



## Firewall as a Service

PDI's Firewall as a Service (FWaaS) is a comprehensive managed network solution to protect Customer networks.

### FWaaS Service

Next-Generation Firewall (NGFW) is a category of network appliances that utilize multiple security features in a single device. NGFW provides features such as stateful inspection of network traffic, intrusion detection (IDS) and intrusion prevention (IPS), content filtering, and application aware. LTE/5G is a network technology that facilitates communications over areas comprised of cells and transceivers, also referred to as base stations or cell site. The service includes a NGFW and LTE/5G backup service configured with multiple security layers to protect Customer networks.

- Fully managed and monitored by PDI's 24/7 Network Operations Center.
- Plug-and-play hardware ("Hardware") with 24x7x365 remote support.
- Hardware is fully covered under warranty as provided below for the duration of the Service.

#### Service includes:

- Network Segmentation  
PDI applies network segmentation, using clearly defined sub networking and accepted best practices for isolating and securing critical networks, to and from other local and public networks.
- Access Control Rules  
PDI will develop access control rules that meet business needs while limiting or blocking all unauthorized or unneeded network traffic.
- Cellular Backup Service\*  
Cellular Backup Service uses LTE/5G to provide a seamless secondary cellular internet connection should the primary internet connection become unavailable. This Cellular Backup Service includes:
  - Carrier cellular service plan, activation fees, and SIM
  - 500 Megabytes (MB) of data usage per location, per month
  - Data overage is billed at the overage rates provided in Customer's Security Solutions Order
  - Location connectivity for Point of Sale, payment, and loyalty traffic.
  - Any other use of this service is strictly prohibited.
  - Any use of this service except as intended may result in penalties including temporary suspension of cellular service and overage fees.

*\*Services available for North America Only*

- IDS/IPS  
Intrusion detection service (IDS) will detect, and log potentially malicious network traffic based on defined rulesets. The intrusion detection feeds all packets flowing between local networks and Internet interfaces.  
The Intrusion prevention service (IPS) will automatically block potentially malicious traffic. Intrusion prevention's primary goal is to stop potential network attacks or unauthorized access before they are successful.
- Web Filtering  
Web Filtering service blocks access to inappropriate material; protect users from phishing, viruses, and other malware; control access to social media, video, and streaming sites. In addition, the allow list and block list enable additional customization to select websites and/or website domains.
- Site-to-Site VPN  
Site-to-Site VPN allows for secure communications between one to many NGFW endpoints. PDI administrators will configure and monitor the availability of all site-to-site VPNs. This includes any troubleshooting required to allow users to

successfully connect and stay connected through the service.

- Health and Functionality

PDI utilizes automated alert systems in the event of changes in overall network health. These alerts include “online/offline” primary connection alerts, automated failover, and failback to secondary connections alert notifications.

- Software Licensing

Includes pre-installed software with each Hardware unit and includes a limited, nontransferable, royalty-free, and nonexclusive license for Customer’s use of such software during the term of Customer’s Agreement.

- Log Retention

Firewall logs are retained for 90 days.