

## DRAFT SERVICE SCHEDULE

### END USER SUPPORT SERVICES

This is a Service Schedule as defined in the Conditions. Where the Services set out in this Service Schedule form part of the Services to be supplied under a Contract (as defined in the Conditions), this Service Schedule forms part of the Contract.

In this Service Schedule, references to Clauses are to Clauses of the Conditions, and references to paragraphs are to the paragraphs of (i) this Service Schedule or (ii) whichever other document is specifically referred to.

#### 1 Additional Definitions

In this Service Schedule the following words and expressions shall have the following meanings:

1.1 **“Pulsant Service Description - End User Support”** – the document which sets out the scope and description of the Services being provided by the Supplier.

1.2 **“End Users”** – the Customer’s employees who actively use the supported operating systems and software applications as a normal part of their duties. This does not extend to customers of the Customer.

#### 2 End User Support – Service Scope and Description

2.1 Pulsant End User Support Services (as described in the Pulsant Service Description - End User Support document) provide the Customer’s End Users with remote support in their use of the operating systems and software applications defined in Clause 2.6.5.

2.2 The management scope of the Services being provided by the Supplier is illustrated in the Pulsant Service Description - End User Support document, which also contains recommended specific considerations under the section “Service Dependencies and/or Related Services”. The Customer confirms that it has considered and accepts full responsibility for all scenarios relating to any failure conditions and functionality of each related or dependent Service where those Services are not provided by the Supplier.

2.3 Pulsant End User Support Services are provided to the Customer for so long as the Contract remains in force in accordance with the terms of the Contract and the Supplier’s acceptable use, security and access policies and procedures.

2.4 Pulsant End User Support Services are subject to payment by the Customer of the Supplier’s Charges for support services, as set out in the Order Form or as subsequently agreed between the parties from time to time.

2.5 The Supplier will provide the Customer’s End Users with technical support to the extent detailed in clause 2.6, within the contracted support hours only.

2.6 The Supplier will:

2.6.1 Provide the Customer with remote desktop support within standard support hours.

2.6.2 Provide the Customer with telephone access to the Supplier’s service desk within standard support hours.

2.6.3 Provide email and web portal access for the Customer to raise support requests 24x7x365.

2.6.4 Resolve all incidents within the agreed SLA, with the SLA clock beginning at the start of the next business day for support requests raised out of hours.

2.6.5 Support the following operating systems and software applications:

2.6.5.1 Microsoft Windows versions 7, 8 and 10.

2.6.5.2 Microsoft Office Desktop applications versions 2010, 2013, 2016.

2.6.5.3 Office 365 Services as follows (noting that the Customer may not possess all of these components as part of their Office 365 license):

(a) Email and Calendar.

- (b) OneDrive for Business.
- (c) Skype for Business (support limited to resolving issues of service availability).
- (d) SharePoint (support limited to resolving issues of service availability).
- (e) Yammer (support limited to resolving issues of service availability).
- (f) Office Online Applications (Word, OneNote, PowerPoint, and Excel running from a browser, support limited to resolving issues of service availability).
- (g) Planner (support limited to resolving issues of service availability).
- (h) Sway (support limited to resolving issues of service availability).
- (i) Delve (support limited to resolving issues of service availability).
- (j) Rights Management Services (support limited to resolving issues of service availability).
- (k) Voicemail integration with Exchange Online (only where the Supplier also manages all components of the Voicemail and Exchange services).

2.6.6 Perform logging, recording and basic diagnosis of all reported incidents and problems.

2.6.7 Perform incident and request management.

2.6.8 Perform problem management.

2.6.9 Resolve simple, known or fully documented technical incidents and problems.

2.6.10 Manage internal or external escalation of complex issues.

2.6.11 Perform major incident management.

2.7 The Supplier will not:

2.7.1 Manage or support any of the Customer's applications that are not specifically listed in this Service Schedule.

2.7.2 Support any peripheral devices such as (but not limited to) printers, headsets, and external storage devices.

2.7.3 Support third-party tools or environments dependent on third-party tools, other than those specifically stated in this Service Schedule.

2.7.4 Provide installation and associated configuration and migration or data transformation work for any applications. Where a supported application may require re-installation the Supplier will use reasonable endeavours to re-install the software, provided the Customer can provide the software and the Supplier can gain remote access with the required privileges to the Customer's device.

2.7.5 Provide training to the Customer on the functionality and use of any supported operating systems or applications.

2.7.6 Support or manage the Customer's Active Directory.

### **3 Service Levels**

3.1 The Supplier will use its reasonable endeavours to deliver the following Response Times in respect of incidents as set out in the table below.

Event Type	Service Hours	Response Time
<b>Critical</b>	Monday–Friday, 8am–6pm (Issue must be notified by telephone)	Within 15 minutes
<b>Service Affecting</b>	Monday–Friday, 8am–6pm (Issue must be notified by telephone)	Within 30 minutes
<b>Routine</b>	Business Hours	Within 30 minutes, measured during Business Hours

3.2 The Supplier will use its reasonable endeavours to deliver the following Service Levels in respect of the Services as set out in the table below.

3.2.1 The below table defines the SLA for the End User Support Service only.

Measure	Service Hours	Response Time
<b>Service Hours</b>	The hours during which the service and SLA is provided	Monday–Friday, 8am–6pm
<b>Availability</b>	% of the service hours during which service availability is guaranteed (excluding planned maintenance in clause 5 below)	100%

#### 4 Fee Credits

4.1 Any Fee Credits which fall due pursuant to this Clause 4 are payable subject to and in accordance with Clause 5 of the Conditions.

	Service Hours	Target Availability	Fee Credits
<b>End User Support</b>	Monday–Friday, 8am–6pm (Issue must be notified by telephone)	100%	Pro rata proposition of the Monthly Charges for any Non-Availability Period

A pro rata proportion shall be calculated according to the number of complete minutes in the relevant calendar month and the number of complete minutes of Non-Availability in that calendar month.

“Non-Availability” means a period of time during which the relevant Service is unavailable in breach of the Availability Service Levels set out in paragraph 3.2 above.

#### 5 Planned Maintenance

5.1 Save in situation which is an Event of Force Majeure or in the case of an emergency, where the Supplier considers (in its sole discretion) that it is necessary to carry out maintenance activities that will affect or can reasonably be expected to affect the Customer’s operations, the Supplier shall notify the Customer at least 48 hours in advance of the commencement of the works detailing the nature of the work to be carried out and the timetable for completion of the works. These works will be carried out in accordance with the Supplier’s standard procedures which are available upon request by the Customer. In the case of an Event of Force Majeure or an emergency, no advance notice is required.

5.2 During the period of Planned Maintenance, the SLAs will not apply.