

SERVICE SCHEDULE

MANAGED AZURE STACK

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 - Managed Azure Stack”** – the document which sets out the scope and description of the Services being provided by the Supplier.
- 1.2 **“Pulsant Service Description – Microsoft Azure IaaS”** – the document which sets out the scope and description of the Supplier’s Microsoft Azure Infrastructure as a Service services.
- 1.3 **“Pulsant Service Description – Microsoft Cloud Admin & Licensing”** – the document which sets out the scope and description of the Supplier’s Microsoft Cloud Admin & Licensing services.
- 1.4 **“Azure”, “Azure Cloud”** – Microsoft’s public cloud computing platform.
- 1.5 **“Stack”** – An Appliance installed in the Supplier’s datacentre or on the Customer’s premises, which provides the Customer with a subset of the functionality provided by the Microsoft Azure Cloud platform.
- 1.6 **“Launch Pad”** – An Appliance consisting of a single Azure node installed in the Supplier’s datacentre or on the Customer’s premises, which provides the Customer with a subset of the functionality provided by the Microsoft Azure Cloud platform with limited resources.
- 1.7 **“Appliance”** – Dedicated hardware running Stack or Launch Pad.

2 Managed Azure Stack – Service Scope and Description

- 2.1 Pulsant Managed Azure Stack Service (as described in the Pulsant Service Description - Managed Azure Stack document) provides management and support of an Azure Stack or Launch Pad Appliance installed in the Supplier’s datacentre or on the Customer’s premises.
- 2.2 The management scope of the Services being provided by the Supplier is illustrated in the Pulsant Service Description - Managed Azure Stack 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 Managed Azure Stack 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 Managed Azure Stack Services are subject to payment by the Customer of the Supplier’s Charges for installation and support services, as set out on the Service Order Form or as subsequently agreed between the parties from time to time.
- 2.5 The set of features available in Stack and Launch Pad will be as advertised by Microsoft; such features may be dependent on the type and version of the Appliance.
- 2.6 The Appliance will be installed in the Supplier’s datacentre or on the Customer’s premises, as specified on the Service Order Form.
 - 2.6.1 Where the Appliance is installed on the Customer’s premises:
 - 2.6.1.1 The Service specifically excludes any hands-on hardware maintenance of the Appliance by the Supplier; third-party maintenance agreements will apply.

- 2.6.1.2 The Customer must meet the installation and operating requirements of the Appliances. Such requirements will be made available to the Customer. Failure to meet these requirements may mean the service cannot be delivered, and charges may be applicable to cover the Supplier's incurred costs.
- 2.7 The Order Form will indicate the level of service being provided to the Customer by listing one of two possible service lines: Azure Stack or Launch Pad. The levels of service provided with these service lines are as defined in Clauses 2.8 and 2.9 below.
- 2.8 If the Service specified on the Order Form includes the Service Line "Azure Stack", the Supplier will provide the Customer with the following level of service.
 - 2.8.1 Supply the Appliance or Appliances as specified on the Service Order Form.
 - 2.8.2 Install the Appliance in either a Supplier datacentre or on the Customer's premises, as specified on the Service Order Form.
 - 2.8.3 Provide Azure Admin and Licensing support, where specified on the Order Form. The service is described in the Pulsant Service Description – Microsoft Cloud Admin & Licensing, to include:
 - 2.8.3.1 Providing the Customer with the requested tenants and subscriptions in Microsoft Cloud services on which Azure services can be provisioned.
 - 2.8.3.2 Attaching 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.
 - 2.8.3.3 Creating and managing Microsoft Cloud subscriptions for the Customer where provided by the Supplier.
 - 2.8.3.4 Managing 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.
 - 2.8.3.5 Providing a single point of billing and first-line billing and subscription support.
 - 2.8.3.6 Providing support for Microsoft Cloud services health issues and a dashboard to show the health and availability of the Customer's Microsoft Cloud services resources.
 - 2.8.3.7 Providing unlimited billing and subscription support within business hours.
 - 2.8.4 Provide Azure IaaS and PaaS support, as described in the document Pulsant Service Description – Microsoft Azure IaaS, to include:
 - 2.8.4.1 Performing installation of IaaS/PaaS solutions on Azure Stack (if appropriate), and configuring to the minimum required for remote administrative access.
 - 2.8.4.2 Configuring the fundamentals of Azure Stack so as to enable its operation within the target datacentre and network environment.
 - 2.8.4.3 Creating and managing the required tenants and subscriptions in Azure on which virtual servers, networks and storage can be provisioned.
 - 2.8.4.4 Providing configuration and support of virtual hardware, storage and network connections, including virtual networks.
 - 2.8.4.5 Performing basic installation of supported operating systems (if appropriate) and configuring them to the minimum required for remote administrative access.
 - 2.8.4.6 Provide the following level of hardware/hypervisor support:
 - (a) Actively monitor the health of the device.
 - (b) Apply firmware and hypervisor updates in accordance with the Microsoft schedule.

- (c) Perform hardware maintenance when required, if the appliance is hosted in a Supplier datacentre.

- 2.9 When the Service Order Form specifies Launch Pad, the Supplier will provide the Customer with the following level of service.
 - 2.9.1 Supply and install a single dedicated Launch Pad hardware Appliance, in either a Supplier datacentre or on the Customer's premises.
 - 2.9.2 Provide a single point of billing.
 - 2.9.3 Perform basic installation of Launch Pad (if appropriate) and configure to the minimum required for remote administrative access.
 - 2.9.4 Perform management and support of the Appliance, to include the following:
 - 2.9.4.1 Logging and recording of hardware and hypervisor issues.
 - 2.9.4.2 Escalating Azure issues to Microsoft.
 - 2.9.4.3 Escalating hardware issues to Dell.
 - 2.9.4.4 Liaising with the Customer.
 - 2.9.4.5 Applying firmware and hypervisor updates in accordance with the Microsoft schedule.
 - 2.9.4.6 Rebooting the Launch Pad Appliance as required.
 - 2.9.4.7 Providing the required tenants and subscriptions in Azure on which virtual servers, networks and storage can be provisioned.
 - 2.9.4.8 Creating and managing Microsoft Cloud subscriptions for the Customer, where provided by the Supplier.
 - 2.9.4.9 Managing Customer access to the Microsoft Cloud management portal to facilitate assignment of device or user specific licenses from subscriptions or management of infrastructure services.
 - 2.9.4.10 Swapping out faulty components under advisement from the Appliance vendor, if the Appliance is hosted in a Supplier datacentre.
- 2.10 The Supplier will not provide the Customer with education on how to operate Azure services or Azure Resource Manager (ARM).
- 2.11 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.
- 2.12 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 incidents as set out in the table below.

Event Type	Service Hours	Response Time
Critical	24/7/365 (Issue must be notified by telephone)	Within 15 minutes
Service Affecting	24/7/365 (Issue must be notified by telephone)	Within 30 minutes
Routine	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 Managed Azure Stack Service only. Where the customer has either purchased the hardware directly or is renting the hardware from Pulsant, these SLAs do not apply.

Measure	Description	Value
Service Hours	The hours during which the service and SLA is provided	24/7/365
Availability (Stack)	% of the service hours during which service availability is guaranteed (excluding planned maintenance in clause 5 below)	Standard: 99.84% Resilient Solution: 100%
Availability (Launch Pad)	% of the service hours during which service availability is guaranteed (excluding planned maintenance in clause 5 below)	Standard: 99.84%
Hardware Break Fix	The repair or replacement of an Appliance that has failed due to hardware breakdown	Next business day

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
Azure Stack	24/7/365 (Issue must be notified by telephone)	99.84%	Pro rata proposition of the Monthly Charges for any Non-Availability Period
Azure Stack – Resilient Solution	24/7/365 (Issue must be notified by telephone)	100%	Pro rata proposition of the Monthly Charges for any Non-Availability Period
Launch Pad	24/7/365 (Issue must be notified by telephone)	99.84%	Pro rata proposition of the Monthly Charges for any Non-Availability Period

4.1.1 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.

4.1.2 “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.