



2025 Charter and Fees

We intend to provide quality, information that sets our customers expectation, support, advice and assistance to help our customers be competitive, innovative and maintain a skilled workforce.

Our charter to customers includes services that include support, consultancy and protection. This charter applies to all services we provide that include vendor product support that accompany product contracts; managed services contracted annually on monthly subscription covering all IT matters including AI Social engineering protection, SOC monitoring and ID protection

Quality of Service

Our staff understand your issues because of their extensive experience with generic networks. They are Certified Systems Engineers with more than 15 years' experience in a variety of business networks and are trained to act responsibly under Microsoft's certification process, as well as bound by the ISO framework with competency that's approved for those using government supplier frameworks

The quality of Service is underpinned by our four core principals 1) Proactive Technical Support and Consultancy as a co-managed cyber security resource including Zero Trust Network Access, Security Operation Centre, Managed Detect and Alert (MDR) and SASE (Protection of the Perimeter) with Secure Access Service Edge 2) Technical Expertise 3) Confidentiality as an independent cyber Security provider and 4) Professionalism: We set expectation and deliver on it no matter what we intercept

When it is appropriate to attend your place of business, you can expect us to respect the office culture and to abide by the rules of conduct. We will tell you how long our assessment processes may take and where relevant, inform you of any potential disruption and inform you of our contingency, such as a service upgrade request or something similar.

We will take the time to understand your needs and obligations and aim to fulfil them. This is always reliant on the information you give us that is timely, accurate and complete to provide the best

Confidentiality

We have systems in place to ensure that we protect your privacy and your confidential information. We comply fully with GDPR and other Frameworks (such as HM Government G Cloud and DPS)

We understand that your ideas are your business advantage - and will not use our position to gain an advantage for ourselves or others - or cause a detriment to you.

Support

Tier 1 level - Self-Managed Support

- Customer manages all configurations independently.
- Access to the Knowledgebase for self-service troubleshooting.
- Ticket portal available for bug fixes and service outages.

Tier 2 level - 9x5 Support (Recommended)

- Email and Telephone Support available 9x5 (Monday to Friday).
- Assistance with configuration issues beyond standard troubleshooting.
- Ideal for businesses that need direct access to support during working hours. SLA in appendix I below
- Direct access to 2nd line technicians provided for product and product in the network from cm security ltd. Support requests are not triaged by junior staff
- Quarterly Consultancy on site visits concerning emerging technology such as ZTNA, Perimeter defence, MDR, 24/7 SOC monitoring and SASE

Tier Two Support services accompany our Managed Service. These are premier grade services as defined above. Cover for matters relating to Remote Connectivity and App Protection; Adaptive Defence; Continuous Security Validation and Compliant Archiving are offered as additional services and charged at custom rates.

We reserve the right to charge fees for on site support and particularly charge fees where emergency call out is requested. The support service includes but is not restricted to Microsoft Federation Services, Remote working, O365, Identity Services and Security Breach and Attack Simulation.

Training is encouraged. Training is charged separately. Security Awareness Training is proven more appropriate than support. Security Awareness Training is subscription based as SaaS

Support cover for devices or systems which do not form part of the business network (such as personal computers used from time to time for work access) is not provided without charge.

The defined levels of support form part of a comprehensive cover under our Managed Service under annual subscription and paid monthly

Consultancy

Our business dealings with you will be conducted with professional integrity and honesty. We tailor to your needs and adapt accordingly. WE are an independent provider and partner many upstream vendors including some listed below



Our advice and recommendations will be based on the needs of the business and drawn from a pool of different vendor partners based on budget, business fit and ease of ownership and reliability of their use.

Our staff will focus on helping you find solutions for your business needs and solutions that make you a hard target to deter attack, mitigate loss and reputational risk (such as brand damage). Equally we intend to satisfy the user experience and manage their expectation, drawing on our partnerships that are regularly updated at www.cmsecurity.co.uk.

Our staff will be accountable in their dealings with you. Consultancy is designed to work for you, not the other way around. We encourage a minimum quarterly review of the ever-changing threat landscape and the constantly changing network perimeter as hybrid working becomes more popular we emphasise the importance of protection of the perimeter and risk from a supply chain

Consultancy and support combine to give full explanations of our recommendations and include professional management of product demonstration; Proof-of-Value, final service deployment and support thereafter.

CM Security Ltd aims to give customers the freedom to communicate around the world from anywhere underpinned with a Zero Trust approach as described on our product platform

Terms of Subscription Support and subscription contracts

Subscription of part or whole to services on our portal entitles you, during the subscription period, to Tier One email-based Technical Support during support hours (as defined above), free software updates, offers to purchase new add-ons, and upgrades (as defined below). "Updates" means a minor modification or addition that includes corrections or modifications (other than an upgrade) to correct errors, provide patches, bug fixes or minor enhancements.

Contract Termination of subscription for any/all products and services including our Managed Services listed on our web site including Consultancy and Support requires notice in writing 90 days prior to renewal date to avoid autorenewal.

All fees are payable at time of purchase within 30 days nett of invoice date. Late payment will incur payment penalties and interest. Penalty charges are chargeable at 10% of the outstanding invoice and interest is charged separately at 5% above the prevailing Bank of England rate of interest

Service Level Agreement's, responding to your needs:

Our support lines are open from 09.00 to 17.00 every business day, however we accept filed email requests outside these hours. Support can be logged at support@cmsecurity.co.uk or in the case of Tier two logged by phone 0203 307 0370

CM Security Ltd will respond promptly and knowledgeably to your enquiries and requests. We will immediately acknowledge a ticket logged and respond accordingly as shown as follows

Issue Level	
Category	Description
Severity A (Critical)	Infrastructure outage on the network , service disruption on the network. Network, not available and no workaround exists.
Severity B Degraded (High)	The network service is usable but degraded. Significant reduction experienced in network performance
Severity C General (Medium)	A problem, which outside of the expected operation of the network but causes only minor inconvenience to the customer, requests for information, service requests or feature requests. Failure of one or more system functions making use of the systems difficult (eg service still running and operational, but not at full capacity)

SEVERITY LEVEL	Hours (GMT) Business Days	Standard Support and Target response
SEV A (Critical)	09.00 to 17.00	4 business hours. This is response to the issues defined above
Sev B degraded (High)	09.00 to 17.30	6 business hours

Sev C General (Medium)	09.00am to 17.30	24 business hours
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The listed SLA apply to Tier 2 Support. Fees for Tier two Support are dependent on estate and subscription size. Tier level One Support is included in the product subscription

Tier 1 Level of Support is self-support and requires customers to initially resolve their support request enquiry using the knowledge base published on CensorNet's web site <https://censornet.com/knowledge-base/>. Following a self triage analysis further support is available by email at support@cmsecurity.co.uk

Price

Support and Consultancy services are Professional Services, All Professional Services including full cover Managed Services are paid directly to CM Security Ltd. These fees apply separately to product subscription fees, especially with orders placed through the Digital Market Framework such as the government approved site called G Cloud.

Prices are customised according to business need. For example A minimum charge of £5000 plus VAT per year applies. All Professional fees are paid directly to CM Security Ltd in full and in advance of the contract start date to cover the contract period. Our full service Managed Service can be paid monthly under annual contract Emergency call out for support has a minimum daily charge of £1500 plus expenses plus VAT (Travel Expenses and overnight if needed, being charged at cost)

A statement on modern slavery & human trafficking

CM Security Ltd is an IT provider of Cloud Security and Protection Services. CM Security Ltd is not associated with any company of a similar type. It publishes its cloud platform at www.cmsecurity.co.uk CM Security Ltd is contracted to client users in UK, Europe, and USA who are part of multi-national enterprise companies that we believe are compliant with the Modern Slavery Act 2015.

We are contracted to support an end-user client base of registered companies who we believe are well known to be ethical and law-abiding in their employment policy. We respectively operate with the same ethical behaviour.

This statement is made voluntarily and is made in conjunction with the guidelines that accompany the Modern Slavery Act 2015, available at:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/649906/Transparency_in_Supply_Chains_A_Practical_Guide_2017.pdf

Staff employed by CM Security Ltd are based in the UK, in London and Manchester. We supply Cloud Web Security, Cloud Application Management and Control, Cloud Email Security and Cloud Multifactor Authentication from vendor partners that include Acronis, Censornet, Digital Shadows, Entrust, NetMotion and Microsoft.

CM Security Ltd employs eight staff; four are full-time contracted out to corporate clients in the banking sector. Our staff and contract staff are full-time employees and accountable to our code of conduct and ethics. We are an equal opportunities employer. All staff work and live in the UK.

We do not consider any of the company's activities or its staff to engage in or be at risk of slavery or human trafficking. This would be a disciplinary matter and result in instant dismissal.

We also consider that our supply chain is ethical and responsible and at low risk due to the nature and the limited number of organisations with which we trade. We partner with vendor companies and resell their services and products; however, we are selective in our choice of partner and do not enter into relationships without conducting due diligence. The directors manage this process.

A code of practice for staff is clearly and comprehensively outlined in staff contracts. An Acceptable Conduct guide, itself reviewed regularly, is handed to all staff. All staff understand that CM Security does not tolerate bullying, harassment, corruption or bribery. All staff members who regularly attend our client premises are trained to observe a commensurate code of conduct with business-like behaviour, maintaining integrity and professionalism at all times.