



Valid from November 1st 2011.

1 Service contents

GTS Managed Office is a complete internet security solution offering protection against viruses, hacker attacks and other risks for all types of internet connection. This service safely separates the LAN (WAN) network from other networks, ensures reliable protection from undesirable activities on company networks arriving from other networks or undesirable activities directed from the internal network to other networks. This does not cause any decrease in the speed of authorised operations, on the contrary it maintains authorised operations within the framework of defined rules for the required speeds and also protects critical information.

The GTS Managed Office service is conceived as a supplementary service to services GTS VPN and GTS Internet.

2 Service characteristic

2.1 Firewall

The basis of the GTS Managed Office service is a hardware firewall which relies on high-performance equipment of renowned manufacturers, based upon which additional software security is implemented. The service includes firewall hosting within the GTS Czech data centre area, which fulfils the most stringent data centre quality standards and is fully backed up.

2.2 AntiSpam

AntiSpam represents protection from unsolicited email, which forms over 60% of all email messages, which many people receive these days and which is constantly growing. GTS Managed Office prevents delivery of spam with 97% efficiency as soon as it is implemented, whereby the efficiency is further increased in direct proportion to the period of time for which the service has been used.

GTS Managed Office achieves this extremely high efficiency through use of an intelligent filter engine, heuristic analysis, message evaluation using Black Lists, White Lists; test for Spam Assassin traits, Bayes databases and Vipul's Razor. Messages evaluated as SPAM are stored in the "SPAMBOX" spam-archiv@vasedomena.cz where correctness of the evaluations can be easily verified.

GTS Managed Office AntiSpam performs analysis of the relevant message and applies the ascertained information in the procedure for evaluation of incoming mail. In the case that an incorrectly evaluated message is delivered as legitimate, the message can be sent to address spam@vasedomena.cz, whereby GTS Managed Office will perform an analysis and will incorporate the new information into the procedure used for evaluation of arriving mail so that in future this type of message is evaluated as Spam, in addition key words can be added to the White List for evaluation of a message as legitimate or as SPAM in the Black List. The option to create certain user groups makes it possible to evaluate a message based on the type of recipient of the message or to introduce the source into the list – White List. In this way one can enable addresses, which you know well and from which you want to accept emails regardless of whether they were marked as SPAM or not.

The AntiSpam service of GTS Managed Office provides AntiSpam statistics for a given period – the number of captured spam and a list of users to whom the messages were addressed. In the message header each message shows the assessment result for individual criteria and the applied rules.

2.3 Attachment filter

This functionality makes it possible to set up central company policies for email using restrictive rules based on types of extension and type of file contained in a given message (AVI, WMV, MP3 etc.), furthermore based on the size of an attachment. The rules can be set up for various categories and initial user groups. This connects transmission efficiency and work productivity.

2.4 Antivirus

Although it may appear that viruses and spam are two separate problems, they are interconnected and can cooperate. At present, in most cases the primary cause of an infection is email. As soon as there is an infection within an organisation, it is far more difficult to handle the situation, because the virus is able to use additional modes of transmission, which are usually not available when accessing an internal network. Usually defects in wide-spread communication protocols are used. For this reason it is suitable to establish Antispam service together with the supplementary Antivirus service, which is part of the GTS Managed Office+ service package.

GTS Managed Office+ uses the AVP Kaspersky Anti-Virus antivirus program. The AntiSpam and Antivirus services contain an automatic update of all used bases including Virus bases.

2.5 Spyware Firewall

GTS Managed Office protects from viruses and dangerous code spread through web pages Spyware and Adware. The Spyware Firewall also serves as prevention from the collection of personal or company information, access password, email addresses and other data.

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2.6 Content Filter - filtering of WWW sites by content topics and operation type.

The Content Filter increases employee productivity, network performance, which can be blocked by traffic directed to unsuitable web servers which are unrelated to work and also captures malicious code arriving from the internet. In this manner it protects defined traffic using effective analysis of dangerous code (Trojan horse) and virus searches using:

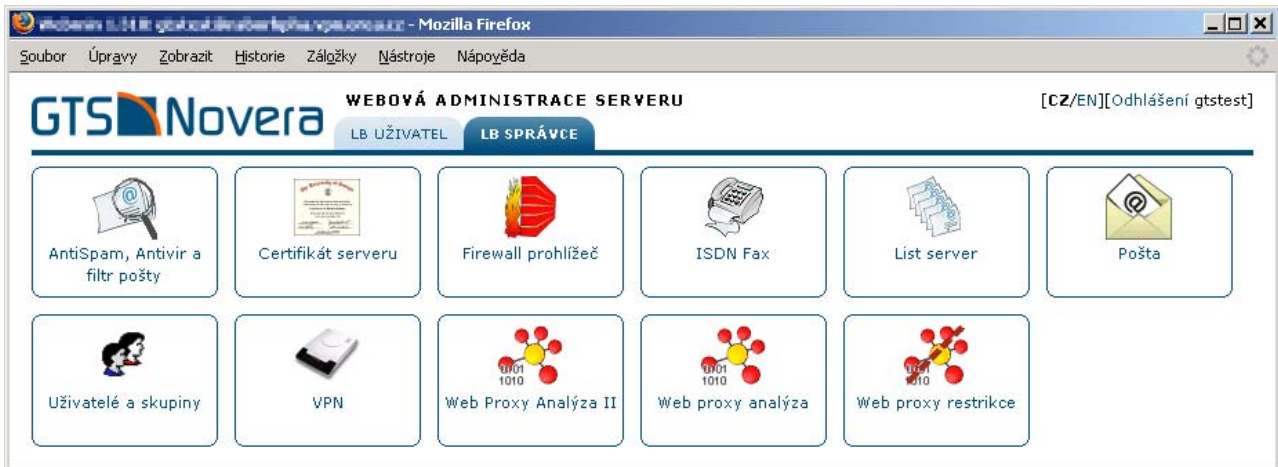
- The antivirus program AVP Kaspersky Anti Virus
- Filtering based on topic (e.g. Warez, Audio, Video)
- Own settings including restriction of downloading certain types of traffic (stream - radio/video, downloading files based on type - *.mp3, *.avi, *.exe, etc...)

The filter lists are regularly updated from the GTS Czech central server. Content analysis is performed in real time, whereby GTS Managed Office saves copies of permitted and safe WWW pages including DNS records in internal buffer memory, or on hard disk drive.

GTS Managed Office makes it possible to define standards for a number of types of users and groups including simple administration, application of rules and reporting in the case of a larger number of users and groups using indepth monitoring and protocols of activities of individual users including regular warnings to users and to the administrator.

2.7 Central administration

The service includes a central administrator account which is accessible through the secure web interface (SSL). This interface standard enables the:



- Central administration of users and groups
- Management of setting up of rules and restrictions for all user accounts and groups
- Administration of AntiSpam a the mail filterCentral overview of operations and protocols of operations

Central access to the Internet – central security. Access to the Internet for any location on your site with central security and significant savings.

2.8 Initial training

Service installation also includes customer training regarding various functionality including initial set up based upon the current needs of the specific network or company.

3 Additional services

3.1 Web mail

Web mail represents an interface for access to electronic mail. Its primary functionality includes creating and administering folders, setting up automatic signatures, schemas, message filtering, and contact directory.

3.2 Mail archive

The mail archive is a software module, which ensures automatic creation of an archive of all sent and received mail for each user on the server. The archive for received mail is created automatically without the need to make any changes on the part of the client. The mail archive can be accessed through an IMAP protocol connection (supported, for example, by MS Outlook, MS Outlook Express, Mozilla Mail, Thunderbird etc.), or via a web client (Webmail).

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3.3 VPN concentrator

The VPN concentrator ensures remote access to individual users of a company.

4 Technical specification

The GTS Managed Office service standardly includes:

- Dedicated DHCP and DNS including administration and maintenance
- Time Sync including administration and maintenance
- Dedicated Statefull Inspection Firewall and DMZ including administration and maintenance
- Firewall configuration including setting up security rules and policies for individual work satiations
- Dedicated Proxy Server including administration and maintenance
- Proxy Server configuration including up security rules and policies for individual work satiations
- Dedicated MailServer including administration and maintenance
- Advanced management of the MailServer service
- Access to statistics and administration of email accounts through the web interface
- Dedicated AntiSpam including administration and maintenance
- AntiSpam configuration
- Advanced management of the AntiSpam service
- Dedicated Antivirus including administration and maintenance (GTS Managed Office+ service option)
- Backup Mailserver services
- Secure connection to the online service
- Automatic Update of Virus and AntiSpam bases, the Access list and filtering lists
- Implementation in the current LAN/WAN infrastructure included in the price

5 Standard Service Option

The standard service option to which the valid price list of the GTS Managed Office service applies, comprises the following basic parameters:

- The number of PC work stations behind the firewall is smaller than 600
- The number of users on the transport mail server is small than 600
- The number of users on email delivery server with POP3 protocol is smaller than 300
- The number of users on email delivery server with IMAP protocol is smaller than 200
- In the case of a VPN concentrator the number of VPN accounts is smaller than 300 or the number of users connected at any one time is smaller than 50
- Used technology OpenVPN near modulus VPN concentrator

In other circumstances this would be a non-standard service option to which the current GTS Managed Office price list does not apply. The non-standard GTS Managed Office service option includes any case of one where one of the above individual parameters is exceeded. The price for the provision of non-standard GTS Managed Office service is andled through an individual price agreement.

6 Internet connectivity

Transmission of packet data between the GTS Managed Office interface located in the GTS Czech data centre and any equipment accessible via the global Internet network at the symmetrical access rate is necessary for the customer to maintain all the above GTS Managed Office service functionalities. The service guarantees service availability, transmission efficiency of backbone capacity, line link in NIX and line links to interfaces of international access providers.

Connectivity services via IPv6 protocol (IPv4 as standard) may be ordered with GTS Managed Office. Connectivity services with IPv6 protocol are provided as value added services. They are not provided on all access technologies and they are not fully compatible with all services specified in this Service Description. The service may be provisioned upon positive outcome of the technical survey.