SPECIFIC SERVICE CONDITIONS
SECURITY – 09/2019

CLOUD BACKUP

Features The Customer shall provide the information on the data to be included in the Backup Service by completing every part of the Questionnaire included in the Activation Form. It is understood that the Customer is solely responsible for the correctness of the information entered and undertakes to promptly provide any changes requested.
Deactivation Fee of €50.00.
Early Withdrawal 70% of the total consideration agreed in the contract (charged in a single payment), after deducting the amounts already paid. If the customer joined the 36-month promotion, in the event of early withdrawal the one-off fee waived at contract signing will also be charged.
Service Level Agreement

- Report acknowledgement times:
  - BASE: 2 working hours (ticket opening Monday to Friday from 8:30 to 18:00)
  - PREMIUM: 2 calendar hours (ticket opening 24/7, with a method guaranteeing customer callback within 2 calendar hours)

  The times indicated refer to blocking faults.
- Penalty for delay in acknowledgement times: 100% of the overall daily fee (service + SLA option) relating to the service affected by the fault, for each hour of delay with respect to the applicable SLA.
  Penalties are calculated on a calendar-year basis and the total of all penalties may not exceed 100% of the total annual amount. It is understood that, pursuant to Article 1382 of the Italian Civil Code, the above amounts constitute a limit on the compensation payable for delay or non-performance by Qcom.

CLOUD SECUREBOX and SECUREBOX

Features The Customer, as Data Subject, consents to receiving the monthly "Report", for the entire duration of the contract relating to the service, to the email address specified in the relevant option. The Data Subject is aware that the log Report contains data that they must process in full compliance with Regulation (EU) 2016/679 ("GDPR") and other laws in force. Qcom shall in no way be held liable for any processing by the Customer that does not comply with the legislation in force. For the Cloud SecureBox service, Qcom will retain the data contained in the Reports for a maximum period of 6 months.
Deactivation Fee of €50.00.
Early Withdrawal 70% of the total consideration agreed in the contract (charged in a single payment), after deducting the amounts already paid. If the customer joined the 36-month promotion, in the event of early withdrawal the one-off fee waived at contract signing will also be charged.
Service Level Agreement The Service has a security guarantee of 99.9%. If the Customer suffers damage caused by malware (viruses, worms, trojans) and/or cyber attacks and the incorrect operation or failure of the software provided or delivered for defence, protection and prevention is ascertained, Qcom shall credit the Customer with the monthly fees paid, up to a maximum of 12 (twelve) monthly fees. It is understood that, pursuant to Article 1382 of the Italian Civil Code, the above amounts constitute a limit on the compensation payable by Qcom.

SECUREMAIL

If the mail domain is not hosted by Qcom, it will be necessary to have a custom domain (it therefore cannot be activated on gmail.com, hotmail.it, etc. mailboxes) and to have full management of the domain's DNS service.
Deactivation Free of charge.
Early Withdrawal No cost.
Service Level Agreement The Service has a security guarantee of 99.9%. If the Customer suffers damage caused by malware (viruses, worms, trojans) and/or cyber attacks and the incorrect operation or failure of the software provided or delivered for defence, protection and prevention is ascertained, Qcom shall credit the Customer with the monthly fees paid, up to a maximum of 12 (twelve) monthly fees. It is understood that, pursuant to Article 1382 of the Italian Civil Code,

the above amounts constitute a limit on the compensation payable by Qcom.

ENDPOINT PROTECTION

Features The Service includes 5 PC protections (defined as UNITS). The UNITS initially activated will be those defined in the Contract Proposal. The Customer may in any case use additional UNITS without a specific request to Qcom. The number of UNITS used will be available in the QUANTO Reserved Area or by contacting our Customer Service. In the last two weeks of each month, Qcom will check and update the UNITS used and will invoice the exact number from the following month. The number of UNITS invoiced may therefore be higher or lower than that defined in the Contract Proposal.
Deactivation Fee of €50.00.
Early Withdrawal 70% of the total consideration agreed in the contract (charged in a single payment), after deducting the amounts already paid.

GDPR IT SECURITY PACK

Features The Service includes: 10 Gb of Backup – 1 SecureMail protection – 1 Endpoint Protection – 1 SecureBox; this combination is defined as a UNIT. The UNITS initially activated will be those defined in the Contract Proposal. The Customer may in any case use additional UNITS without a specific request to Qcom. The number of UNITS used will be available in the QUANTO Reserved Area or by contacting our Customer Service. In the last two weeks of each month, Qcom will check and update the UNITS used and will invoice the exact number from the following month. The number of UNITS invoiced may therefore be higher or lower than that defined in the Contract Proposal.
The supply does not include installation on all computers, only sending the link to download the tool and the instructions with the activation code.
Snapshots are taken every 240" and this value cannot be changed.
The Service is not compatible with Windows XP. With all other versions of Windows or with all other operating systems, the Service requires Windows Shadow Copy (file restore) to be enabled.
Deactivation Fee of €50.00.
Early Withdrawal 70% of the total consideration agreed in the contract (charged in a single payment), after deducting the amounts already paid. If the customer joined the 36-month promotion, in the event of early withdrawal the one-off fee waived at contract signing will also be charged.
Service Level Agreement That of the individual Services shall apply.

QRADAR

Features To perform the QRadar Test, the customer will need to make a switch port available and, in the case of a website test, it will also be essential to have connectivity available. The customer authorises Qcom to connect a PC (server) to the customer's own network. The PC will be owned by Qcom and the activity will be carried out by Qcom staff. The PC will remain connected to the Customer's network only for the time necessary to perform the test. Should Qcom and the Customer decide to perform the Test even in the absence of Qcom's contact person, the customer will be responsible for the safekeeping of the Qcom PC used for the Test. QRadar does not involve any access to, management, storage, modification or processing of the customer's data on the network. The QRadar Service (10 IP package), on the other hand, will be installed by the Customer and configured remotely together with the Qcom PM. The service will be invoiced to the Customer when Qcom delivers the Security Assessment Report. Within the limits permitted by law, Qcom cannot guarantee the absolute accuracy of vulnerability detection. The Customer is responsible for the actions it decides to take following the use of QRadar.
Deactivation Fee of €50.00.
Early Withdrawal 100% of the total consideration agreed in the contract (charged in a single payment), after deducting the amounts already paid.

This document is an English translation of the original Italian document and is provided for ease of reference. The translation may contain errors, omissions or inaccuracies. In the event of any discrepancy or inconsistency between this translation and the Italian original, the Italian original shall prevail to the extent permitted by applicable law.