

## SERVICE SCHEDULE

### MICROSOFT CLOUD ADMIN & LICENSING

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 - Microsoft Cloud Admin and Licensing”** – The document which sets out the scope and description of the Services being provided by the Supplier.
- 1.2 **“Microsoft Cloud” or “Azure”** – Microsoft’s public Cloud computing platform, providing a range of Cloud services and applications.

#### 2 Microsoft Cloud Admin & Licensing – Service Scope and Description

- 2.1 Pulsant’s Microsoft Cloud Admin & Licensing Service (as described in the Pulsant Service Description - Microsoft Cloud Admin and Licensing document) provides subscription administration and billing management for your Microsoft Cloud estate.
- 2.2 The management scope of the Services being provided by the Supplier is illustrated in the Pulsant Service Description - Microsoft Cloud Admin and Licensing 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 Microsoft Cloud Admin and Licensing 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 Microsoft Cloud Admin and Licensing Services are subject to payment by the Customer of the Supplier’s Charges for the Service, as set out in the Order Form or as subsequently agreed between the parties from time to time.
- 2.5 The Microsoft Cloud features and services available to the Customer will be as advertised and made available by Microsoft. Availability of these advertised services may be dependent on the Customer’s contract with Microsoft.
- 2.6 The Supplier will act as a licensing and resource subscription provider for the Customer’s Microsoft Cloud services, as such:
  - 2.6.1 The Service pricing is structured identically to Microsoft’s Cloud services pricing.
  - 2.6.2 The Service will mirror Microsoft Cloud service names.
  - 2.6.3 The Service will include subscription and billing management with delegation of access to Customer IT teams.
- 2.7 Pricing can be offered on either a fixed or consumption basis.
  - 2.7.1 Where pricing is based on consumption:
    - 2.7.1.1 Pricing will track the public Microsoft price list and quotes will detail any modifier that applies to that pricing.
    - 2.7.1.2 Usage will be billed in arrears on a monthly basis based on consumption.
    - 2.7.1.3 Usage will be shown as a breakdown of consumption by subscription and by service type.



2.7.2 Where pricing is fixed,

2.7.2.1 Additional charges would be billed to the Customer for increases in actual consumption versus the consumption described on the Order Form;

2.7.2.2 Additional charges would be billed to the Customer where changes from the platform vendor in base charges occur for platform resources.

2.7.3 All quotes will list the following specific details as applicable to the Microsoft Cloud services:

- (a) The region (location) where the services will be deployed.
- (b) The Microsoft Cloud service referenced, using the official Microsoft service name.
- (c) Any details of the variety, tier, type or size of the Microsoft Cloud service.

2.8 The Supplier will:

2.8.1 Provide the Customer with the requested tenants and subscriptions in Microsoft Cloud Services on which Azure services can be provisioned.

2.8.2 Attach existing Microsoft Cloud subscriptions to consolidate them into the new single billing arrangement, where those subscriptions meet the minimum requirements of the Microsoft Cloud Solution Provider programme.

2.8.3 Create and manage Microsoft Cloud subscriptions for the Customer where provided by the Supplier.

2.8.4 Manage the Customer's access to the Microsoft Cloud management portal to facilitate assignment of device or user specific licenses from subscriptions, and to facilitate management of infrastructure services.

2.8.5 Provide a single point of billing and first-line billing and subscription support.

2.8.6 Provide support for Microsoft Cloud Services health issues and a dashboard to show the health and availability of the Customer's Microsoft Cloud Services resources.

2.8.7 Provide unlimited billing and subscription support within business hours.

2.9 The Supplier will not provide the Customer with education on how to operate Azure services or Azure Resource Manager (ARM).

2.10 Under this Service the Supplier will not provide any level of technical support for Microsoft Cloud Services. Such services are available as additional, chargeable Managed Services.

2.11 Under this Service the Supplier will not provide any advisory services. Such services are available as additional, chargeable Professional Services.

**3 Service Levels**

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

Event Type	Service Hours	Response Time
<b>Routine</b>	Business Hours	Within 8 hours, measured during Business Hours