

Extra Service Terms

Vulnerability Management Services



Vodafone Business Customers

1. The Service – Overview

- 1.1 These Extra Service Terms apply when Customer orders the Vulnerability Management Services (“VMS”). The Service provides the Customer with a fully managed scanning solution. Within these Extra Service Terms, the term ‘Service’ means the VMS.

2. Service Structure

- 2.1 These Extra Service Terms form part of the Service Terms for Cloud Managed Security Services when Customer orders the VMS optional Service Element. If there is a conflict between them, these Extra Service Terms will supersede the Cloud Managed Security Services Terms, but only for the Vulnerability Management Services optional Service Element.

3. Extra Service Terms

3.1 Service Activities:

- 3.7.1 **VMS Deployment and Activation:** Vodafone will provide the Qualys scanning platform and Vodafone will work with Customer to configure the Service and provide remote assistance to deploy the required scanning agents for internal scanning. Customer agrees that additional acceptance testing performed by Customer, or lack thereof, does not preclude Vodafone from setting the internal scanner and/or the scanning agent to “active” in the SOCs for ongoing support and management.
- 3.7.2 **Scan Fundamentals:** Vodafone will work with Customer to create the Vodafone recommended scan profiles and schedules. Customer agrees to provide a single point of contact to work with Vodafone on issues pertaining to transition, steady state support, and all new business requirements.
- 3.7.3 **Managed Agent Health and Availability Monitoring:** Vodafone will monitor the health status and availability of the agent and monitor the number of agents specified in the Order. Customer will work with Vodafone to resolve internal scanner outages. Vodafone will not participate in troubleshooting or problem solving activities relating to any scanners not subscribed to the Service; nor will Vodafone provide health and availability monitoring of the scanning agents.
- 3.7.4 **Scanning Agent Management Services:** Vodafone will provide scanning agent application (“Agents”). Agent(s) are owned by Vodafone or its suppliers. Vodafone will select and provide Customer with Agent(s) at their discretion;. Customer has the right to use the selected Agent(s) only as directed by Vodafone and in accordance with the manufacturer’s terms and conditions. Customer may not use them for any other purpose. Vodafone will manage the Agent(s). If enabling software/and or hardware, this is accompanied by a separate license agreement, the terms of such license agreement also apply.
- 3.7.5 **Services Vulnerability Scanning and Reporting:** When utilizing the MSS Portal, Customer will have access to the Service information and reporting. Customer agrees to: (a) access the MSS Portal to view scanned reports; and (b) provide valid IP inventory for scanning. Customer acknowledges and agrees that any custom reports created are available for download and will be kept for no longer than seven (7) days from the date of creation.
- 3.7.6 **Ad-hoc Additional Scan Requests:** If Customer orders this option, Vodafone will undertake out of band scanning for Customer against a requirement (e.g. rescanning or scanning for specific newly discovered vulnerabilities). Customer agrees to: (a) notify Vodafone with reasonable time that an ad-hoc scan request is required; and (b) provide information of any system required to be in scope for the custom scan.

4. Service Specific Conditions of Use

- 4.1 Customer acknowledges that all updates are transmitted and applied via the internet.
- 4.2 Any fix Vodafone makes available as part of support and maintenance is made on behalf of the security technology vendor and is licensed by security technology vendor to Customer under the terms of the applicable end user license agreement (“EULA”). Vodafone provides any such fixes as is and without warranties of any kind from Vodafone.

Extra Service Terms

Vulnerability Management Services



Vodafone Business Customers

4.2.1 The applicable Non-Vodafone Product EULA(s) are available at: <http://www.ibm.com/services/iss/wwcontracts> under the Third-Party End User Licence Agreements section for the applicable country.

4.2.2 Open Source and/or Freeware Disclaimer: If the security technology Agent(s) include open source software and/or freeware, such software will be provided directly from a third-party vendor and Customer's use of this software will be subject to such vendor's end user license agreement ("EULA"), available for Customer's review and acceptance prior to downloading the software. Vodafone and Vodafone makes no representations and disclaims all express and implied warranties with respect to the software.

5. Support and Service Levels

5.1 **Applicability:** The Cloud Managed Security Service Support Service and Service Levels apply to the Vulnerability Management.

6. Data Protection

6.1 Customer shall not provide any Personal Data for Vodafone to process on its behalf. In the event of a change, Customer shall immediately notify Vodafone in writing.

Service Specification



Vulnerability Management Services

Vodafone Business Customers

1. Introduction

1.1 The Vodafone Vulnerability Management Services service (the “VMS”) provides Customers with a fully managed scanning solution. It utilises advanced hacking techniques to test an organisation’s vulnerability to criminal attackers through hacking.

2. Service Elements

2.1 The VMS service provides Customers with access to a portal (“X-Force”) providing an environment (and associated tools) designed to monitor and manage the security posture by merging technology and service data from multiple vendors and geographies into a common Web-based interface. X-Force provides:

(a) Reporting Capabilities

Customers can obtain:

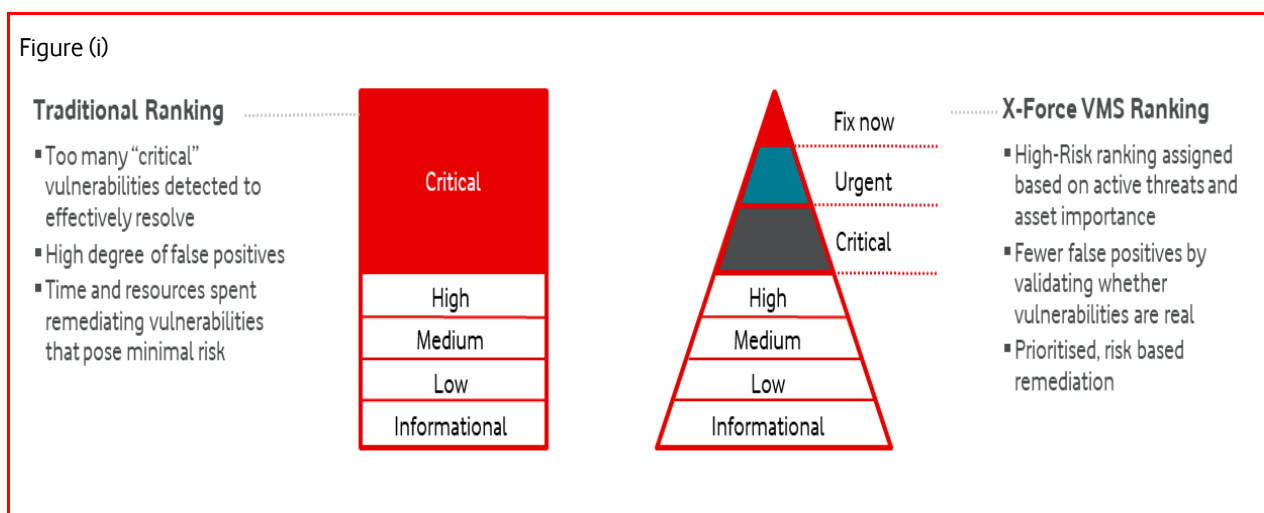
- (i) number, types, and summary of VMS requests/tickets;
- (ii) details of scans performed in a variety of predefined and customizable formats;
- (iii) tuning; and
- (iv) scan scheduling and configuration;

(b) Scan Results

Customers are provided with raw scan data available for thirteen months from the date of creation in the X-Force Portal which they can download as required.

(c) Ranking

VMS can quickly identify and prioritise organisations’ most critical vulnerabilities. Using a proprietary algorithm, X-Force automatically ranks vulnerabilities based on asset value and threat, as summarised in figure (i) below:





2.2 Deployment

- (a) VMS is deployed through the X-Force portal and downloadable elements.
- (b) VMS works with any scanner and level of service as summarised in figure (ii) below:

