

# Firewall as a Service incl. Cloud Connectoren

## Description of Services

<b>SERVICE ELEMENTS</b>	<b>2</b>
Securepoint NextGen UTM Firewall	2
Securepoint Black Dwarf and Black Dwarf Pro Hardware	2
Warranty services	2
Extended Support (TA)	3
<b>OPTIONAL SERVICE ELEMENTS</b>	<b>3</b>
Unified Security Report (USR)	3
<b>PREREQUISITES AND DUTY TO COOPERATE</b>	<b>3</b>
<b>LICENSING</b>	<b>4</b>
<b>SERVICE TIMES AND CONTACT DETAILS</b>	<b>4</b>
<b>TERMINATION OF THE CONTRACT</b>	<b>4</b>
<b>RETURN OF THE RENTAL OBJECT</b>	<b>5</b>
<b>MISCELLANEOUS PROVISIONS</b>	<b>5</b>

## Service Elements

The following services are part of Securepoint Black Dwarf and Black Dwarf Pro as a Service throughout the entire contractual period.

### Securepoint NextGen UTM Firewall

The package includes the provision of the Securepoint NextGen UTM firewall hardware, software and licences as a rental device. The scope of service for the Securepoint NextGen UTM Firewall software may be found on the homepage of the manufacturer, [www.securepoint.de](http://www.securepoint.de), and relates to the latest version of the software at the time. The Black Dwarf as a Service firewall is suitable for networks with up to 10 users, the Black Dwarf Pro as a Service firewall for networks with up to 15 users.

Further service information is available here: <https://securepoint.de/utm-features>

The functional provision always requires the use of the current software version.

### Securepoint Black Dwarf and Black Dwarf Pro Hardware

The contractual partner shall be provided with Securepoint hardware of the correspondingly booked model for deployment to the end customer named in the contract.

The features of the firewall hardware can be found on the following page:  
<https://hw.securepoint.de>

The hardware remains the property of Securepoint GmbH.

## Warranty services

As long as the booking includes a hardware appliance, the customer is entitled to a functioning hardware during the entire contract period.

In the event of a defect, different services are available to the contractual partner depending on the hardware model.

In order to trigger a warranty claim, it is essential that the contractual partner creates a support ticket in accordance with the support conditions.

On-site service is included for Black Dwarf, Black Dwarf Pro, RC100 and RC200.

Further details are available here:  
<https://www.securepoint.de/description-of-service-oss>

An advance exchange service (VAT+) is included for all other models.

Further details are available here:  
<https://www.securepoint.de/fileadmin/securepoint/allgemein/downloads/pdfs/securepoint-vat-plus-servicekarte.pdf>

## Extended Support (TA)

Comprehensive support for the reseller is available from Securepoint GmbH. This encompasses support in all project phases. The precise scope is governed by the TA contract with Securepoint GmbH. Use of support by the reseller's customers is not permitted. The specific support conditions may be found on the Securepoint GmbH website. The URL is subject to change.

Further service information is available here: <https://securepoint.de/spb>

## Optional Service Elements

### Unified Security Report (USR)

Securepoint Unified Reporting offers you a rapid and clear report on your Securepoint system.

Further service information is available here: <https://securepoint.de/usr>

## Prerequisites and Duty to Cooperate

The following prerequisites and cooperative duties apply:

- There must be an active internet connection (additional costs may result).
- The contract partner has logical and physical access to the infrastructure in which the contracted services are deployed.
- Where requested by Securepoint GmbH, the reseller shall implement remote support for the infrastructure and/or specific devices. A tool prescribed by Securepoint GmbH shall be used for this purpose.
- The reseller must provide the data necessary for configuration and administration.
- The reseller shall make a competent contact person available, authorised to make decisions.
- The reseller shall bear the responsibility for the quality of personnel and organisational data provided.
- The reseller shall ensure that user telephone numbers, including extension numbers, are relayed.
- The contractual partner is responsible for installing the latest available software releases.

Should any of the prerequisites described not be fulfilled, Securepoint GmbH is not obliged to provide the described service at the agreed service level.

Cooperative duties are to be fulfilled at a quality level that allows Securepoint GmbH to fulfil its contractual obligations without additional expense. Securepoint GmbH shall not be held liable for delays in the delivery of service and/or failure to provide the agreed service level where such delays or failure result from the reseller's failure to fulfil cooperative duties or from other causes outside of the responsibility of Securepoint GmbH.

## Licensing

The current licence conditions of Securepoint GmbH apply. These can be found on the Securepoint GmbH homepage. The URL given is subject to change.

<https://www.securepoint.de/unternehmen/lizenz-vereinbarung.html>

## Service Times and Contact Details

Service requests are accepted on workdays (in Lower Saxony) between 8:00 am and 6:00 pm. Service requests may be lodged by email or using the Securepoint GmbH ticket system.

Service times                                      Work days (Lower Saxony, between 8:00 am and 6:00 pm)

Languages available                              English, German

Requests will be accepted                      by telephone, +49 4131 24 010

by email    [support@securepoint.de](mailto:support@securepoint.de)

by ticket system                                  Securepoint Reseller Portal <https://my.securepoint.de>

When reporting, the customer number and the serial number of the hardware provided must be given in order to be able to validate the service claim by the Service Desk employee.

Support conditions may be found here: <https://securepoint.de/spb>

## Termination of the Contract

Firewall as a Service contracts can only be terminated via the portal on which they were booked. After termination, the reseller must return the hardware provided within 14 days of the end of the licensing period, undamaged and including all accessories, in the original packaging. Normal wear and tear are acceptable.

The hardware is to be returned to:

Securepoint GmbH  
Retoure  
Bleckeder Landstrasse 28  
D-21337 Lüneburg  
Germany

Freight/postage costs are to be borne by the reseller.

The contract shall not be considered terminated until the hardware has been received and evaluated by Securepoint GmbH.

## Return of the rental object

If the rental object is not returned on time, is incomplete or damaged, the customer will be charged the following amounts:

Missing antenna(s)	EUR 79.00
Missing cardboard box	EUR 39.00
Missing accessories	Price of accessories according to current price list

For all other defects the following flat rate will be charged:

Black Dwarf G5	EUR 399,00
Black Dwarf Pro G5	EUR 549,00
RC100	EUR 599,00
RC200	EUR 899,00
RC300S	EUR 1.800,00
RC350R	EUR 3.000,00
RC450R	EUR 4.000,00
RC1000R	EUR 4.700,00

## Miscellaneous Provisions

The current General Terms and Conditions and the Cloud T&Cs of Securepoint GmbH, support conditions, data protection declarations, price list, licence conditions and service descriptions apply.