

SERVICE SCHEDULE

PULSANT CLOUD CONNECT V1.0

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 “Cloud Connect” – a solution which provides secure and high performance VLAN style connections to multiple public cloud environments from one physical connection.
- 1.2 “Physical Port” – a physical network switch port allocated to a customer from the Pulsant network to which equipment is connected.
- 1.3
- 1.4 “**Pulsant Service Description – Cloud Connect**” – the document which sets out the scope and description of the Services being provided by the Supplier.
- 1.5 “**VLAN**” – a standard form of physical network connection encapsulation allowing a single physical connection to be logically split into many discreet virtual local area networks.

2 Cloud Connect – Service Scope and Description

- 2.1 Cloud Connect services are provided to the Customer for so long as the Contract remains in force in accordance with the terms of this Contract and the Supplier’s AUP, security and access policies and procedures.
- 2.2 Cloud Connect services are subject to payment by the Customer of the Supplier’s Charges for installation and support Services, where appropriate, calculated at its rates as set out in the Order Form or as subsequently agreed between the parties from time to time.
- 2.3 The scope of the Services being provided by the Supplier is detailed in the Pulsant Service Description – Cloud Connect in the section headlined Management Scope. This Document also contains recommended specific considerations under the section “Service Dependencies and/or Related Services”. The Customer confirms that it has considered and retains full responsibility for all scenarios relating to Cloud Connect conditions and functionality of each related or dependent service and that the Supplier has no responsibility for any failure of any of these related or dependent services.
- 2.4 The Supplier will not configure any Customer Equipment to consume the Services as this will be considered an additional service and subject to additional Charges.
- 2.5 The Supplier will monitor the state of the Physical Port against the configured state and respond where there is a mismatch for example where a Physical Port is configured as active but is shown as down.
- 2.6 The Supplier is not responsible for any service component associated with the Client connection to the Cloud Connect service which is not provided or configured by the Supplier.

3 Security

- 3.1 Cloud Connect implements technology designed to ensure a secure multi-tenant environment. Cloud Connect implements policies to prevent one Customer being able to access another Customer's network connectivity. All changes to configuration are evaluated against the Supplier's security standards to ensure Customer change requests do not compromise security best practice.
- 3.2 Where untrusted networks, such as the Internet, are connected via Cloud Connect the Supplier recommends in all cases that a fully capable firewall is employed as a perimeter security measure and the Supplier shall not be responsible for any such failure by the Customer to do so.

4 Service Levels

4.1 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 |

4.2 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.

4.2.1 The below table defines the SLA for the Pulsant Cloud Connect service.

4.2.2 Where connected equipment is also managed by Pulsant, the SLAs for those managed services apply and include the Cloud Connect components within those environments.

| Measure | Description | Value |
|---------------|--|----------|
| Service Hours | The hours during which the service and SLA is provided | 24/7/365 |
| Availability | % of the service hours during which service availability is guaranteed (excluding planned maintenance in clause 6 below) | 100% |

4.3 Target Availability above is based on connected devices utilising multiple connections to separate access switches in a redundant manner. Solutions with a single point of failure are supported by the Supplier but will have a Target Availability of no greater than 98.84%.

Fee Credits

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

| | Service Hours | Target Availability | Fee Credits |
|---------------|---|---------------------|--|
| Cloud Connect | 24/7/365 (issue must be notified by telephone) | 100% | Pro rata proportion 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 4.2 above.

6 Planned maintenance

6.1 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.

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