

SERVICE SCHEDULE

MANAGED EXCHANGE

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 **“Operating System”, “OS”** — a software system designed to run directly on physical or virtual hardware which manages the hardware and allows running of additional application software.
- 1.2 **“Pulsant Cloud Backup”** — a backup service provided by the Supplier, described in the document “Pulsant Service Description - Cloud Backup”.
- 1.3 **“Resilience”, “Resilient Solution”** — a Service configuration involving multiple Servers, designed to provide increased Service availability.
- 1.4 **“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 Exchange – Service Scope and Description

- 2.1 Pulsant Managed Exchange Service provides management of Microsoft Exchange application software and the Server hardware and associated Operating System layer on which the software runs.
- 2.2 Managed Exchange 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 as provided to the Customer by the Supplier.
- 2.3 Managed Exchange 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.
- 2.4 The Order Form will indicate whether the Service is to be supplied as a Resilient Solution and whether single-site or multi-site Resilience is required.
- 2.5 The Managed Exchange Service will be hosted on a physical or virtual Server platform within a Supplier or partner data centre, with a supported version of the Windows Server Operating System 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 availability and performance 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.
 - 2.5.2.5 Ensuring that Operating System services are running, where monitoring is available for those services.
 - 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 Pulsant Cloud Backup protects the Server, manage Server backups in line with the Pulsant Cloud Backup service.
- 2.5.6 Re-install the Operating System following a failure of an underlying physical or virtual Server provided by the Supplier.
 - 2.5.6.1 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.
- 2.5.7 Perform patching and upgrades of managed software at the current installed version, including vendor issued fixes and service packs.
- 2.5.8 Make configuration changes to help prevent recurring problems or improve security.
- 2.6 The Supplier will manage Exchange Server to the following extent:
 - 2.6.1 Install Microsoft Exchange Server either as a stand-alone Server or on multiple Servers if a Resilient Solution is specified.
 - 2.6.2 Provide a default configuration for the Exchange mailbox database, including configuring for Resilience if specified.
 - 2.6.3 Monitor the availability of the Exchange mailbox databases, using an automated monitoring tool, in order to react to service-affecting issues.
 - 2.6.4 Monitor performance of the mailbox database, using an automated tool which provides multiple detailed metrics, in order to react to performance-affecting issues.
 - 2.6.5 Notify the Customer of any abnormalities in availability and performance data gathered.
 - 2.6.6 Upon failure of the mailbox database, investigate and repair the database within the scope of this Service.
 - 2.6.7 Apply update rollups to Exchange upon request, and security updates on an agreed schedule.
 - 2.6.8 Where Pulsant Cloud Backup is provided by the Supplier, manage mailbox database backups and restores in line with the Cloud Backup service.
- 2.7 The Supplier will not:
 - 2.7.1 Re-install client applications or data, unless backed up by the Supplier as part of the Pulsant Cloud Backup service.
 - 2.7.2 Perform major version upgrades of the Operating System, except as chargeable work.
 - 2.7.3 Support or carry out installation or configuration of third-party applications.
 - 2.7.4 Provide in-place major version upgrades to the Exchange software, except as chargeable work.
 - 2.7.5 Support third-party tools, or environments dependent on third-party tools (e.g. replication technologies).
 - 2.7.6 Provide training to Customers on the functionality and use of the Exchange software.
 - 2.7.7 Provide migration or data transformation work.
- 2.8 The Supplier will only guarantee support for versions of Exchange under current Mainstream Support as defined by Microsoft.
- 2.9 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.
- 2.10 The Supplier will be the sole administrator of the Server and Exchange management, and no Server or Exchange administration activities will be performed by the Customer or any other party without the knowledge and express written agreement of the Supplier.

2.11 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 Priority	Definition	Service Hours	Response Time
P1	<ul style="list-style-type: none"> Total loss of production service; or A significant revenue, operational, or safety impact on the entire company; or Service degraded, affecting the entire company 	24/7/365	Within 15 minutes
P2	<ul style="list-style-type: none"> Partial loss of service affecting the company; or Service degraded, affecting multiple departments or a single site; or There is the potential of significant revenue, operational, or safety impact to the company if not resolved quickly 	24/7/365	Within 30 minutes
P3	<ul style="list-style-type: none"> Service degraded, affecting non-production services; or Loss of service affecting a single user 	Business Hours	Within 1 Hour
P4	<ul style="list-style-type: none"> Degraded service affecting a single user 	Business Hours	Within 2 Hours
P5	<ul style="list-style-type: none"> Request for information 	Business Hours	Within 4 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 Exchange Service.

Measure	Service Hours	Response Time
Service Hours	The hours during which the service and SLA is provided	24/7/365
Availability: Managed Exchange	% of the service hours during which service availability is guaranteed (excluding planned maintenance in paragraph 5 below)	Standard solution: 99.995% Resilient Solution: 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
Managed Exchange	24/7/365	99.995%	Pro rata proposition of the Monthly Charges for any Non-Availability Period
Managed Exchange, Resilient Solution	24/7/365	100%	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.