

## SERVICE SCHEDULE

### PULSANT SITE PROTECT

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 – Site Protect"** – the document which sets out the scope and description of the Services being provided by the Supplier.
- 1.2 **"Appliance"** – the hardware device installed on the Customer's premises to provide the Site Protect Service.
- 1.3 **"High-Availability Pair"** – a pair of identical Appliances configured to work together such that with the failure of one Appliance the second Appliance automatically continues to provide a seamless Service.

#### 2 Pulsant Site Protect – Service Scope and Description

- 2.1 Pulsant Site Protect Service (as described in the Pulsant Service Description – Site Protect document) securely connects the Customer's premises to remotely hosted infrastructure through the use of a low-cost hardware Appliance installed 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 – Site Protect 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 Site Protect 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 Site Protect Service is subject to payment by the Customer of the Supplier's Charges for installation and support services, as set out in the Order Form or as subsequently agreed between the parties from time to time.
- 2.5 All Customer sites in scope of the Service are to be listed on the Order Form and the Customer charged on a per-site basis.
- 2.6 For each site covered by the Service, the Supplier will provide the Customer with the following:
  - 2.6.1 Either a single Appliance or a High-Availability Pair of Appliances, as specified on the Order Form, shipped to the Customer's premises pre-configured and ready for use.
- 2.7 The Appliance will use a standard configuration which the Customer will not be able to modify.
- 2.8 The Supplier will monitor the operation of the Appliances while installed on the Customer's premises and will take steps to remedy any discovered or reported issues.
- 2.9 As with any electronic equipment, the Appliance will be affected by on-site environmental factors such as temperature, humidity, power availability, and other factors outside the Supplier's control; as such, the Supplier cannot offer a guaranteed availability SLA for the Service.
- 2.10 The Supplier will perform back-ups of the Appliance configuration on a regular schedule.
- 2.11 The Supplier will ship free of charge a replacement Appliance should the installed Appliance cease to function correctly.

2.11.1 Any replacement Appliance will be automatically configured with the last good configuration back-up when the Customer first connects the Appliance to the network.

2.11.1.1 If the Customer's network is not using DHCP, additional configuration files are required; the Supplier will provide these to the Customer free of charge on a USB memory stick.

2.12 As an option, the Appliances will include Wireless Access Point functionality; this will be specified on the Order Form if requested by the Customer.

2.12.1 Wireless coverage may be limited by the location of the Appliance and is not the responsibility of the Supplier.

2.13 The Supplier will not:

2.13.1 Carry out on-site repairs of the Appliance.

2.13.2 Be responsible for any loss or damage to the Appliance while on the Customer's premises.

2.14 The Customer will:

2.14.1 Be wholly responsible for the physical security of the Appliance while on the Customer's premises.

2.14.2 Be wholly responsible for any insurance of the Appliance while on the Customer's premises.

2.14.3 Be wholly responsible for siting the Appliance, including providing a physical space, a suitable, reliable power supply, and network connectivity, and protecting it from environmental factors such as extremes of temperature and humidity.

### 3 Service Levels

3.1 The Supplier will use its reasonable endeavours to deliver the following Response Times and Availability as classified in the tables below.

| Event Type               | Service Hours   | Response Time                                     |
|--------------------------|---|---|
| <b>Critical</b>          | 24/7/365<br>(Issue notified by telephone or detected by the Supplier's monitoring of the Appliance) | Within 15 minutes                                 |
| <b>Service Affecting</b> | 24/7/365<br>(Issue notified by telephone or detected by the Supplier's monitoring of the Appliance) | 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 Site Protect Service.

| Measure                     | Description  | Value  |
|-----------------------------|--|--|
| <b>Service Hours</b>        | The hours during which the service and SLA is provided   | 24/7/365   |
| <b>Availability</b>         | % of the service hours during which service availability is guaranteed (excluding planned maintenance in Clause 5 below) | Availability cannot be guaranteed for equipment hosted on the customer's premises due to environmental factors outside the Supplier's control. |
| <b>Hardware Replacement</b> | The time it will take for replacement hardware to arrive at the Customer's site following a hardware failure.            | Issues notified before 10am: next business day.<br>Issues notified after 10am: two business days.  |

#### 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>Site Protect</b>                        | 24/7/365<br>(Issue notified by telephone or detected by the Supplier's monitoring of the Appliance) | Not guaranteed      | N/A         |
| <b>Site Protect with High Availability</b> | 24/7/365<br>(Issue notified by telephone or detected by the Supplier's monitoring of the Appliance) | Not guaranteed      | N/A         |

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 Clause 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.