



KCOM Distributed Denial of Service (DDoS) Protection

Service Description

KCOM's Distributed Denial of Service (DDoS) protection provides mitigation against DDoS attacks from within the KCOM Core network. These attacks are increasingly targeted at customer's internet connections, swamping your connection with unwanted traffic, which causes interruption, slow connection and downtime for your business.

New tools enable anyone with an Internet connection and a grievance to launch an attack. This has changed the threat landscape and the volume of businesses that could be a potential target. It used to be certain verticals would be likely targets for DDoS like finance, gaming and e-commerce businesses. Today any business with a perceived offense or affiliation can become a target.

The hottest trend in DDoS today is the multi-vector attack, combining flood, application and state exhaustion attacks against infrastructure devices all in a single, sustained attack. These attacks are popular because they are difficult to defend against and often highly effective. With our investment in a Threat Management System, we can help mitigate these attacks across our network, quickly and simply.

KCOM uses high bandwidth DDoS mitigation techniques and protocol level accounting capabilities as part of the DDoS Mitigation service. The management systems continually analyses data so that when a DDoS attack is detected, unusual traffic can be redirected to the platform for cleaning. This will remove any traffic that matches known attacks or unusual traffic patterns and only pass the clean traffic on to the customer, ensuring your Internet connection is not swamped with traffic.

KCOM offers various levels of service protection detailed below. Each level provides vital protection for any business where standard firewalls or security products cannot. Dependent on the threat DDoS attacks pose to the business, the businesses IT infrastructure and the reliance on connectivity services.

Minimum contract term of 12 months applies.

Service Tiers

| | Bronze | Silver | Gold |
|---|----------------------------------|----------------------------------|----------------------------------|
| Always on detection and active traffic monitoring | ✓ | ✓ | ✓ |
| Maximum bandwidth protection | 1Gbps | 1Gbps | 10Gbps |
| Response time to DDoS attack | Automated mitigation 24/7/365 | Automated mitigation 24/7/365 | Automated mitigation 24/7/365 |
| Attack alerts | ✓ Reactive Monday-Friday | ✓ Reactive Monday-Sunday | ✓ Proactive 24/7/365 |
| Attack and mitigation reports | ✓ Monthly report | ✓ Weekly report | ✓ Accessed via device |
| Managed object mitigation customised template | ✗ | Up to 3 tailored templates | Up to 5 tailored templates |

| Incident management | Unlimited auto-mitigations | Unlimited auto-mitigations plus manual mitigation | Unlimited auto-mitigations plus manual mitigation |
|------------------------------------|-------------------------------|--|---|
| Fast flood | ✓ Mitigation time of <5min | ✓ Mitigation time of <2min | ✓ Mitigation time of <1min |
| On-site device for self-monitoring | ✗ | ✗ | ✓ |
| Support | ✓ Monday-Friday 0800-1700 | ✓ Monday-Sunday 0800-1700 | ✓ 24/7/365 Annual security review |
| SLA | Service credits available | Service credits available | Service credits available |
| Amendments to configuration | ✗ | Up to 3 amendments within business hours (Mon-Fri 0800-1700) | Unlimited number of amendments to be made within business hours (Mon-Fri 0800-1700) |

Set-up Fee

| Service | Ex VAT |
|-----------------------------|--------|
| KCOM Bronze DDoS Protection | POA |
| KCOM Silver DDoS Protection | POA |
| KCOM Gold DDoS Protection | POA |

Rental Charge

| Service | Annual Rental |
|-----------------------------|---------------|
| | Ex. VAT |
| KCOM Bronze DDoS Protection | POA |
| KCOM Silver DDoS Protection | POA |
| KCOM Gold DDoS Protection | POA |

Additional Charges

| Service | One-off | Annual Rental |
|---|---------|---------------|
| | Ex. VAT | |
| Additional custom configuration templates ¹ | £300.00 | £1,125.00 |
| Amendment to configuration outside of contract allowance ² | £250.00 | N/A |
| Additional bandwidth protection ³ | POA | POA |
| Downgrade of service ⁴ | £180.00 | N/A |
| Emergency application of DDoS Protection Service ⁵ | £500.00 | N/A |

¹ Additional templates relate to other hosted servers etc that you required to be protected which do not fall under the public IP address of the internet service.

² Any amendments made to the original template agreed at point of sale, if not included in the DDoS package, will be charged a one-off fee. This excludes contact details of main contact given.

³ Bronze and Silver tiers will only protect up to 1Gb/s of internet service. For additional bandwidth protection, this is charged per m/b

⁴ If a service is downgraded to a lower tier whilst within the initial contract term, a one-off charge will be applied

⁵ Emergency protection can only be applied within business hours Monday-Friday. The on-off fee is in addition to the initial set-up cost. Annual rental applies based on level or protection applied

Early Termination Charges

Customer on a 12-month contract term will be charged full Annual Rental charge if they cease a service within 12 months of the Operational Service Date.

Customers ceasing longer-term contracts before contract completion will be charged the Rental difference between the committed contract term and the actual contract length Rental fee. An additional charge of 30% of the next 12 months rentals will also be charged or the rentals due to the contract end date, whichever is lower.