SENETAS GLOBALCARE
SUPPORT & MAINTENANCE
FOR CN SERIES ENCRYPTORS

SENETAS

Security without compromise

Senetas GlobalCare support & maintenance benefits

Senetas GlobalCare Support & Maintenance delivers outstanding customer value – providing a tailored customer suppo rt and maintenance program designed to suit your organisation's high-assurance encryptors support and technical needs including training and health-checks.

GlobalCare provides you with more than just responsive support and regular maintenance - our customers benefit from training and performance assurance initiatives, including on-site technical reviews and health-checks. GlobalCare provides the peace of mind you require.

Senetas GlobalCare provides our customers' certified high-assurance encryptors with value-adding services in addition to responsive support and maintenance services*, including: technical training; annual health-checks and high-speed encryption technical reviews.

In addition to efficient and convenient support contact services – such as the GlobalCare customer portal – GlobalCare customers receive valuable face-to-face technical support and on-site maintenance and testing visits.

The key features available to Senetas GlobalCare customers include:

UP TO 24/7/365 TECHNICAL SUPPORT

> On-site and remote maintenance and diagnostic services

> On-site, phone and email advice and support services

> Responsive GlobalCare portal support ticket management

> Cold stand-by encryptor availability**:
> > A standard ratio of 1-10 cold standby encryptors*, with higher ratios available upon request (subject to additional annual charges)

ENCRYPTOR MAINTENANCE AND PERFORMANCE OPTIMISATION

> Periodic site visits to conduct encryptor maintenance checks

> High-speed network transmitted data encryption needs and environment reviews including technical planning services

> Customer needs and satisfaction reviews

ANNUAL GLOBALCARE HEALTH-CHECK

Providing valuable due diligence assessments and assessment of customers' high-speed network data protection effectiveness, encryption performance and assessments:

> Quantitative health-check assessment and analysis of encryption/network performance

> Qualitative health-check evaluations of high-speed network data protection effectiveness including any changing needs and future plans.

HIGH VALUE TECHNICAL TRAINING

Senetas high-speed encryption and network transmitted data protection training modules, tailored to your needs:

> Senetas encryptors - introductory and product update training

> Management of customers' encryptor fleets

> Encryption and network performance optimisation

> Other key topics in high-speed network data encryption

> Training provided on or off site

> Customers are assured that their new staff are provided with training they require

SUPPORT AND MAINTENANCE NEEDS

Simply select the preferred type of GlobalCare support that best meets your organisation's needs:

> GlobalCare Standard (business hours); or

> GlobalCare Premium (24/7/365)

* Subject to the terms and features of the specific GlobalCare Support & Maintenance service selected.
**Subject to specific agreement provisions – entitlement to a specific ratio of cold standby units.

Global support features

Senetas GlobalCare support provides two levels of service (standard and premium) to support your investment in secure network data transmission. GlobalCare also provides the option of 1, 2 and 3 year agreement terms including financial rewards for longer terms.

Senetas encryptors are distributed and supported globally by Thales. Our customers are assured that wherever they and their encryptors are located support and maintenance are available.

Benefits	Standard GlobalCare	Premium GlobalCare
Support Requests & Responses GlobalCare Portal, Email and Phone	> GlobalCare Portal > Email & phone support > Standard business hours > GlobalCare response during business hours within 2 hours	> GlobalCare portal > Email & phone support > 24x7x365 coverage > GlobalCare response during business hours within 2 hours > GlobalCare response outside business hours within 3 hours > Cold standby encryptors – standard 1:10 ratio – subject to Senetas approved ratio requirements
On-Site Support Requests*** Subject to geographic and other considerations	> 24 hours – within business hours	> Within 24 hours, 24/7
Return to Factory (RMA)*	> No additional charges > 21 business day turnaround (from receipt to shipment)	> No additional charges > 10 business day turnaround (from receipt to shipment)
Software/Firmware Updates	> No additional charges > FW/SW updates available via email and GlobalCare portal access	> No additional charges > FW/SW updates available via email and GlobalCare portal access
Loan / Exchange Units*	> Provided as available at no additional charge* > Shipped on as-available basis	> Priority provision at no additional charge* > P-1 shipment within 24 hours
Maintenance On-Site Diagnostic site visits	1 maintenance visit per year (6 months after installation)	2 maintenance visits per year
High-Speed Encryption Review Customer HSE needs, forward planning, technology roadmap	Annual – tailored to customer needs	Annual – tailored to customer needs
Training – Technical On-site training modules including: Senetas encryptors, optimal high-speed encryption implementation, troubleshooting encryption implementation	1 module of topics per year	2 modules of topics per year
GlobalCare Health-Check** Diagnostic, testing, performance and implementation health-check. Quantitative and qualitative review and report NOTE: Although Senetas encryptor diagnostics may be completed remotely, we provide an on-site process to enable a more comprehensive outcome.	Annual GlobalCare health-check and report	Annual GlobalCare health-check and report
GlobalCare Agreement Term Longer term rewards (A maximum term of 5 years is available – POA) – reducing charges in each subsequent year	1, 2 and 3 years Each year of longer term GlobalCare agreements receives reduced support charges	1, 2 and 3 years Each year of longer term GlobalCare agreements receives reduced support charges

* Based on the number of encryptors purchased and under a GlobalCare, agreement, Senetas provides cold standby encryptors to a standard ratio based on a number of factors. Should your environment require a higher ratio, Senetas will quote the additional annual maintenance fees. Senetas may recommend a higher ratio based on geographic, customer internal SLA and other requirements. * Subject to reasonable usage and time limits. Shipping charges are charged to the customer. ** See GlobalCare Health-Check details – quantitative and qualitative network data protection and encryption performance review and report. *** Although on-site attendances to resolve support requests are rare, response times are subject to geographic and other considerations detailed in the GlobalCare agreement.

No hidden costs all-inclusive, fully featured GlobalCare

Senetas GlobalCare has no hidden costs. No surprises. Every GlobalCare feature and benefit provided – from support and technical training to health-checks and testing – has been designed to meet customers' crucial high-speed encryption requirements. GlobalCare provides dependable, maximum value and assurance.

Senetas GlobalCare and its included services are based on customer and partner feedback around the world – the support and services required as well as the cost efficiencies Senetas has enabled.

GlobalCare is continually enhanced and as we introduce new benefits to GlobalCare, all customers with existing GlobalCare agreements - as well as new customers - are provided with all the new benefits as they become available.

AN ONGOING COMMITMENT TO BEST-IN-CLASS SUPPORT

> Maximum customer value for money. Providing the necessary services and service levels and continuing support enhancements based on customers' feedback and needs (technical and business).

> Flexibility. If you require different service levels or additional services, we will tailor GlobalCare to your needs.

> Simplicity and ease of doing business. We do not impose upon customers the burden of complex contracting procedures and requirements that restrict customers from obtaining maximum benefit from new features added to GlobalCare as they are introduced.

NO HIDDEN ADD-ON COSTS AND NO SURPRISE EXCLUSIONS

Customers may be confident that all the features of GlobalCare are provided without hidden charges. The only additional GlobalCare charges are quoted to tailor additional GlobalCare features you require:

> The annual GlobalCare agreement fees (for GlobalCare Standard and GlobalCare Premium agreements) are all-inclusive.

> There are no additional call-out fees. GlobalCare covers all necessary call-outs within the SLA's provided.

> You simply select the type of support service and agreement term you require and Senetas delivers the level of service promised without any risk of hidden surprises.

Your GlobalCare assurance

Senetas GlobalCare Support and Maintenance provides customers with peace of mind - up to 24x7, 365 days a year. Experienced professionals will quickly respond to your support issues; provide on-site maintenance; and deliver tailored technical training and other benefits.

Additionally, Senetas GlobalCare provides you with high-assurance network data protection reviews and annual GlobalCare health-checks.

If your requirements differ to the service levels described here, please contact us to discuss how we may tailor Senetas GlobalCare Support & Maintenance to your specific requirements.

Senetas employs quality assurance design and manufacturing processes at its Australian production facility to maximise mean time between failures (MTBF). In the event that a support issue arises, Senetas GlobalCare, using the latest diagnostic tools, will quickly assess and remediate almost every issue at that early point.

If a support issue is not resolved remotely and a replacement encryptor is required, Senetas GlobalCare will provide you with a loan cold standby encryptor. A Return to Manufacturer Authorisation (RMA) program is then used to replace your encryptors to minimise downtime and inconvenience.

TRAINING

Senetas GlobalCare includes comprehensive customer technical training – recommended initial training and training tailored to your staff's specific needs.

Senetas has developed an extensive suite of training modules based on its global experience in high-assurance encryption and customer support.

GlobalCare training includes:

1. Customer and partner training

2. Additional training

Training module topics include:

> Encryptor installation and configuration

> Encryptor update training – features and benefits

> Encryptor fleet management

> Senetas CM7 encryptor management software application

> Familiarisation with Senetas certified high-speed encryptors' advanced features

> Optimisation of network performance and secure data transmission

> Initial and advanced network data encryption topics

> Maximising encryption security and performance

> Trouble shooting

*Subject to the specific GlobalCare agreement's loan encryptor feature.

GlobalCare investment rewards and flexibility

Senetas GlobalCare Support & Maintenance provides customers with increased return on their investment in support and maintenance. Through more cost effective multi-year Senetas GlobalCare agreements, customers receive investment rewards for agreements of up to three years**.

When selected, multi-year Senetas GlobalCare support and maintenance agreements ensure your organisation of a reducing annual support and maintenance investment.

Two and three year agreements protect your organisation from rising costs with higher rewards for longer term agreements.

GLOBALCARE AGREEMENT TERM

Simply select your preferred agreement period and investment rewards:

> Annually renewed

> Two year agreement

> Three year maximum rewards agreement period.

GlobalCare is flexible. If you decide during the term of your GlobalCare agreement, that your needs have changed – e.g. you wish to upgrade from Standard to Premium, or you wish to extend the agreement period – just let us know and we will make the necessary changes.

** Four and five year options are available. POA.

INVESTMENT

Senetas GlobalCare Support and Maintenance offers increasing financial benefits of longer term agreement rewards and high-value additional services. GlobalCare provides the services necessary to help ensure maximum high-assurance network data security and maximum data network performance.

The following table outlines the annual Senetas GlobalCare agreement investment for one, two and three year agreement periods. The GlobalCare fees shown here apply to the standard features outlined in the "features" section on the previous page. Where tailoring of cold standby encryptors, service levels and other requirements are required, contact

Senetas to obtain a quotation. The following table highlights the reducing charges for longer-term agreements:

GlobalCare Support Type*	1 Year Agreement	2 Year Agreement	3 Year Agreement
Standard	Support charge = 10% of encryptors' standard price	Support charge = Year 1 – 10% of encryptors' standard price Year 2 – 9% of encryptors' standard price	Support charge = Year 1 – 10% of encryptors' standard price Year 2 – 9% of encryptors' standard price Year 3 – 7.5% of encryptors' standard price
Premium	Support charge = 19% of encryptors' standard price	Support charge = Year 1 – 19% of encryptors' standard price Year 2 – 18% of encryptors' standard price	Support charge = Year 1 – 19% of encryptors' standard price Year 2 – 18% of encryptors' standard price Year 3 – 16.5% of encryptors' standard price

NOTES: % refers to % of Senetas published customer list price for the same encryptors at the time of original purchase. The % is applied to that specific year and not to all years for the term of the GlobalCare agreement.

4 and 5 year term agreements are available on application.

*Based on standard features of each agreement type as outlined in section 5.

ABOUT GLOBALCARE

Senetas understands the criticality of secure high-assurance data transmission up-time. Our customers include organisations in which high-speed encryption is a mission critical requirement.

> Governments, national government agencies and defence forces

> Global financial transactions services

> World-leading Cloud services providers

> Mission critical data centre service providers and multiredundancy disaster and recovery data centre services

> 24/7/365 organisations transmitting some of the world's most sensitive data

Senetas GlobalCare customers are assured of total support commitment and responsiveness - and like our encryptors, Senetas GlobalCare is comprehensive, flexible and dependable.

Senetas GlobalCare services provide customers peace of mind up to 24x7, 365 days a year support and maintenance services. Experienced technical professionals understand the criticality of encryptor up-time and are available to respond to your needs.

SUMMARY OF BENEFITS

> Flexibility to meet your specific needs

> Highly responsive SLAs (Service Level Agreements)

> Convenient support request logged through our dedicated service portal

> Real-time tracking of support request status and response

> On-site maintenance visits

> Annual comprehensive GlobalCare health-checks

> Tailored technical training

> Easy access to technical materials including: training, Senetas White-Papers, Solutions-Papers and Technical Papers

> Firmware and software updates as released

> A comprehensive quality assurance process driving our GlobalCare Support customers' 100% satisfaction

ABOUT SENETAS

Senetas is a leading developer and manufacturer of certified high-assurance encryption hardware, dedicated to protecting network transmitted data without compromising performance.

Senetas encryptors provide robust end-to-end encryption using state-of-the-art, client-side encryption key management. They are the first choice of governments, commercial organisations and communications service providers requiring maximum data protection.

Although the serious risks to network data security have been underestimated, until revelations of catastrophic security breaches among major commercial and government organisations; Senetas encryptors have protected much of the world's most sensitive data for nearly 20 years.

Certified by leading independent certification authorities, such as Common Criteria, FIPS, CAPS and NATO, Senetas encryptors are certified as "suitable for government and defence use".

Compatible with all Layer 2 Metro Area and Carrier Ethernet networks, Senetas encryptors support all Layer 2 protocols and topologies.

Senetas encryptors protect Cloud and data centre services; government information and secrets; commercially sensitive intellectual property and business secrets; citizen identity and privacy; defence and military information; business and financial data and banking transactions; data centre traffic and CCTV networks; and critical industrial and infrastructure systems.

With their leading performance characteristics, Senetas encryptors are trusted to protect network transmitted data in 30 countries.

GLOBAL SUPPORT

Senetas encryption solutions are distributed and supported internationally (outside Australia & New Zealand) by Thales, within the US Federal Government by Thales Defense & Security Inc and across Australia and New Zealand by Senetas and its Partner Community.

THALES   **SENETAS**

ANZ Partner Community

IBM   **dimension data**   **VOCUS** communications

DXC   **Data#3**   **DATACOM**

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Senetas is a leading developer of end-to-end encryption security solutions; trusted to protect enterprise, government, defence, Cloud and service provider network data in over 35 countries.

From certified high-assurance hardware and virtualised encryption, to secure file sharing with data sovereignty control, all are based on the same crypto-agile platform and deliver security without compromise.

Regional Contacts:

Europe, Middle East & Africa	**T:** +44 (0)1256 345 599	**E:** info@senetas-europe.com
Australia and New Zealand	**T:** +61(03) 9868 4555	**E:** info@senetas.com
North and Central America	**T:** +1 949 436 0509	**E:** infousa@senetas.com
Asia Pacific Region	**T:** +65 8307 3540	**E:** infoasia@senetas.com

GET IN TOUCH

Looking for a service provider to encrypt your high-speed network data? Contact us and we'll help you find the right one.

Senetas works with data network service providers across the globe, to help specify the optimal encryption solution for their customers' needs.

Customers are free to contact Senetas directly to discuss their requirements; or ask their service provider to speak to us on their behalf.

ENCRYPTION SECURITY WITHOUT COMPROMISE

Whatever your network security needs, Senetas has an encryption solution to suit. Our certified high-assurance encryptors protect data across networks operating at speeds from modest 10Mbps to ultra-fast 100Gbps and provide support for all network topologies.

Senetas CV Series virtualised encryption for virtual CPE and WAN infrastructure provides strong security to the "virtual edge" at up to 5Gbps. It provides policy-based, multi-Layer encryption and end-to-end security across all topologies.

Senetas encryptors are recognised globally for delivering maximum data security and crypto-agility, without compromising network or application performance.

SECURE FILE SHARING

SureDrop offers all the flexibility of a drop-box style solution, with the added benefit of best-in-class encryption security and 100% control over data sovereignty.

For customers seeking additional layers of security, SureDrop is also available with the Votiro Disarmer extension.

DISARM MALICIOUS CONTENT

Votiro Disarmer leverages patented Content Disarm & Reconstruction (CDR) technology to protect your files from the most advanced, persistent cyber-attacks. It sanitises incoming files, eliminating the risks associated with zero-day or undisclosed attacks, whilst preserving 100% file functionality.

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SENETAS