

## SERVICE SCHEDULE

### MANAGED WEB SERVER

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

- 1.1 **"Managed Web Server"** – a Web Server managed by the Supplier on the Customer's behalf for the Customer's own business needs.
- 1.2 **"Operating System", "OS"** – a software system designed to run directly on physical or virtual hardware which manages the hardware state and allows running of additional application software.
- 1.3 **"Pulsant Cloud Backup"** – a backup service provided by the Supplier, described in the document "Pulsant Service Description - Cloud Backup".
- 1.4 **"Pulsant Service Description - Managed Web Server"** – the document which sets out the scope and description of the Services being provided by the Supplier.
- 1.5 **"Server"** – a physical or virtual server managed by the Supplier on the Customer's behalf entirely for the Customer's own business needs.

#### 2 Managed Web Server – Service Scope and Description

- 2.1 Pulsant Managed Web Server Service (as described in the "Pulsant Service Description - Managed Web Server" document) provides management of web sever software and the Server hardware and associated Operating System layer on which the software runs.
- 2.2 The management scope of the Services being provided by the Supplier is illustrated in the "Pulsant Service Description - Managed Web Server" 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 Managed Web Server 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 Managed Web Server Services are 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 The Managed Web Server Service must be hosted on a physical or virtual Server platform within a Supplier or partner datacentre with a supported version of the Windows Server or Linux Operating Systems running on the Server; the Supplier will manage the Server and Operating System to the following extent:
  - 2.5.1 Install and configure the Operating System.
  - 2.5.2 Monitor the Operating System health and remediate issues, notifying the Customer where appropriate. Monitoring includes:
    - 2.5.2.1 Network availability
    - 2.5.2.2 CPU usage
    - 2.5.2.3 Memory usage
    - 2.5.2.4 Disk capacity
  - 2.5.3 Apply regular Operating System and software updates on a schedule selected by the Supplier.

- 2.5.3.1 Allow customisation of the update schedule by the Customer.
- 2.5.4 Install and manage system services included within the Server Operating System. This includes the core features and roles, and the services they require (for example, the FTP service).
- 2.5.5 Where available, monitor the system service to ensure that it is running.
- 2.5.6 Where Pulsant Cloud Backup protects the Server, perform backup configuration and maintenance in line with the Pulsant Cloud Backup - Managed Capacity service.
- 2.5.7 Re-install the Operating System following a failure of an underlying physical or virtual Server provided by the Supplier.
  - 2.5.7.1 Re-installation will include any of the Supplier's backup or management agents, any previously-installed Operating System updates, and any software that was installed by the Supplier during the build stage.
- 2.5.8 Perform major upgrades of managed software to the latest supported version, including service packs.
- 2.5.9 Make configuration changes to help prevent recurring problems or improve security.
- 2.6 The Supplier will perform the following activities:
  - 2.6.1 Install the web server Service, which will be selected by the Customer from the following supported options:
    - 2.6.1.1 Apache
    - 2.6.1.2 Nginx
    - 2.6.1.3 Microsoft IIS
  - 2.6.2 Provide a configuration for the web server optimised for according to the Supplier's best practice.
  - 2.6.3 Install and support the following components from approved sources:
    - 2.6.3.1 PHP
    - 2.6.3.2 PHP-fpm
    - 2.6.3.3 .net framework (Windows only)
    - 2.6.3.4 asp.net (Windows only)
  - 2.6.4 Monitor the availability of the web server and respond if the Service becomes unavailable.
  - 2.6.5 Monitor the performance of the web server and analyse performance data to aid anticipation of and responses to any Service issues.
  - 2.6.6 Alert the Customer and make appropriate recommendations regarding any abnormalities highlighted by availability and performance data gathered.
  - 2.6.7 Upon failure of the Service, investigate and repair the web server or supported components within the scope of this Service.
  - 2.6.8 Apply updates to the web server software upon request and security updates on an agreed schedule.
  - 2.6.9 Where Pulsant Cloud Backup protects the Server, perform backup configuration and maintenance in line with the Pulsant Cloud Backup - Managed Capacity service.
  - 2.6.10 Secure the web server in line with Supplier's best practice.
- 2.7 The Service specifically excludes:
  - 2.7.1 Training to the Customer on the functionality and use of the web server software.

2.7.2 Support for third-party tools or environments dependent on third-party tools (e.g. replication technologies).

2.7.3 Deployment or support of Customer-owned web applications.

2.8 The Customer is responsible for ensuring that the Service does not interfere with operation of other services not managed by the Supplier, for example managed patching schedules that conflict with other critical activities elsewhere within the Customer's infrastructure.

2.9 The Supplier will be the sole administrators of the Server, and no Server administration activities will be performed by the Customer or any other party without the knowledge and express agreement of the Supplier.

2.10 Management of the Customer's Active Directory, including the creation of group policies, is the responsibility of the Customer, unless the Active Directory is managed by the Supplier under the terms of a separate service.

2.11 All installation and configuration of third-party applications, including all Linux applications not found within the Base and EPEL repositories, is the responsibility of the Customer.

2.12 The Supplier will not be responsible for security vulnerabilities within the Customer's operations or Customer-managed applications or infrastructure.

### 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>	24/7/365 (Includes issues notified by telephone and alerted by automated monitoring)	Within 15 minutes
<b>Service Affecting</b>	24/7/365 (Includes issues notified by telephone and alerted by automated monitoring)	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 which defines the SLA for the Managed Web Server service.

Measure	Service Hours	Response Time
<b>Service Hours</b>	The hours during which the service and SLA is provided	24/7/365
<b>Availability: Standard</b>	% of the service hours during which service availability is guaranteed (excluding planned maintenance in paragraph 5 below)	99.84%
<b>Availability: Resilient Solution</b>	% of the service hours during which service availability is guaranteed (excluding planned maintenance in paragraph 5 below)	100%

### 4 Fee Credits

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

	Service Hours	Target Availability	Fee Credits
<b>Managed Web Server: Standard</b>	24/7/365	99.84%	Pro rata proposition of the Monthly Charges for any Non-Availability Period
<b>Managed Web Server: Resilient</b>	24/7/365	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.