

This Agreement applies to the provision to you, (the "Customer"), by us, Mainstream Digital Limited, a company incorporated in England and Wales with Company Number 02742235 whose registered office is at 701 Stonehouse Park, Sperry Way, Stonehouse, Gloucestershire, GL10 3UT

Definitions of the terms used in this Agreement are detailed in the Definition's document that can be found in Terms & Conditions at [www.msdigital.com](http://www.msdigital.com)

### **1. Scope of this agreement**

This document provides details related to Mainstream Managed Security Service – CyberSmart

### **2. Definition of Service**

The is a portal based service provided by Mainstream to facilitate Cyber Academy Services and Reporting of the clients estate of computer systems.

### **3. Service Installation & Setup**

3.1 The Portal Access will be initially setup by Mainstream and client administrator access created.

3.2 There are two levels of service available to the client

3.2.1 Fully managed – Mainstream will setup the initial client admin user and the client will have reporting capabilities within the portal.

3.2.2 Client controlled - Mainstream will setup the initial client admin user. This admin user will then be responsible for all and any changes to their portal

### **4. Usage of the portal**

4.1 The portal is designed to work the most effectively with Google Chrome. This does not preclude its usage with other browsers, though Mainstream and CyberSmart may require you to utilise Chrome for certain operations.

4.2 The client is responsible for ensuring access to their portal is controlled and managed by them and that revealing individuals passwords is considered a breach of duty.

### **5. Acquisition of licences**

5.1 For clients using the Fully Managed service, we will require an email ([cybersupport@msdigital.com](mailto:cybersupport@msdigital.com)) with request for changes to number of licences. On reception of this we will contact you to gather all required details and will setup the licences accordingly.

5.1 For clients using the Client Controlled service, the acquisition of licences will be controlled by the client administrator(s).

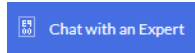
5.2 Where clients acquire their licences directly through the portal, they assume responsibility for the increased monthly rentals invoiced in arrears.

### **6 Support**

6.1 For clients requiring support this is provided during our standard support hours 08:00 to 17:30 Monday to Fridays exc bank holidays.

6.2 Clients have the option of using the

Chat with and Expert button from the CYberSmart Portal



### **7. Commercial Terms**

7.1 The CyberSmart services are a mix of one off fees and monthly fees.

Monthly based services will have a fixed term contract period of not less than 12 months.

7.2 Cancellation of the service ahead of the term will be subject to 100% of the term fees due.

7.3 On cancellation the clients access to the portal will removed.