11.2 monitoring & event management for detailed description on monitoring, alerts, thresholds and actions.
Hardware Replacement	As standard all Managed SD-WAN appliances are included with a next business day RMA service. This is subject to all Fortinet's RMA terms and conditions.
Self-Install	If the Customer has opted not to take Claranets Managed Install service, it will be its responsibility to install the SD-WAN appliances and connect all the necessary cabling. Please see Appendix 11.1 for install roles & responsibilities.

4.2. Managed SD-WAN Optional Features

Feature	Description
Unified Threat Management (UTM) **	Claranet can enable UTM features to the Customer's Managed SD-WAN appliances for further enhanced security. The features within a UTM license include: Antivirus and Antimalware protection, intrusion prevention, web filtering and data loss prevention. The combination of the UTM add on results in an increased awareness of network security threats, enabling the Customer to implement advanced threat protection.

Feature	Description
Priority Return Merchandise Authorization (PRMA) **	PRMA add-on options are available across the product family for expedited replacement of defective hardware. PRMA also covers weekends and holidays. PRMA options include: 1. Next Calendar Day Delivery – once the item is confirmed as defective by the Claranet and the vendor a replacement part will be delivered next calendar day in accordance with the applicable country cutoff time. 2. Four-hour courier – once the item is confirmed as defective a replacement part will be delivered on-site by a courier service within four hours in accordance with the applicable country cutoff time. 3. Onsite Engineer – PRMA options also come with a sub variant whereby an onsite engineer can be added. The onsite engineer will visit the site and replace the defective part of behalf of the customer. PRMA options will be captured in the SoW and/or the Order Form.
Managed Install **	This feature is an optional add-on where Claranet can provide field installation services to physically install the Customer's Managed SD-WAN appliances on the its behalf. Each install period lasts 2 hours and as standard, operates between Monday to Friday 9-5PM (not including bank holidays). The install service can be adjusted to meet the Customer's needs at an extra cost, such as installing equipment outside of default time period above. The Managed Install service has a 1:1 site to Install mapping meaning that each site will need to have a corresponding install service. Please see Appendix 11.1 for install roles & responsibilities

** These can all be purchased as an additional add-on/feature at an extra cost to the customer

5. Service Level Agreement & Credits

5.1. Managed SD-WAN Service Availability Table

Service	RMA	Monthly Uptime Availability	Service Credit - Percentage credit of monthly charge for the variant, for the calendar month in which non-availability occurs.	
Single FortiGate SD-WAN Appliance	Next Business Day RMA or Next Day Delivery Hardware Only	No Uptime SLA	No Credit	
	4hr Delivery Hardware Only	99.9% availability	< 99.9% but > 98.9%	5%
			< 98.9% but > 97.9%	10%
	4hr Hardware & Onsite Engineer		< 97.9% but > 96.9%	15%
			< 96.9%	30%
High Availability (2+) FortiGate SD-WAN Appliance	Next Business Day RMA	99.9% availability	< 99.9% but > 98.9%	5%
			< 98.9% but > 97.9%	10%
	Next Day Delivery Hardware Only		< 97.9% but > 96.9%	15%
			< 96.9%	30%

Service	RMA	Monthly Uptime Availability	Service Credit - Percentage credit of monthly charge for the variant, for the calendar month in which non-availability occurs.	
High Availability (2+) FortiGate SD-WAN Appliance	4hr Delivery Hardware Only	99.95% availability	< 99.95% but > 98.95%	5%
			< 98.95% but > 97.95%	10%
			< 97.95% but > 96.95%	15%
			<96.95%	30%
High Availability (2+) FortiGate SD-WAN Appliance	4hr Hardware & Onsite Engineer	99.99% availability	< 99.99% but > 98.99%	5%
			< 98.99% but > 97.99%	10%
			< 97.99% but > 96.99%	15%
			<96.99%	30%

6. Service Level Credits Claim Process

In the event that a Customer claims that Claranet did not meet its Service Level Agreement, Claranet will verify and if verified, shall raise a credit note to the Customer's account that shall be applied to the next invoice in its billing cycle. Service Credits will be based on the applicable percentage of the monthly Fee. The maximum amount of Service Credit a Customer can receive in each calendar month is limited to 30% of the Monthly Fee for the affected Service. Service Credits are pre-agreed liquidated damages and, unless stated otherwise in the Agreement, such Service Credits will constitute the Customer's sole and exclusive remedy with respect to the breach of service levels.

7. Change Management

This Section sets out how Claranet processes Change Requests during the lifecycle of the Service. Any change that is implemented by either party may affect the Service and the service levels. In the event that a service level is breached due to a Change Request, Service Credits will not apply.

Claranet shall implement changes from time to time without Customer consent unless such change will materially degrade the Service or access to the Service. If Claranet is making a change in response to Customer delays, inactions, failures or changes made by the Customer without Claranet's consent, Claranet reserves the right to charge the Customer the relevant applicable Fees to implement such change which includes but is not limited to fixes, patches and/or upgrades.

Simple Change Requests by the Customer must be submitted through a ticket in the Claranet Online portal. Any other changes requested by the Customer must be submitted through the Change Request Form found in Schedule 1 of this Service Description, and will be subject to scoping, onboarding, and further charges where applicable.

Claranet includes up to five (5) Change Requests per month as standard. Claranet can implement additional Change Requests as and when required for an additional fee which will be defined in an Order Form or SoW. Any Change Request that is not specifically defined in the included Change Catalogue at section 7.1 will be considered a professional services engagement subject to an additional fee on a time and materials basis. These changes must follow the process covered in Claranet's MSA.

Claranet will implement the Change Request listed in the table below in accordance with the target request times as documented in our CXMS.

7.1. Managed SD-WAN Included Change Catalogue

Change	Description
Administrators & Privileges	Add/Modify/Remove organisation Administrators and privileges
VPN	Add/Modify/Remove 3rd party VPN's
Content Filtering	Add/Modify/Remove Content Filtering profiles and corresponding policies
Firewall Policies	Add/Modify/Remove firewall policies and its associated objects for existing policy sets or templates
IPv4 NAT & Port Forwarding	Add/Modify/Remove IPv4 addressing, NAT & port forwarding
DHCP	Add/Modify/Remove DHCP & Subnets

Change	Description
Malware Protection	Add/Modify/Remove advanced malware protection
IPS	Add/Modify/Remove IPS policies
Web Filtering	Add/Modify/Remove Web Filtering policies
Routing	Add/Modify/Remove network routing
SD-WAN Policies	Add/Modify/Remove SD-WAN policies
Overlay Networks	Add/Modify/Remove SD-WAN overlay network tunnels
Underlay	Modify/Remove existing underlay technology

8. Product Life Cycle Management

A copy of the Fortinet Product lifecycle can be made available to the Customer upon request.

Claranet shall keep track of the Fortinet Product's lifecycle and notify the Customer if a Fortinet Product is forecast to become End of Life (EoL). Any changes, replacement or upgrades of the Customer's Fortinet Product will be chargeable at additional cost and will need to be purchased by the Customer and an Order Form or Statement of Works will need to be signed by the Customer.

9. Third Party Terms & Conditions

The Customer's Service will be provided in accordance with the Terms of Service between Fortinet and the Customer.

The Customer agrees to and confirms that it has read and understand that it is bound by the Fortinet Terms of Service set out herein in relation to the Services/software, which can be found at:

<https://www.fortinet.com/content/dam/fortinet/assets/legal/Fortinet-Service-Offering-Terms.pdf>

The Customer acknowledges and agrees that in taking this Service from Claranet that it has been given access to, has read and agree to the Fortinet Support Terms that apply to its use of the Services/software as part of the Service or solution that Claranet is providing under this Service Description, which can be found here: <https://www.fortinet.com/corporate/about-us/legal> .

10. Dependencies

Claranet's provision of the Managed SD-WAN - Fortinet service is subject to the following dependencies.

1. The Customer will designate a project lead and technical contacts with the appropriate level of expertise to support the successful implementation and operation of the Service;
2. The Customer will provide Claranet with all of the information needed to complete the configuration of the Service. Once Claranet has this information, Claranet reserves the right to charge further Fees should there be any changes to the Customer's requirements;
3. The Customer will manage any third parties that may be needed during Service Implementation or Service Operations. Claranet reserves the right to charge further Fees should the Customer require Claranet to manage its third parties;
4. The Customer will provide Claranet or Claranet's managed third parties with access to the Customer's site(s) for set up and maintenance of the Access Service and for maintenance of the Managed SD-WAN appliance;
5. During the installation of the Service, it is the Customer's responsibility to show Claranet's installation engineer (or a third-party engineer) to the installation point;
6. The Customer will ensure that structured cabling and appropriate LAN connectivity are in place on its site(s); and
7. The Customer will provide Comms Room space in its site(s) for the SD-WAN MSDD.

11. Pre-Requisites

Before Claranet can process an order, the Customer is required to complete the following pre-requisite activities to ensure that the Services can be delivered. If such pre-requisite activities are not met by the Customer, then this may have an adverse impact on the delivery of Services.

Pre-requisite Activity	Description
Data Capture	Upon technical validation of an order Claranet will issue data capture form to the customer to gather low level design, policy requirements as part of the tailored design process. It is the customers responsibility to ensure data capture forms are completed to their best of their ability with as much information as possible. Failure to do so could create inaccuracies in the low-level design and lead to technical incidents or security posture weakness. Claranet technical delivery teams will assist and guide our customers on how to complete any DCF.
Project Planning	The Customer will attend all the project planning and workshop(s) sessions to establish the scope of Service that it requires.
Information Request	The Customer will provide all information requested in the format specified by Claranet within five (5) working days to enable Claranet to deliver the Service.
Adequacy of environment	Adequate AC power to support each device, one (1) socket per device up to maximum of four (4); Adequate airflow to enable devices to operate correctly; Adequate space to safely house the devices to prevent damage to the device;
First Line Checks	Carry out first line checks as requested by Claranet's Service Desk
Reasonable Assistance	The Customer is responsible for providing reasonable assistance to enable us to undertake planned maintenance on the Managed SD-WAN appliances.

1. An Access Service provided by us, either through our DIA or Managed WAN services, or a third party provided access service;

12. Exceptions

Claranet excludes responsibility for meeting any Service levels to the extent that meeting the Service levels is affected by the following exceptions hereunder and Service Credits will, therefore, not be paid if the outage occurs from such exceptions:

1. if the Customer is in default under the Agreement;
2. in the event that the Service is unavailable due to any component, event or situation not wholly within the control of Claranet, including but not limited to a failure of a component that Claranet is not responsible, electrical power sources, networking equipment, computer hardware, computer software or website content provided or managed by the Customer;
3. in respect of any non-availability which results during any periods of scheduled maintenance or emergency maintenance;
4. in the event that the Service is disrupted or unavailable due to viruses, unauthorised users or hackers;
5. in the event that the Service is unavailable due to changes initiated by the Customer, whether implemented by the Customer or by Claranet on its behalf;
6. in the event that the Service is unavailable as a result of the Customer exceeding system capacity;
7. in the event that the Service is unavailable due to the Customer's failure to adhere to Claranet's implementation, support processes and procedures;
8. in the event that the Service is unavailable due to the acts or omissions of the Customer and its employees, agents, contractors or otherwise;
9. in the event that the Service is unavailable due to a force majeure event;
10. in the event that the Service is unavailable due to any violations of Claranet's Acceptable Use Policy;
11. in the event that the Service is unavailable due to the Customer's negligence or wilful misconduct of the Customer or others authorised by the Customer, to use the Services provided by Claranet; and
12. in the event that the Service is unavailable due to any failures that cannot be corrected because the Customer are inaccessible or because Claranet personnel are unable to access the Customer's relevant sites.

13. Delays and Cancellation Terms

1. Professional Services must be used within 6 months from the date of Customer's signature of the Order Form and at expiry of this period, Claranet may invoice the full remaining Professional Services Fees and the Customer will pay those Fees in accordance with the Agreement. Thereafter, the Customer will have a further 6 months to use those remaining Professional Services, after which they will expire on such date if unused. Unless agreed otherwise, Professional Services are non-refundable.
2. The Customer agrees and acknowledges that Claranet will estimate the time required to complete the Services and that additional days of Professional Services may be required to complete the Services. Claranet shall notify the Customer where it determines in good faith additional days are required to complete the Services and such additional days may then be authorised by the Customer in accordance with Change Request Form at Schedule 1 or an additional Order Form.
3. Notwithstanding Clause 12.2.1, if the project is delayed or put on hold by the Customer (expressly or impliedly) after the date of signature for a cumulative period of:
 - a) 1 (one) month, the project status will be reviewed for viability;
 - b) 2 (two) months, the project status and viability will be reviewed, the project will be marked as "at-risk"; and
 - c) 3 (three) months, Claranet reserves the right to cancel the project and invoice the Customer for the greater of (a) any Services delivered up to the point of such cancellation, or (b) the amount payable pursuant to Clause 4.2 of the MSA.
4. If the Customer postpones or cancels a booking (e.g. a workshop, meeting or a call) at short notice, then the following will be charged by Claranet, depending on the amount of notice given:

Notice for Postponement or cancellation	Postponement or Cancellation Fee
Greater than 15 working days	0% of the Fees associated to the booking
Less than 15 working days but greater than 10 working days	50% of the Fees associated to the booking
Less than 10 working days but greater than 5 working days	75% of the Fees associated to the booking
Less than 5 working days	100% of the Fees associated to the booking

An example would be:

If a workshop that has been scheduled and has resources allocated to it (2 x Engineers + 1 x Solution Architect), that is cancelled or postponed within 24 hours of the scheduled event. In that case, the charge shall be the sum of the day rate for each resource divided by the hours in a day (7.5 hours) multiplied by the length of the meeting in hours.

If the planned workshop was scheduled for ½ a day (3.75 hours) cancelled less than 24 hours before, with the following resources:

5. 2 x Engineers @ £1,000

6. 1 x Solutions Architect @ £1,250

7. Cancellation/Postponement Charge: (2 x £1000 + 1 x £1250) = £3,250 / 7.5 Hours (Hours in a day) = 433.33 * 3.75 Hrs = £1,625.00

5. If the Customer seeks to cancel a Service/s before the expiry of the Initial Term or Renewal Term, Claranet will automatically invoice and the Customer shall pay for cancellation charges equivalent to the total Fees that would otherwise have otherwise be payable for the remainder of the Initial Term or Renewal Term of the respective Service/s, unless agreed otherwise.
6. Once the cancellation has been processed by Claranet, the Customer shall follow Claranet's reasonable instructions to decommission any hardware and to cease access to relevant systems that the Customer received as part of the Service.
7. Unless agreed otherwise within the Agreement (Order Form or SOW), within 14 days of the cancellation date, the Customer at its expense shall return to Claranet all hardware, Claranet Equipment and peripherals provided as part of the Services. However, in the event the Customer wishes to purchase any of the hardware, Claranet Equipment and/or peripherals provided as part of the Services, they can request a quotation from Claranet. In either case, 14 days' prior to the cancellation date, the Customer shall notify Claranet Hardware Returns for details of return or request for quotation by emailing: hardwarereturns@uk.clara.net.

14. Terminology

Terms	Definition
SD-WAN	Software Defined Local Area Network, where the network is orchestrated on a centralised platform.
Customer Experience for Managed Services (CXMS) Service Description	The CXMS Service Description provides a framework for Claranet's core managed support experience and describes what a Customer can expect from any standard Managed Service provided by Claranet.

Terms	Definition
Access Circuit	A connectivity circuit such as Broadband, Ethernet or Mobile, that connects the Customer's site to the Internet.
Fortinet Product	A Fortinet Product will be defined as: (1) all hardware products and the associated appliance services, such as FortiCare and FortiGuard; (2) software, which is any and all software produced and/or sold by Fortinet, such as hardware operating systems firmware (e.g. FortiOS) and applications installed on Customer-owned systems (e.g. FortiClient); (3) appliance services, including FortiGuard branded subscription services, provided by Fortinet and which can be run on authorized devices and/or software clients; and (4) all other services ("Stand-alone" services) which are linked to a specific set of deliverables, an example would be Premium Technical Support.

16. Appendix

16.1. Self-Install & Managed Install Roles & Responsibilities

Responsibility	Applicable to Self-Install	Applicable to Managed Install	Claranet	Customer
Installation Guide: Claranet will provide the Customer with a Self-Install guide or set of instructions that defines the recommended environment in which any appliances should be installed. The Customer is responsible for adhering to the requirements of this guide or set of instructions provided.	✓			✓
Appliance Delivery: Claranet will create a shipping schedule to deliver SD-WAN appliances to the Customer's site locations, capturing site address and contact information. Claranet will deliver appliances to site.	✓	✓	✓	✓
Environment: The Customer shall ensure the environment where the SD-WAN appliance is being installed is suitable, cabled and does not increase the risk of device failure. For example, installing the equipment in a poorly ventilated room which could increase operating temperature of the device. The Customer should also label any cabling to ensure the appliance can be cabled correctly into the WAN and the LAN.	✓	✓		✓
Self-Install: The Customer shall self-Install the SD-WAN appliance ensuring the device is housed, powered and cabled. The Customer must also ensure that the underlay network connectivity is cabled and connected into the SD-WAN appliance.	✓			✓
Managed Install: Claranet field service engineers will physically install the device, cable and commission the service alongside a Claranet technical delivery engineer who will operate remotely. In certain scenarios, a re-visit may be required.		✓	✓	

Responsibility	Applicable to Self-Install	Applicable to Managed Install	Claranet	Customer
Claranet reserves the right to charge for a re-visit if the install cannot be completed due to circumstances that are not within Claranet's control.				
Commissioning: Claranet will commission the Service to verify the device is online and reachable for management access.	✓	✓	✓	
Install Time: Unless otherwise agreed, installation will be completed in a two-hour slot which will take place between 9am to 5pm Monday to Friday. Installation can take place outside of business hours, but this will incur extra costs that must be agreed upfront.	✓	✓	✓	✓
Business Testing: Test the service at each site to ensure it has business operational use and report any faults to the Customer's Project Co-ordinator.	✓	✓	✓	✓

16.2. Monitoring & Event Management Matrix

This Section applies to Managed Services and will be read in conjunction with the CXMS, which provides a framework for Claranet's core support experience and describes what a Customer can expect from any standard Managed Service solution provided by Claranet. This Section is intended to complement the CXMS and provide details specific to the Service. In the event that this Section conflicts with CXMS, the provisions of this Section will prevail to the extent of such conflict.

Metric	Type	Frequency (Minutes)	Action
Uptime / Availability	Alert	5	NOC Alert raised
High CPU	Alert	5	NOC Alert raised
High Memory	Alert	5	NOC Alert raised
Conserve Mode	Alert	5	NOC Alert raised
Allowed Traffic Logs	Informational	Near Real Time	Log
Admin logs	Informational	Near Real Time	Log
Change Logs	Informational	Near Real Time	Log
CPU Graph	Informational	5	Log
Memory Graph	Informational	5	Log
Interface Bandwidth Graph	Informational	5	Log
HA State Changes	Alert	5	NOC Alert raised
System Event Logs	Informational	Near Real Time	Log

16.3. Vulnerability Patching & Firmware Management Roles & Responsibilities

Responsibility	Claranet	Customer
Stable Releases: Claranet will complete the internal review of released firmware and identify stable releases.	✓	
Implementation: Claranet will perform the software upgrade within the default patching schedules.	✓	
Business Testing: The Customer will carry out business testing to ensure the network service is operating as expected post upgrade. Track and raise any side effects using standard support procedures.		✓
Rollback: If deemed appropriate and feasible by Claranet engineers, Claranet will roll back the software version to a previous stable release.	✓	

Claranet reserves the right to patch any vulnerability that is considered a threat regardless of the score on the CVSS scoring system.

Claranet reserves the right to proactively vulnerability patch managed equipment without explicit authorisation in exceptional circumstances, for example if a critical vulnerability has been announced that poses an extreme risk to the customer, Claranet or any other Claranet customers.

Our standard patching window is set out below. All vulnerability patching will be completed within the below time frames.

- 1st Week of each month on Tuesday and Wednesday between 10PM and 2AM;
- 2nd Week of each month on Tuesday and Wednesday between 10PM and 2AM.
- 3rd Week of each month on Tuesday between 10 PM and 2 AM
- 4th Week of each month on Tuesday between 10 PM and 2 AM

Any requirement that sits outside of the standard Claranet schedule is subject to a new bespoke Agreement that needs to be defined, documented and signed by both parties. Any bespoke Agreement may incur additional Managed Service charges to the Customer.

Co-Managed customers may opt to manage firmware updates on its own, however, it is advisable to notify Claranet in advance of any upgrades so the appropriate levels of support can be provided.