



FIREWALL SERVICE

Description

Infolink™ will set-up, operate and manage firewalls.

Part Number	Product Description
INFO-SSFW-CK	Standard Dedicated Firewall Service with Checkpoint Firewall-1 ^{1,3,2}
INFO-SSFW-PIX	Standard Dedicated Firewall Service with Cisco PIX ³
INFO-SSFW-SU	Setup – Firewall Installation and Configuration of Standard Firewall
INFO-SSFWFO-CK	Fail-Over Firewall Service with Checkpoint Firewall-1 ^{1,2}
INFO-SSFWFO-PIX	Fail-Over Firewall Service with Cisco PIX ³
INFO-SSFWFO-SU	Setup – Firewall Installation and Configuration of Fail-Over Firewall

Services Included

- A dedicated firewall residing in the customer's server-hosting facilities at Infolink™
- 24 x 7 network/firewall monitoring of firewall functionality
- Copies of log file reports upon request for customer records
- System administration for firewall – including updates and hot fixes that affect performance of firewall
- Log file scanning to detect the signature of known hacker attacks
- Firewall configuration data backup (once a week or whenever there is a configuration change) – including off site storage of archives

Firewall Fail-Over Solution

The Infolink Firewall Fail-Over is designed to deliver high firewall availability by providing a dedicated hot standby. In the event that the primary firewall fails, the secondary firewall detects the failure and begins operation. The Firewall Fail-Over is supported on the Firewall-1 and PIX platforms.

The primary and secondary firewalls are connected to Infolink' and the customer's networks on the front and back ends of the firewall via switches and hubs. Infolink will work with the customer to recommend a solution based on the requirements. The recommendation may require additional network equipment and network services. The cost of the hubs, switches, and secondary network connect (Infolink MultiLine Service) is not included with the firewall price and must be purchased separately by the customer.

Remote Access Solution

The Remote Access capability allows users encrypted access to their systems behind the firewall by entering a user id and password. This service includes Eagle Mobile client software that the customer installs on their local computer. Remote Access supports a maximum of ten (10) remote users and is available on the Eagle platform only. The remote system must be Windows 95/98 or NT.

1. Firewall service will run on the following hardware platform supported and owned by Infolink:

Sun Ultra 1/170, Solaris 2.6, 128 MB RAM, 10/100 NIC card

2. Checkpoint Firewall-1, 25 node license (v. 3.0)

3. Cisco PIX

Services Not Included

- Load balancing
- Direct access to network security engineering. All initial contact goes through the Infolink Call Center

Reporting

Customer will be contacted when the Infolink Managed Services Team is tracking a problem in the event that an alarm is triggered. Customer will be kept abreast of problem resolution status.

Call Back Response Times and Severity Levels

Infolink will assign the severity level to various issues that might be encountered based on the following guidelines and assign the following call back times. Infolink will prioritize the problem situation and resolve based on severity level.

Severity	Description	Call Back Response Time
1	System down condition significantly impacting customer performance Example: system down, primary network down	15 minutes
2	System performance degraded; however still working Customer performance still unacceptable	15 minutes
3	Error not affecting performance Example: Cannot connect to a certain FTP site from behind firewall, but I can through my ISP	1 business day
4	Configuration change request	1 business day

Customer Escalation

Infolink administrators will notify customers via phone and/or e-mail of any problem conditions that occur during the event management process.

Infolink security engineering staff will attempt to stop destructive attacks when other security managed services are in effect.

Firewall Service Excluded from Service Level Warranty

Because Infolink cannot provide firewall service without relying separately on hardware and software provided by third parties that is being updated constantly, the firewall service is not included in the Service Level Warranty that Infolink currently provides customers under the service agreement. In lieu of the warranty, Infolink commits to addressing any problems in accordance with the response times and severity levels described above. If customer's Web site becomes inoperable as a result of the problem with the firewall service, Infolink will not credit customer's account for such downtimes but will work with customer to remedy any problems.

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