

Securepoint Black Dwarf VPN and Black Dwarf Pro VPN as a Service - Description of Services

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Service Elements

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

Securepoint NextGen UTM Firewall (VPN Edition)

The package encompasses the Securepoint NextGen UTM Firewall software (VPN Edition) incl. necessary Infinity licenses. The scope of service for the Securepoint NextGen UTM Firewall software may be found on the homepage of the manufacturer, www.securepoint.de, and relates to the latest version of the software at the time. The Black Dwarf VPN as a Service Firewall is suitable for networks with up to 10 users, the Black Dwarf Pro VPN as a Service Firewall for networks with up to 15 users.

Further service information may be found at: <https://www.securepoint.de/produkte/utm-firewalls/vpn-gateways.html>

The use of older software versions is impossible and not supported.

Securepoint Black Dwarf VPN and Black Dwarf Pro VPN Hardware

Firewall hardware to be installed on-site for the customer named in the contract.

The firewall hardware has the following features as a minimum:

Black Dwarf VPN

- Firewall throughput: > 500 Mbit
- Ethernet (RJ45) ports: 2 x Ethernet RJ45 with 1 GBit
- Wireless LAN: WLAN 802.11ac
- Video port: HDMI/VGA
- USB: yes
- Form factor: mini desktop
- Suitable for networks of up to 10 users.

Black Dwarf Pro VPN

- Firewall throughput: > 500 Mbit
- Ethernet (RJ45) ports: 4 x Ethernet RJ45 with 1 GBit
- Wireless LAN: WLAN 802.11ac
- Video port: HDMI/VGA
- USB: yes
- Form factor: mini desktop (optional: Rackmount-Kit)
- Suitable for networks of up to 15 users.

The hardware remains the property of Securepoint GmbH.

Securepoint On-site Service (OSS)

On-site Service (OSS) is provided within one working day (without extra cost) by a network of selected Wortmann service partners. Exact details may be found at:

https://www.wortmann.de/content/files/downloads/pdf/Servicekarte_TERRA_Firewall-VOS.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: [hier: https://securepoint.de/spb](https://securepoint.de/spb)

Unified Security Report (USR)

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

Further service information is available here: [hier: https://securepoint.de/usr](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.

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.

Prices

All prices are to be found in the current pricelist.

Term of Contract

The contract shall enter into force with the handover of hardware, software and licenses to the reseller.

The minimum term of the contract is 12 months. The contract shall automatically be renewed by one year when notice of termination is not given at least 4 weeks before the end of the minimum term.

Billing

Billing shall be in advance. The billing period is one year.

Licensing

The current license provisions of Securepoint GmbH apply. These may be found on the Securepoint GmbH website. The URL is subject to change.

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

Service Times and Contact Details

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

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

Languages available German, English

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

by email support@securepoint.de

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

Reports must include the customer number and the serial number of the hardware in use so that the service desk personnel may validate entitlement to service.

Support conditions may be found here: [hier: https://securepoint.de/spb](https://securepoint.de/spb)

Termination of the Contract

Termination is to be made exclusively via the reseller portal (my.securepoint.de). 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; should this not be done, a fee of €399 shall be charged.

Normal wear and tear are acceptable.

The hardware is to be returned to:

Securepoint GmbH

Retoure Black Dwarf VPN / Black Dwarf Pro VPN aaS

Bleckeder Landstrasse 28

D-21337 Lüneburg

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.

Miscellaneous Provisions

The General Terms and Conditions of Business and Cloud Terms and Conditions of Business, Data Protection Statement, Pricelist, License Provisions and Service Descriptions of Securepoint GmbH shall apply.