

SCHEDULE 4.8 – DARK WEB MONITORING SERVICE

1. **APPLICATION**
 - 1.1 This **Schedule 4.8** contains a description of the Dark Web Monitoring Service which form part of the Agreement entered between the Parties for the provision of such Services together with the **General Conditions** and the documents referred to in clause 1.4 of the **General Conditions** where applicable.
 - 1.2 Definitions and interpretations that are specific to this schedule are set out in **Annex 1** and apply in addition to the definitions and interpretations set out in **Schedule 1 (Definitions)** of the **General Conditions**.
 - 1.3 The Supplier agrees to fulfil the **Order** in accordance with its terms and conditions referred to above to the exclusion of all other terms and conditions, including any terms communicated to the Supplier at any time prior to, with or after acceptance of the **Order**. Where the Customer provides the Supplier with a Purchase Order in respect of the Services stated on the **Order**, the Customer will be deemed to have accepted the **Order** and the applicable terms and conditions of the Supplier to the exclusion of all others in the same way it would had it signed the **Order**.
2. **COMMENCEMENT AND DURATION**
 - 2.1 This paragraph 2 shall supersede clause 2.1 of the **General Conditions**.
 - 2.2 The Dark Web Monitoring Service (“**the Service**”) comprises undertaking scans of a Domain(s), providing alerts where appropriate, and the provision of a monthly report of the results.
 - 2.3 This Agreement shall take effect on the date upon which it has been signed by both parties and shall continue in force unless terminated:
 - 2.3.1 by the Customer giving the Supplier no less than thirty (30) days’ written notice; or
 - 2.3.2 in accordance with clause 8 of the **General Conditions**.
 - 2.4 Where the Service is provided as a promotional ancillary service subsequently the Agreement in relation to the Service shall be effective on the date upon which the Service is provided by the Supplier and shall continue in force unless terminated:
 - 2.4.1 by opting out of the Service via email notifications and/or reminders provided by the Supplier regarding expiry of the promotional period;
 - 2.4.2 by the Customer giving the Supplier no less than 30 days’ written notice; or
 - 2.4.3 in accordance with clause 8 of the **General Conditions**.
3. **SUPPLIER OBLIGATIONS**
 - 3.1 This paragraph 3 is supplemental to clauses 3.5 to 3.9 of the **General Conditions**.
 - 3.2 The Supplier shall:
 - 3.2.1 provide the Services in accordance with the Order and in relation to the domain stated by the Customer; and
 - 3.2.2 use its reasonable endeavours to conduct the scan, and both parties agree that these are estimates only and that time shall not be of
4. **CUSTOMER OBLIGATIONS**
 - 4.1 This paragraph 4 is supplemental to clauses 3.10 to 3.11 of the **General Conditions**.
 - 4.2 The Customer shall:
 - 4.2.1 provide the Supplier with full and accurate details of the Customer’s Domain(s) which are to be scanned;
 - 4.2.2 co-operate with the Supplier in all matters relating to the Services including the provision of accurate and complete access, resources, information and facilities in a timely manner to allow provision of Services;
 - 4.2.3 maintain and be fully responsible for all applications, data, interfaces, hardware, and equipment within its control, including but not limited to, appropriate back- ups of all data, software, configuration and other information stored on any computer and operating system or any other hardware or software, and maintain an adequate business continuity and disaster recovery plan; and
 - 4.2.4 perform its obligations under this Agreement with reasonable care and skill.
5. **WARRANTIES AND SERVICE LIMITATIONS**
 - 5.1 The Customer warrants that:
 - 5.1.1 it is lawfully granting the Supplier the rights and scan the domain(s) which it is being asked to provide in the Services in respect of pursuant to the Agreement;
 - 5.1.2 it will not request the Supplier to undertake any act or omission which will result in a violation by the Supplier or the Customer of the Computer Misuse Act 1990, Data Protection Legislation, the Human Rights Act 1998 and any other Applicable Law;
 - 5.1.3 it has full capacity and authority to enter into this Agreement and to give the warranties in this paragraph 5.1; and
 - 5.1.4 it will indemnify the Supplier in full against any and all claims, liability, losses, costs and expenses (including without limitation reasonable legal expenses) arising from or in connection with any claim brought against the Supplier by a third party in respect of breach by the Customer of the warranties stated in this paragraph 5.1.
 - 5.2 The Customer acknowledges and agrees that the scanning of domain names may expose vulnerabilities and, in some circumstances, could result in the disruption of services and/or access being provided by the Customer to third parties.
 - 5.3 The Customer further acknowledges:
 - 5.3.1 the Services will not be undertaken in a manner which is exhaustive or comprehensive in identifying all issues due to the limited nature and scope of this Service, and the nature of security issues in general. Consequently, the Customer acknowledges that performance of the Services has the objective of improving the visibility of

the essence.

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Customer's security arrangements. The Services will not remedy any identified vulnerabilities or dark web activity as the Supplier will not implement any recommendations which are provided (in respect of which the Customer acknowledges the provisions contained in clause 9 of the **General Conditions** and paragraph 9 of this Schedule), and there may be security issues including vulnerabilities which are not revealed during the Service due to their limited scope; and

- 5.3.2 it is permitted to use any materials provided by the Supplier in connection with the Services including the reports solely for their own internal business purposes.
- 5.4 If the Supplier's performance of its obligations under this Agreement is prevented or delayed by any act or omission of the Customer, its agents, sub-contractors, consultants or employees, the Supplier shall:
- 5.4.1 not be liable for any costs, charges, losses or expenses sustained or incurred by the Customer that arise directly or indirectly from such prevention or delay;
- 5.4.2 be entitled to payment of the Charges despite any such prevention or delay; and
- 5.4.3 be entitled to recover any additional costs, charges, or losses the Supplier sustains or incurs directly or indirectly from such delay or prevention.
- 5.5 Without prejudice to the Customer's right to terminate this Agreement for material breach, the Customer's sole remedy against the Supplier for any failure on the part of the Services to meet the requirements set forth in the Order will be to require the Supplier to use reasonable endeavours to correct such failure, free of additional charge and within a reasonable time.

6. CHARGES AND PAYMENT

- 6.1 This paragraph 6 is supplemental to clause 6 of the **General Conditions** and in the event of express conflict, this paragraph 6 shall take precedence.
- 6.2 the Supplier shall be entitled to invoice the Customer in advance for the Recurring Charges as detailed in the Order and/or Tariffs and as varied under this Agreement. The Supplier shall be entitled to invoice the Customer monthly in arrears. Where the Customer has an Automatic Top Up account with the Supplier, the Recurring Charges will be deducted from the balance monthly in arrears.
- 6.3 The Supplier shall also be entitled to invoice the Customer the following:
- 6.3.1 any work completed by the Supplier at the Customer's request outside the scope set out in the Order and if no fee is agreed for this work the Supplier shall be paid on a time and materials basis at the Supplier's Tariffs applicable at the time, unless the Parties otherwise agree in writing; and
- 6.3.2 any additional Charges, fees, costs, losses and/or expenses that might arise due to breach of this Schedule by the Customer or which the Supplier is entitled to invoice in accordance with this Schedule or the General Conditions.
- 6.4 If the Customer fails to comply with its obligations under paragraph 4 above, then without prejudice to the Supplier's other rights and remedies, the Supplier shall be entitled to:
- 6.4.1 charge the Customer the full Charges for the Services even if it has not been possible to deliver them due to the Customer's default; and/or
- 6.4.2 re-arrange or repeat the Services for a subsequent date and charge the Customer for performance of the Service again at that stage.

CREDIT/DEBIT CARDS

- 6.5 In paying for the Services with a credit/debit card, the Customer consents to the details of that card being stored by Supplier and for future payments to be processed in accordance with the terms of this Clause 6. All of the card details stored by Supplier will be visible to the Customer through MyTTNC.
- 6.6 The card the Customer uses to make their first payment to Supplier will automatically become that Account's default card. The Customer will have the option to change the default card on their Account via MyTTNC.
- 6.7 Any card listed against the Customer's Account shall, by default, be listed as an 'active' card. The Customer will have the option to disable or delete a card from the system (subject to there always being at least one active card registered against an Account at all times) via MyTTNC.
- 6.8 When a payment falls due, whether by virtue of an Automatic Top Up or otherwise, Supplier will attempt to take such payment from the default card listed for that Customer's Account. Should Supplier be unable to take the payment due from the default card, it will attempt to do so from each of the other active cards on the account. If Supplier is unable to take payment from any of the cards listed for a Customer's Account, it shall repeat the attempt to take such payment at such intervals as it deems fit until the payment in question has been received (by whatever means). Supplier shall have no liability whatsoever in respect of, and the Customer shall hold Supplier harmless from, any fees that may be charged to the Customer by the Customer's card issuer arising from any attempt to take payment from that Customer's card(s).
- 6.9 If Supplier is unable to take payment in accordance with Condition 6.8, the Customer will be sent notification of that failure and will immediately make the overdue payment, including any accrued interest, using a valid credit/debit card, the details of which will be added to the Customer's Account as a new default card.
- 6.10 The Supplier reserves the right to impose an administration charge in the circumstances described in paragraph 6.9. By using a credit/debit card to pay any sums to Supplier, the Customer confirms and warrants to Supplier that the credit/debit card being used belongs to them. Any credit/debit card used by the Customer will be subject to validation checks and authorisation by the Customer's card issuer. The Customer's details will be passed to third parties for the purposes of carrying out these checks and reporting any fraudulent activity.

AUTOMATIC TOP UP

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- 6.11 The Customer can activate the Automatic Top Up service by logging in to MyTTNC. It can be activated either by topping up, when the Customer will see an option to activate the service, or by allocating a saved card on their Account for the Automatic Top Up service.
- 6.12 Please note, if activated whilst topping up, the first payment will be made with the initiating transaction. It will be active as soon as the payment has been processed. In the case of activating by allocating a saved card, it will be active as soon as the change is confirmed by the Customer. By default, the Threshold shall be set at £5.
- 6.13 The Customer can change the amount of its Automatic Top Up, the Threshold on their account or the credit/debit card that is debited via MyTTNC.
- 6.14 The Customer can also contact the Supplier using the methods detailed on its website who will also be able to make amendments to the amount for any Automatic Top Up, the Threshold on the account or the credit/debit card that is debited.
- 6.15 If the Customer's credit or debit card details change at any time, the Customer should contact Supplier immediately or add the new details to their Account using MyTTNC. If the Customer does not do so, payments to the Customer's Pay As You Go account may fail meaning that the balance will not be topped up. That may in turn lead to disruption to the Customer's Voice Services.
- 6.16 By activating the Automatic Top Up service, the Customer warrants and represents that the credit/debit card being used belongs to the Customer. Any credit/debit card used for the Automatic Top Up services will be subject to validation checks and authorisation by the Customer's card issuer. The Customer's details will be passed to third parties for the purposes of carrying out these checks and reporting any fraudulent activity.
- 6.17 Supplier is entitled to suspend or terminate any Customer's Automatic Top Up service at any time for any reason and will give the Customer reasonable notice of this where possible.
- 6.18 Supplier reserves the right to amend or vary the terms of this this Clause 6 or to withdraw the Automatic Top Up payment methods at any time on reasonable notice.
- 6.19 Supplier cannot be held responsible for payment failures or payment errors caused by third-party software or third-party systems.
- 7. INTELLECTUAL PROPERTY**
- 7.1 Unless otherwise expressly agreed in this Agreement, no Intellectual Property Rights of either Party are transferred, assigned or licensed as a result of this Agreement.
- 7.2 Each Party grants the other a non-exclusive royalty free licence of such Intellectual Property Rights as are necessary to enable the other Party to fulfil its obligations under this Agreement and provide or make use of the Services supplied under this Agreement for its internal business purposes but not otherwise.
- 7.3 The Customer acknowledges and agrees that any and all Intellectual Property Rights in Services and any Deliverables are owned by and shall remain at all times the exclusive property of the Supplier.
- 8. DATA PROTECTION**
- 8.1 This paragraph 8 is supplemental to clause 10 of the **General Conditions** and shall only supersede it in the event of an express conflict.
- 8.2 The Customer acknowledges that for the Supplier to provide Services under this Agreement, the Supplier may be required to process Personal Data, whether such data is obtained by the Supplier while providing the Services or provided by the Customer.
- 8.3 The Customer further acknowledges that the nature of Services provided by the Supplier are such that: (i) the Supplier may come into contact with Personal Data of any nature whatsoever in the course of providing the Services and it is not therefore possible to identify or limit the categories of Protected Data which may be processed under the Agreement; and (ii) the Protected Data may relate to any data subject where Personal Data is stored on the Customer's systems.
- 8.4 Without prejudice to the generality of clauses 10.2 of the **General Conditions**, the Customer shall:
- 8.4.1 ensure it has lawful grounds for processing the Protected Data;
 - 8.4.2 ensure that it has all necessary appropriate consents, and it is entitled to transfer or permit access by the Supplier to the Protected Data so that the Supplier may lawfully use, process and transfer the Protected Data in order to provide the Services for the duration and purpose of the Agreement;
 - 8.4.3 be responsible for maintaining the accuracy of the Protected Data, and the Supplier shall promptly comply with any request from the Customer requiring it to amend or transfer the Protected Data; and
 - 8.4.4 ensure that it implements appropriate technical and organisational measures against unauthorised or unlawful processing of Personal Data or its accidental loss, destruction, or damage.
- 8.5 The Customer shall indemnify in full and keep indemnified the Supplier and hold it harmless from any costs, charge, damages, expense, or loss arising as a result of any failure of the Customer to comply with its obligations under the Data Protection Legislation or this Schedule.
- 9. LIMITATION OF LIABILITY**
- 9.1 This paragraph 9 is supplemental to clause 9 of the **General Conditions** and shall only supersede it in the event of express conflict.
- 9.2 To the extent that the Supplier makes any recommendations or suggestions (whether as part of the Services or otherwise) regarding the Customer taking any action or procuring any products and/or services (including without limitation software), such recommendations and suggestions collectively being referred to as the "**Recommendations**" and the products, actions and/or services referred to in the Recommendations are referred to as "**Solutions**", the Customer acknowledges that:
- 9.2.1 such Recommendations should not form the sole basis for any decision or action by the

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Customer;

- 9.2.2 such Recommendations may relate to actions and/or third parties' products and/or services which are unconnected with the Supplier, and therefore the Supplier has no control over such actions, products and/or services;
 - 9.2.3 it is the Customer's responsibility to check internally and with any relevant third parties that any Solution is suitable for the Customer's requirements;
 - 9.2.4 if the Customer procures a Solution, whether the Solution is provided by the Supplier, an Affiliates, or an alternative supplier, it remains the Customer's responsibility to ensure that any contract provides for rights and remedies it requires it respect of the Solution; and
 - 9.2.5 the Customer will be subject to any risks associated with implementing any actions (whether internally itself or by using a third party) which are related to the Recommendations, and therefore the Customer accepts it must ensure that it provides for its own internal contingency measures to be put in place at its own cost (including but not limited to its own disaster recovery and business continuity measures) and it must put in place its own insurance at its own cost to protect against any risks, losses or liability which flow from the Recommendations or using the Solutions.
- 9.3 Subject to clause 9.2 of the **General Conditions**, the Supplier will not be liable for any issues associated with any Solution. The Customer confirms that this is reasonable in view of the provisions contained within this paragraph 9 and clause 9 of the **General Conditions**.
- 9.4 Subject to clause 9.2 of the **General Conditions**, the Supplier will not be liable for any issues, costs or expenses associated with the Customer undertaking any software and/or data restoration and/or configuration. The Customer accepts that that is reasonable in view of the provisions of paragraphs 4.2.3, 5.2, 5.3, 9.2 and 9.5.
- 9.5 The Customer acknowledges that the Charges have been calculated on the basis that the Supplier will exclude and limit its liability as set out in the Agreement, and that the limitations and exclusions of liability in this Agreement are therefore reasonable.

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ANNEX 1 DEFINITIONS

“Deliverables” means all Equipment, products, documents and materials developed or provided by the Supplier in relation to the provision of the Services;

“Domain” means the custom domain name(s) that the Customer has provided to the Supplier for the purpose of providing this Service or for the purposes of providing another Service pursuant to an Agreement or where the domain is a free email domain (e.g. hotmail.com, gmail.com) the Customer’s specific email address on that domain;

“General Conditions” means the Supplier’s standard terms and conditions for the provision of the Services as set forth on the Supplier’s website at www.ttnco.uk and which forms part of the Agreement;

“Order” means an order, quote or proposal issued by the Supplier and accepted by the Customer;

“Protected Data” means the Personal Data received from or on behalf of the Customer or otherwise obtained in connection with the performance of the Supplier’s obligations under this Agreement; and

“Recurring Charges” means the Charges for the Services as stated on the Order and as varied under the terms of this Agreement that are invoiced repeatedly in every billing period as set out in the Order.