

NCC GROUP TERMS AND CONDITIONS FOR THE SUPPLY OF SERVICES

Services Module (DDOS Services)

1 Contract Structure and Interpretation

- 1.1 This Services Module sets out the terms and conditions applicable to DDOS Services and is to be read in conjunction with NCC Group's General Terms and Conditions.
- 1.2 NCC Group's General Terms and Conditions apply to this Services Module.
- 1.3 Capitalised terms in this Services Module shall have the same meaning ascribed to them in NCC Group's General Terms and Conditions unless stated otherwise herein.

2 Definitions:

"DDOS" means distributed denial of service;

"DDOS Services" means DDOS simulation testing services and any related consultancy services provided by NCC Group, and

"System" means the systems and networks which the Client requires to be security tested, security monitored and/or scanned or DDOS simulation tested as part of the Services, together with any software, systems, networks, premises, equipment, data structures, protocols, computers, programs, data, hardware and firmware linked to the same and data passing across or contained in any of the foregoing.

3 Client's Duties:

3.1 The Client agrees:

- 3.11.1 to obtain consent from its ISP and any third party suppliers of the System for the DDOS Services to be carried out and, when requested by NCC Group, to provide written evidence of such consent and to notify all relevant third party service providers, mitigation provider and owners of third party equipment, including ISPs and hosting service providers, of the time and date on which the DDOS Services are to be carried out, and that the same is a simulated attack to be carried out by NCC Group;
- 3.11.2 to arrange a mutually convenient time and date with NCC Group for the performance of the DDOS Services;
- 3.11.3 to ensure at least one senior employee who has substantial experience and knowledge of the Systems and project management will (i) act as liaison between the Client and NCC Group, responding promptly to any queries or requests for information and (ii) is in contact with NCC Group's Consultant while they are performing DDOS Services;
- 3.11.4 ensure that any mitigation provider, or any other third party referred to in clause 3.1, who wishes to be involved in or present during the provision of the Services is subject to Confidentiality obligations no less onerous than those set out in NCC Group's General Terms and Conditions;
- 3.11.5 to co-operate with NCC Group and to provide it promptly with such information about the System as are reasonably required by NCC Group;
- 3.11.6 that it shall properly and fully back-up all data and copies of all computer programs and data which are held immediately prior to commencement of the DDOS Services, and which may be affected by the provision of the DDOS Services and, where appropriate, make back-ups not less than daily to enable straightforward recovery and/or reinstatement of any and all data and/or computer programs lost or damaged (whether in whole or part) through performance of the DDOS Services;
- 3.11.7 that, whilst NCC Group will use reasonable endeavours to avoid disruption to the Client's network disruption and/or damage to the Systems and/or possible loss of or corruption to data and/or software may occur and the Client agrees to make back-ups pursuant to clause 3.1.6 of this Services Module;
- 3.11.8 to notify NCC Group in writing in advance or as soon as possible after becoming aware of any periods during which NCC Group should not perform the DDOS Services or should cease performing the DDOS Services due to critical business processes (such as batch runs) or if any part of the System is business critical to enable NCC Group to modify its testing approach if necessary, with the client's consent;
- 3.11.9 to assume all liability and to indemnify, keep indemnified and hold harmless NCC Group, its Affiliates and its and their respective officers, employees, agents, contractors and sub-contractors in full and on demand from and against any and all third party claims (including claims for alleged or actual infringement of Intellectual Property Rights), losses, damages, demands, costs, expenses, fees (including court and legal fees) and

liabilities (in each case whether direct, indirect or consequential) of whatever nature suffered, incurred or sustained by NCC Group (or its Affiliates) as a result of the provision of the DDOS Services, save to the extent that any such losses, damages, demands, costs, expenses, fees or liabilities are incurred as a direct result of NCC Group's breach of the Contract;

- 3.11.10 to ensure there is sufficient bandwidth to enable NCC Group to perform the DDOS Services;
- 3.11.11 to procure and maintain a stable network connection and/ or telecommunication links between the Client's employees and NCC Group's Consultants throughout the provision of the DDOS Services. The Client further agrees and acknowledges that NCC Group shall have no liability to the Client for any failure to deliver the Services or the delay in the delivery of the Services to the extent it arises out of the Client's failure to procure a stable network connection and/ or telecommunication links;
- 3.11.12 that, by signing the Authorisation Form, the Client consents, for itself and on behalf of all Affiliates, to NCC Group (or its Affiliates) performing the DDOS Services and confirms that it has procured, where necessary, the consent of all its (and its Affiliates') third party service providers (including ISPs), relevant third party software vendors and equipment owners, employees, agents and sub-contractors to NCC Group carrying out the DDOS Services. Such consent includes authorisation for the purposes of Section 3 of the Computer Misuse Act 1990 that NCC Group, its Affiliates and their respective employees, agents and sub-contractors may perform DDOS Services which may;
 - 3.11.12.1 impair the operation of the System;
 - 3.11.12.2 hinder access to the System; and
 - 3.11.12.3 impair the operation of any program and/or the reliability of any data relating to the System.
- 3.11.13 The Client acknowledges that there is a risk that the Services may lead to the loss or corruption of the Client's data and/or Personal Data affected by such Services, and that the same is an inherent risk of DDOS Services even when performed in accordance with Good Industry Practice. The Client is advised to back up its data prior to the Start Date as described in clause 3.11.6 above. Subject to clause **Error! Reference source not found.**, NCC Group will not be liable for any such loss of data;
- 3.11.14 during the provision of the DDOS Services, advise NCC Group immediately of any changes to the System;
- 3.11.15 that DDOS Services may cause tested Systems to fail and may cause other load associated problems. The Client agrees that, subject to clause 10.1 of the General Terms and Conditions, all DDOS Services are carried out entirely at the Client's risk, and
- 3.11.16 that, unless otherwise specified in the Statement of Work, NCC Group shall not be required to remediate or repair any damaged, disrupted or failing System.

4 NCC Group's Duties

- 4.1 NCC Group will use reasonable endeavours to ensure the DDOS Services are provided at the agreed frequency without any interruptions and that the information provided is accurate and up to date. However, from time to time the Client may experience disruptions or receive inaccurate information due to circumstances beyond NCC Group's control for which, subject to clause 10.1 of the General Terms and Conditions, NCC Group shall not be liable; for example, a lack of availability of the backbone internet infrastructure in the UK or other locations. NCC Group may also need to perform maintenance of its own hardware and software, which may interrupt provision of the Services. NCC Group will endeavour to execute such maintenance with the minimum of disruption to the Services and will, where feasible, provide prior notice to the Client.
- 4.2 NCC Group will notify the Client of any bandwidth requirements it may have to enable it to perform the DDOS Services.

5 Fees and Payment

- 5.1 Any expenses in addition to the basic Fees shall be agreed in advance and shall be reimbursed by the Client.

6 Ownership of System

- 6.1 Ownership of the System and all Intellectual Property Rights in the System remains at all times with the Client and/or its ISP or other third party supplier (as applicable).

7 Cancellation and Rescheduling

- 7.1 The Services provided under this Services Module are subject to a Cancellation Fee for short term cancellation or rescheduling as described in the General Terms and Conditions.
- 7.2 The relevant percentages and time periods as referred to in the General Terms and Conditions are as follows:
 - 7.2.1 cancellation or rescheduling request within 7 days of the Start Date: 100% of the Scheduled Days Cost.

7.3 The parties agree that any Fees paid or payable in relation to the DDOS Services are non-refundable. Accordingly, if the Contract is terminated or the DDOS Services are cancelled, NCC Group will be entitled to retain such Fees (and be paid for all amounts that are as at that date invoiced but unpaid) and no refunds or credits will be given.

8 Liability

8.1 Subject to clause 10.1 of NCC Group's General Terms and Conditions, NCC Group excludes all liability for any and all damage to the Client's systems, databases and domains caused during the provision of the Services in accordance with NCC Group's General Terms and Conditions and this Services Module.