



## **SOIL Service Terms**

March, 2016

*An Information Technology service  
provided by the E&P Information Management Association (EPIM)  
for the Norwegian petroleum sector*

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## 1 Definitions and Abbreviations

Definitions of terms provided in *General Terms and Conditions for Use of EPIM Services* shall apply to this document and have the meanings as described for the purpose of all Appendices to the agreement. Additional definitions and abbreviations are listed below.

Term	Definition
SOIL	Secure Oil Information Link
SOIL Core Operator	EPIM's Contractor responsible for provisioning of the SOIL Core service.
SOIL Service Provider	A company approved by EPIM for provisioning of SOIL connection and security services to Participants.
SSP	SOIL Service Provider
VPN	Virtual Private Network

## 2 Purpose and general roles

### 2.1 Purpose of this document and relation to other documents

This document defines the main principles and rules for the use of SOIL. All access and use of SOIL by Participants imply and require acceptance of these Service terms as well as other terms and procedures applicable to SOIL.

This document is part of the Service Access Agreement for SOIL between EPIM and the Participant, and includes the following other documents:

- **Service Access Agreement for SOIL:** The signature page
- **General Terms and Conditions for Use of EPIM Services:** A set of terms and principles applying to services provided by EPIM, including SOIL.
- **SOIL Service Terms:** This document
- **SOIL Technical Access Requirements:** Providing technical requirements for access to SOIL Core.

### 2.2 Purpose and criticality of SOIL

The SOIL network, is a secure and reliable extranet, supporting secure intercompany communication between Operators, business partners and suppliers, involved in NCS operations, and is designed to work independent from Internet.

The design and operation of SOIL will support this criticality.

SOIL acts primarily as an alternative delivery channel for information not desirable to transfer or publish via the Internet from a security and/or stability perspective. SOIL is

currently the delivery channel for several applications/services in use by the NCS Oil & Gas industry.

## **2.3 General responsibilities with regard to SOIL**

### **2.3.1 EPIM**

EPIM grants access to SOIL for Participants. EPIM procures the service of implementing SOIL from the SOIL Core Operator.

EPIM is responsible for reviewing the SSPs' configuration, processes and documentation.

### **2.3.2 SOIL Core Operator**

The SOIL Core Operator plans, implements, operates and provides technical support to the SSPs, in a manner suited to fulfil the purpose of SOIL.

### **2.3.3 Participant**

The Participants have access to SOIL, at terms and conditions defined by this Agreement.

The Participant must conclude an agreement with one or more SSPs, including all the mandatory SOIL services described in 2.3.4 below. The SOIL provisioning may be a part of an existing contract between the Participant and an SSP.

The Participant is responsible for collaborating on a technical level with the chosen SSP(s). The Participant must appoint the necessary technical and administrative contacts, requested by the SSP(s).

The Participant is responsible for regular re-evaluation of own SOIL needs and the SSP's service, configuration, support and service delivery in general.

### **2.3.4 SSP**

The SSPs offers following mandatory services for connecting the Participants to SOIL.

- 1) SOIL connection, in one of two ways:
  - a. SSP delivering the communication lines connecting the Participant to the SSP as part of the agreement with the Participant.
  - b. SSP offering an interface allowing Participant to connect to SSP via communication lines provided by the Participant and provided by the Participant's own communication line provider.
- 2) SOIL Firewall.
- 3) SOIL Routing.
- 4) Technical service desk and operation of the SOIL connections and services.
- 5) Redundant connections between the SSP and the SOIL Core nodes.
- 6) Collaboration with the other SSPs for fault isolation and resolution.

### **2.3.5 Line Providers**

The Line providers deliver communication lines to Participants and SSPs, but do not have any specific obligations related to SOIL.

## **2.4 Additional services on SOIL**

The Participant may procure additional optional services from the SSPs, based on bilateral agreement between the Participant and relevant SSPs.

### **3 The scope of SOIL**

SOIL comprises the following functions:

#### **3.1 SOIL Core**

The SOIL Core is a facility to which Participants can be connected via SSPs, enabling electronic communication with other Participants.

#### **3.2 SOIL Support Services**

The Participant receives SOIL support service from the chosen SSP(s).

The SSPs have access to technical support services from the SOIL Core Operator.

#### **3.3 Applications and services published on SOIL**

The Participant can publish applications and services on SOIL, in compliance with section "2.2 Purpose and criticality of SOIL".

### **4 The SOIL trade mark**

EPIM retains the full intellectual property to SOIL (Secure Oil Information Link) as a trademark and as a system of Services.

### **5 General Requirements**

#### **5.1 Independence of other networks**

All use of SOIL, including access to applications and services on SOIL, shall comply with procedures designed to keep SOIL separate from other networks, especially the Internet, in order to keep it secure from malicious activities and faults. Participants shall refrain from any activity which may breach this security.

#### **5.2 Availability**

EPIM endeavours to make SOIL Core fully operational and available to Participants at all times, except for possible disturbance during the System intervention window, as provided for in article 5.3 in the *General Terms*.

In addition to System intervention windows of the SOIL Core, the Participant's chosen SSP(s) will have additional System intervention windows. Use of multiple SSPs can mitigate undesirable extra System intervention windows, for purposes requiring very high availability.

#### **5.3 System intervention window**

The System intervention window shall be on the last Saturday of each month between 00:00 and 04:00 hours (Norway time). (I.e. during the night between Friday and Saturday)

## 6 SOIL Core access

### 6.1 Criteria for SOIL access

The following criteria will apply to the qualification of firms to be granted access to SOIL through a *Service Access Agreement* and conditional upon their adherence.

#### 6.1.1 Operators

Firms which are Operators on the NCS and members of EPIM will be granted access to SOIL. An Operator may have access at a capacity of up to 10 Gigabit per second if it is correspondingly equipped, through separate bilateral agreement with SSP(s). EPIM reserves the rights to assign a lower capacity to any Operator for whom such lower capacity covers its anticipated reasonable requirement.

#### 6.1.2 Non-operating partners

Firms which are partners in at least one Norwegian production license for petroleum will be granted access to SOIL. Such firm will generally be granted access at a capacity of up to 1 Gigabit per second. EPIM reserves the right to grant access at another capacity with due consideration to the Participant's anticipated requirements.

#### 6.1.3 Suppliers and institutions

Firms and institutions which have a relevant business relationship with a member of EPIM may be granted access to SOIL. Access for such Participants will require an endorsement from at least one EPIM member, and a positive assessment by EPIM of the Participant's relevance and suitability for SOIL access. Participants in this category will be required to provide information on the nature and duration of their business engagements, which justify their participation in SOIL, and to periodically update or reconfirm such information. Participants in this category will generally be granted access at a capacity of up to 1 Gigabit per second. EPIM reserves the right to grant access at another capacity with due consideration to the Participant's anticipated requirements.

#### 6.1.4 Line Providers

Line providers are involved for delivery of communication links between the SSPs and SOIL Core nodes, and between the Participant and SSP(s).

The Participant procure communication line(s) from the SSP(s) or from a relevant line/communication provider.

### 6.2 Information security

The following requirements apply for a Participant connecting to SOIL:

- Information security policy approved by the company management.
- A named security officer in the company.
- A dedicated function in the ICT operation concerned with information security.
- Updated documentation of the Participant's use of SOIL.

The network security of SOIL consists of the following barriers:

#### 1) SOIL Firewall

A mandatory SOIL firewall service provided by the chosen SSP(s), in compliance with the requirements stated in "SOIL Technical Access Requirements".

#### 2) Network segregation

The Participant is responsible for internal information security, including isolation of SOIL from other networks, especially Internet, according to section "5.1 Independence of other networks".

### **3) User awareness**

The Participant is responsible for awareness training of own staff, and other staff capable of accessing the Participant's SOIL connection.

## **6.3 Information concerning Participant**

On EPIM's behalf the SSPs are responsible for collecting relevant information from the Participant for administration and use of SOIL. The Participant is responsible for providing relevant information, upon request from the SSP(s), cf. *General Terms*, section 6.2.

## **6.4 Termination of access to SOIL**

6.4.1 A Participant's access to SOIL shall be terminated as a result of either of the following circumstances:

- A. The Participant give notice to EPIM, and chosen SSP(s) of its decision to terminate its access to SOIL.
- B. The Participant does not (or no longer) fulfil the criteria for access to SOIL as per article 6.1.
- C. The Participant has materially breached the applicable terms for access to SOIL and has failed to rectify the situation after having been cautioned to that effect by EPIM, after which EPIM has concluded that a termination of the Participant is in the best interest of the community of remaining Participants.

6.4.2 In the event that a Participant no longer fulfils the criteria for having access to SOIL as per article 6.1, the Participant shall promptly inform EPIM and the relevant SSP(s) thereof.

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## 7 Compensation

EPIM shall provide SOIL Core as a common service to EPIM's members on the basis of cost recovery.

EPIM will charge Operators for the cost of providing SOIL Core through EPIM's cost recovery procedures - EPIM Allocation Model based on active licenses.

EPIM reserves the right to charge Participants which are not Operators for SOIL access.

In the event that one or more Participants have initiated use of SOIL in a manner which imposes disproportionate burdens on capacities or costs, EPIM reserves the right to impose on Participants charges designed to stimulate effective use and access for all Participants and to recover such costs.

All cost related to establishing and operating the SOIL connection for Participant is a matter between the Participant and chosen SSP(s), and to be handled in separate agreement(s) between the parties.

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# SOIL Technical Access Requirements

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## 8 Introduction

This document provide technical requirements for access to SOIL Core, mandatory to all Participants.

This document is part of the Service Access Agreement for SOIL between EPIM and the Participant, and includes the following documents:

- Service Access Agreement for SOIL; the signature page
- General Terms and Conditions for Use of EPIM Services
- SOIL Service Terms
- SOIL Technical Access Requirements; this document

## 9 Definitions and Abbreviations

Definitions of terms provided in *General Terms and Conditions for Use of EPIM Services* and in SOIL Service Terms shall apply to this document.

## 10 Access requirements

The following types of access are currently available for connecting to the SSPs:

- Leased line.
- VPN over Internet (limited to Participants located in countries other than Norway, Sweden and Denmark).

### 10.1 Leased line

The type, and quality, of leased line(s) in use are a matter between the Participant and the chosen SSP(s). The only principle is to use lines independent of Internet.

### 10.2 VPN over Internet

Only Participants located in countries other than Norway, Sweden and Denmark, and unable to get a cost efficient leased line connection to any of the available SSPs, may use VPN over Internet for access to chosen SSP(s).

To ensure independence of Internet in one single country, use of VPN over Internet require both the Participant and SSP(s) to enable use of two connection points, one in Norway and one outside Norway.

## 11 Security requirements

Philosophy:

## **Secure industry network for NCS operators, independent of internet.**

Policy:

- Open external network for parties authorised by EPIM.
- Closed for public network and Internet.
- All Participants shall present themselves at SOIL using public IP addresses.
- Each Participant is responsible for:
  - Ensuring that only authorised parties can access SOIL.
  - Not allowing third party access to SOIL.
  - Controlling their SOIL usage in collaboration with the chosen SSP(s).
  - Ensuring that the SOIL network is protected against any damage or harmful attacks through their SOIL access in collaboration with the SSP(s) used.
- All software in use must be continuously updated to ensure the security is maintained.

### **11.1 Firewalls**

The Participant must use the mandatory SOIL firewall service from the chosen SSP(s).

The Participant is responsible for requesting change of the firewall rules, in accordance with the Participant's needs, via defined authorised members of staff.

The Participant may put an extra firewall between the SSP's SOIL firewall and own network.

The Participant is responsible for appointing a limited set of authorised staff empowered to request changes to rules for the SOIL firewall, provided by the chosen SSP(s).

### **11.2 Patching and antivirus software**

Relevant security patches must be implemented for all networking resources, operating systems and applications connected to SOIL.

Security patches must be implemented without undue delay.

All ICT equipment connected to SOIL by Participant shall have effective and updated antivirus software. Antivirus software must be promptly updated when new updates are available from the supplier of the antivirus software.

### **11.3 Check of content**

The SOIL firewall service, provided by chosen SSP(s), do not include check of content by default. The Participant may request content checking, in the SOIL firewall, as an extra service from the SSP(s). The SOIL Core does not perform packet inspection, nor perform any kind of content filtering.

Participants must use relevant antivirus and anti-spyware for continuously checking content for malicious code.

#### **11.4 Use of active code**

Applications on SOIL may use active code such as ActiveX, Java and scripts.

Participants who make applications featuring such active code available to other Participants must control and verify that the active code is free from virus and not manipulated. Participants, who make such applications available to others, must guarantee that such applications do not distribute unauthorized components or other malicious code. Participants therefore need to use relevant antivirus and anti-spyware to check for malicious code.

#### **12 IP addressing and routing requirements**

The Participant is responsible for using public IP addresses when accessing, and/or providing services to, SOIL.

The SSP and the SOIL Core will filter any private IP segments/addresses from being published to the SOIL network to protect integrity.

Private IP segments may be used for link addresses and for Partner access on Participant side of SSP mandatory Firewall as needed. The SSP will then have to add necessary address translation to comply with requirement.

The SOIL Core offers BGP routing only.

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