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LevelBlue Premises-Based Firewall Express with Check Point

The LevelBlue Premises Based Firewall Express with Check Point ("SMB PFW" or "Service") Service Guide consists of the following parts:

- Service Descriptions (SD)
- Pricing (P)
- Service Level Objections (SLO)
- Country-Specific Provisions (CSP)

In addition, the LevelBlue Acceptable Use Policy and the [General Provisions](#) apply.

Service Description (SD)

SD-1. Overview

The SMB PFW Service includes policy configuration, deployment, maintenance, and management of the next-generation firewall.

SD-2. Features of LevelBlue Premises-Based Firewall Express with Check Point

The features of LevelBlue Premises-Based Firewall (SMB PFW) Express with Check Point are:

- Managed Service Deployment
- Staging and Installation Support
- Management and Reporting
- LevelBlue Equipment Replacement

SD-2.1. Managed Service Deployment

LevelBlue Premises-Based Firewall Express with Check Point Customers may purchase either the Express or Express Pro offer. The following features are included and are pre-configured with default policies:

Feature	Express	Express Pro
Next Generation Firewall Inspection capability	X	X
Site to site IP Sec VPN	X	X
Remote access IPSEC VPN	X	X
Application control	X	X
Intrusion prevention	X	X
SSL/HTTPS Header Inspection	X	X
URL inspection	X	X
Anti-virus and Anti-bot	X	X
Threat emulation (sandboxing)	X	X

SD-2.1.1. Optional Configuration Support

Customers can also select pre-defined features and policy settings.

SD-2.1.2. Security Implementation Manager Support

When Customer orders an add-on feature, Customer is assigned a Cybersecurity Security Implementation Manager (SIM). The SIM resource is experienced in security services deployment and is responsible for the installation and testing of the Service. The SIM will set up a kickoff call to discuss Customer's SMB PFW Service once the device is delivered and activated. Customers can schedule the installation of the add-on feature via [LevelBlue Fusion](#).

SD-2.2. Staging and Installation Support

SD-2.2.1. Service Activation

Service Activation occurs once the LevelBlue Equipment is connected to the Internet, data is passing through, and the LevelBlue Equipment downloads and installs the policy and configuration settings from the Checkpoint Infinity Portal.

Service Activation Support

LevelBlue will provide documentation in the LevelBlue Equipment box so that Customers can self-install. Customers may choose to add-on other support services to aid in the setup of their LevelBlue Equipment. Virtual Support Premium can be added to the Customer's Service. Virtual Support Premium includes activation support, test and turn up support, and setup and confirmation of access to the LevelBlue Threat manager portal.

Field Services support is an additional support feature for the Service. Field Services support includes Virtual Support Premium, as well as in-person installation and activation of the LevelBlue Equipment.

With Virtual Support Premium and Field Services support, LevelBlue will make best efforts to complete the Service Activation. If LevelBlue determines that the Service cannot be activated due to no fault of the Customer, then the Customer will be credited for the installation and can cancel the Service at no cost.

If Customer cancels or reschedules Field Service support, less than 5 business days before Field Service support, then Customer will be charged the full amount of the visit. Customer will be given a readiness check list during the pre-kickoff call set up by the SIM. If Customer is not ready to install at the time of the visit, then they may also be charged for the full amount of the visit.

SD-2.2.2. Shipping

LevelBlue will ship the LevelBlue Equipment to a location designated by Customer within an estimated 10-15 business days after configuration details have been provided by Customer.

Delivery of the LevelBlue Equipment is provided by a third-party delivery service. LevelBlue will not replace LevelBlue Equipment that is lost or stolen during the delivery process.

SD-2.3. Management and Reporting

SD-2.3.1. Equipment Replacement

If the LevelBlue Equipment ceases to function after 30 days from Service Activation but no more than 120 days from the date of shipment, LevelBlue will provide replacement LevelBlue Equipment at no charge. Customer must return the non-functioning LevelBlue Equipment with all cables and other accessories prior to the shipment of a replacement.

LevelBlue Equipment that ceases to function after 120 days may be returned for replacement but is subject to a restocking fee of \$250.

SD-2.3.2. Web Portal Access

LevelBlue will provide a single Customer-facing web portal for incident ticketing. The Web Portal provides a consolidated portal for User access to key operational data consisting of:

- Asset Management
- Equipment (Site, Type, Vendor, Model, Serial Number, IOS Version)
- Contacts (Complete Site and corporate contact information)

SD-2.3.3. Trouble Tickets

Customer will have the ability to submit real-time trouble tickets for troubleshooting of SMB PFW. Trouble ticketing support requires Customer to have an LevelBlue Business Direct account.

SD-2.3.4. Problem Management

LevelBlue will review customer problems and issues related to the SMB PFW and determine based on known errors, problems, and ticket logs if the issue can be resolved. If the issue cannot be resolved, the device can be replaced if the customer has a valid LevelBlue SMB PFW contract agreement.

Replacement cost may be waived if the root cause of the issue was not caused by the customer. If the customer damaged the LevelBlue SMB PFW, then a replacement cost will be charged to the customer.

SD-2.3.5. Change Requests

To make a change or to update to their Service, Customers should submit a ticket through Business Center. Most change requests can be accommodated at no additional charge. However, before the work is started, an LevelBlue Cybersecurity support specialist will review the request and communicate to the Customer if a fee will be charged for the work. If additional charges are needed to engineer the change, then the Customer will have to sign an addendum to their Service Agreement before the work can proceed.

SD-2.4. Customer Responsibilities

Customer is responsible for the following to ensure the successful ordering, configuration, shipping, activation, maintenance, management, reporting, and de-installation of the LevelBlue SMB PFW service:

- Configuration and Customer Detail
- Letter of Authorization
- Internet Protocol
- End of Engagement – LevelBlue Equipment De-Installation

SD-2.4.1. Configuration and Customer Detail

Customer is responsible for providing and maintaining accurate information regarding the contact information of the business, location of the LevelBlue Equipment, contacts in charge of management of the LevelBlue Equipment, status of the LevelBlue Equipment and network details that will or potentially impact the health of the firewall and the ability of LevelBlue to ship, activate, configure, maintain, and report on the LevelBlue SMB PFW service.

SD-2.4.2. Letter of Authorization (LOA)

Customer is responsible for providing LevelBlue with an LOA for LevelBlue to manage network related issues that impact the LevelBlue SMB PFW on Customer's behalf.

SD-2.4.3. Internet Protocol

Customer is responsible for providing an Internet Protocol (IP) routed network using publicly routable IP addresses or privately routable IP addresses (RFC 1918) for all managed firewalls. If IP addresses are private, then the Customer's equipment connected to LevelBlue must be capable of performing static Network Address Translation (NAT) for each managed firewall.

SD-2.4.4. End of Engagement – LevelBlue Equipment De-Installation

At the end of the Service Agreement Term, Customer shall be responsible for re-packing and shipping, at Customer's expense, the LevelBlue Equipment (including all cabling) to the AT&T-designated return location. Any Customer-provided items (e.g., equipment, site cabling, power, etc.) will not be de-installed by AT&T.

Customer is responsible for paying the charges for the LevelBlue SMB PFW service until the end of the Service Agreement Term and the return of all LevelBlue Equipment at all Sites is completed.

SD-2.5. LevelBlue Responsibilities

LevelBlue will:

- Coordinate the change management process, including requests for moves, adds, and changes.
- Allocate priority of each change based on impact and urgency of the change.
- Record and classify request for change.
- Manage emergency or expedited changes.

SD-3. Additional Terms of Service

SD-3.1. Data Privacy Disclosure

LevelBlue SMB PFW requires Customers to share with LevelBlue's Supplier, certain User information necessary to provide this Service. Information regarding the data elements that are utilized by LevelBlue's Supplier in conjunction with LevelBlue SMB PFW, and the applicable Supplier policies, may be found here.

<https://www.checkpoint.com/downloads/company/esg-privacy-policy.pdf>

Customer consents to the collection of this data and agrees to obtain any necessary consents from its Users.

Customer represents and warrants that its use of LevelBlue SMB PFW will be consistent with applicable privacy laws. Customer must conduct a privacy impact assessment/data protection impact assessment for Users where required by law.

Customer is solely responsible for its relationship with Users and their traffic. Customer has the authority to permit access to communications by its employees, guests, representatives, and other Users and is legally responsible for all consents. Customer represents and warrants that it has the appropriate rights to provide any User data to LevelBlue in connection with the LevelBlue SMB PFW Service.

SD-3.2. Requests to Delete Data

Customer may submit a request under the California Consumer Privacy Act to delete all personal information associated with an individual or household. LevelBlue will seek to honor requests for deletion unless required or permitted by law to retain information that is subject to a data deletion request or LevelBlue determines it must retain information to provide the Services specified in this Agreement.

Requests for deletion of data must be provided to Customer's LevelBlue account team in writing and must identify all individual(s) or household(s) whose information must be deleted.

SD-3.4. Restrictions on Use

Customer further agrees not to, and shall not allow any third party to: (a) modify, translate or create derivative works based on LevelBlue SMB PFW, in whole or in part; (b) disassemble, decompile, reverse compile, reverse engineer or otherwise attempt to derive the source code of LevelBlue SMB PFW, in whole or in part, unless expressly permitted by applicable law in the jurisdiction of use despite this prohibition; (c) disclose, publish or otherwise make publicly available any benchmark, performance or comparison tests that

Customer runs on LevelBlue SMB PFW, in whole or in part; (d) interfere with, disrupt the integrity or performance of, or attempt to gain unauthorized access to LevelBlue SMB PFW, or its related systems or networks, or any third-party data contained therein; (e) use LevelBlue SMB PFW to knowingly send, upload, or store malicious code; (f) duplicate the LevelBlue SMB PFW Software, except for making a reasonable number of archival or backup copies, provided that copyright, trademark and other proprietary notices or markings that appear on the original copy of the software (if any) are accurately and faithfully reproduced; or (g) sell, resell, distribute, transfer, publish, disclose, rent, lend, lease or sublicense LevelBlue SMB PFW.

SD-3.5. Withdrawal of Service

LevelBlue may immediately discontinue providing Service in a country if, in LevelBlue's sole discretion, such Service provision exposes LevelBlue to civil, regulatory, or legal risk due to acts of regulatory or governmental agencies or other causes beyond LevelBlue's reasonable control. LevelBlue may discontinue providing LevelBlue SMB PFW upon 30 days' notice, but only where LevelBlue generally discontinues providing LevelBlue SMB PFW to similarly situated customers.

SD-3.6. Early Termination

If Customer terminates the LevelBlue PFW Service within 60 days after the first LevelBlue Equipment is shipped, LevelBlue will waive the Minimum Payment Period provided that: 1) the LevelBlue Equipment is returned with its original packaging, cables, and all accessories provided; 2) the returned LevelBlue Equipment is in the same condition as originally provided, ordinary wear or tear excepted; and 3) Customer pays a restocking fee of \$250. If Customer requests a termination of the Service within this 60-day period, LevelBlue will send a label for Customer to return the LevelBlue Equipment. Once the returned LevelBlue Equipment is received, LevelBlue will review the LevelBlue Equipment and determine if Customer is eligible for the MPP waiver.

Equipment that has been professionally installed by a LevelBlue Engineer will be subject to a further \$500 termination fee if terminated within 60 days.

If LevelBlue determines that the LevelBlue Equipment is ineligible for return (e.g., damaged, missing parts, corrupted, etc.), Customer will be charged the current vendor list price of the LevelBlue Equipment.

SD-3.7. Return of Devices

Customer must return the LevelBlue Equipment at the end of the term of its Service Agreement. Customer must return the LevelBlue Equipment: 1) with its original packaging, cables, and all accessories provided; and 2) the returned LevelBlue Equipment is in the same condition as originally provided, ordinary wear or tear excepted. If LevelBlue determines that the LevelBlue Equipment is ineligible for return (e.g., damaged, missing parts, corrupted, etc.), Customer will be charged the current vendor list price of the LevelBlue Equipment.

Service Level Objectives (SLO)

SLO-1. Service Level Objectives

LevelBlue has established performance objectives for the LevelBlue SMB PFW Service. Service Level Objectives (SLO) are indicative of the service level LevelBlue strives to meet, but Customer is not entitled to receive any credits for failure to attain an SLO.

Service Level Objectives		
Change Requests	Threshold	Monthly Average
Acceptance of Change Requests	Within 24 hours.	99%
Execution of Change Requests (excludes custom requests)	Within 48 hours of receipt of complete information or mutually agreed upon deployment window.	99%
Hold Times	Threshold	Monthly Average
Inbound hold times	Not to exceed 5 minutes average per week.	98%

Pricing (P)

P-1. LevelBlue Premises-Based Firewall Express with Check Point Service Pricing

Applicable rates, prices and other terms for the Service are set forth in Customer's Service Agreement.

P-2. Billing

Billing for the Service commences seven days after the LevelBlue Equipment has shipped. Charges are invoiced monthly in arrears. LevelBlue will invoice Customer monthly for charges for the previous month. Customer may select to receive invoices electronically or on paper.

Country Specific Provisions (CSP)

P-3. Country Availability

Request a copy of the current availability from your LevelBlue account manager.