

## **Momentum Telecom Firewall Terms and Conditions**

The following Firewall Terms and Conditions are applicable to all Momentum Firewall products and services (collectively, “Firewall Service”) purchased by Customer and shall be made part of the applicable Service Order and Master Service Agreement between Customer and Momentum.

### **Momentum Responsibilities:**

1. Maintain the software and hardware on which the Firewall Service runs.
2. Provide Customer with support with respect to Firewall Service configuration or, as may be requested by Customer, configure the Firewall Service based on the rule set provided by the Customer.
3. At Customer’s direction, configure the Firewall Service to export logging to a SIEM or other data lake.
4. Provide support and guidance on a 24/7 basis for Customer questions about the Mist and/or Security Cloud Director interface.
5. Maintain backups of the Firewall Service configuration and manage equipment replacement in the event of a Momentum hardware failure.

### **Customer Responsibilities:**

1. Provide the rules for the Firewall Service applicable to the Customer’s regulatory requirements, as well as providing guidance regarding Customer’s general security practices and requirements.
2. Maintain the day-to-day operation of the Firewall Service with assistance from Momentum’s support staff.
3. Identify and respond to threats based on the logs and other alarming provided by the Firewall Service.
4. Monitor the behavior of Customer’s network, as well as employees, to identify and implement additional rules or restrictions for the Firewall Service, as may be necessary.

### **Disclaimer:**

The Momentum Firewall Service is designed to prevent outside third parties from gaining access to Customer’s systems and can provide a highly effective method of monitoring and limiting such access if properly implemented and maintained by Customer. MOMENTUM, HOWEVER, MAKES NO GUARANTY OR WARRANTY THAT ITS FIREWALL SERVICE WILL PREVENT ALL UNAUTHORIZED ACCESS TO CUSTOMER’S SYSTEMS OR DATA AND SHALL NOT BE LIABLE FOR ANY LOSSES OR DAMAGE TO CUSTOMER’S BUSINESS OR DATA THAT ARISE AS A RESULT OF THE FIREWALL SERVICE NOT PREVENTING UNAUTHORIZED ACCESS.