

SERVICE SCHEDULE

PULSANT CLOUD DESKTOP TEST DRIVE

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 **“Client”** — Physical hardware, such as a PC or similar device, which the end user uses to connect to the Service infrastructure and display the desktop; also known as “Thin Client” or “Fat Client” devices.
- 1.2 **“Cloud Storage”** — Disk capacity sold on a per-GB basis, provided and managed by the Supplier on a shared storage array, and connected via the Supplier’s network to the Customer’s hosted virtual infrastructure.
- 1.3 **“Multi-Factor Authentication”, “MFA”** — A mechanism for providing extra log-in security to a remote network over and above the usual user name and password combination.
- 1.4 **“Pulsant Service Description – Cloud Desktop Service”** – the document which sets out the scope and description of the Services being provided by the Supplier.
- 1.5 **“Test Drive”** — A limited deployment of the Supplier’s Cloud Desktop Service, restricted as described in this Service Schedule, provided to the Customer for a limited period for the purpose of evaluating the Cloud Desktop Service.

2 Pulsant Cloud Desktop Test Drive – Service Scope and Description

- 2.1 The Cloud Desktop Test Drive allows the Customer to test and evaluate the features, functions, and usability of the Pulsant Cloud Desktop Service as illustrated in the “Pulsant Service Description - Cloud Desktop” document, with specific Service limitations as detailed in this Service Schedule.
- 2.2 Pulsant Cloud Desktop Test Drive services are provided to the Customer for a period of no longer than 30 (thirty) days from the agreed commencement date, in accordance with the terms of the Contract and the Supplier’s acceptable use, security and access policies and procedures.
- 2.3 The Customer’s use of the Test Drive will be limited to a maximum of 5 (five) named users.
- 2.4 The Test Drive and associated support services as described in this Service Schedule will be provided to the Customer free of charge.
- 2.5 The Customer accepts that the Test Drive is provided for service evaluation purposes only and is in no way intended for use as a live business tool; the Supplier accepts no liability for any loss or damages resulting from the Customer attempting to use the Test Drive for any purposes other than service evaluation.
- 2.6 The Supplier will provide the Customer with the following:
 - 2.6.1 The Cloud Desktop Test Drive, which will be maintained in good working order in accordance with the Contract and Good Industry Practice.
 - 2.6.2 Virtual resources sufficient to run the Test Drive from the Supplier’s data centre for a maximum of five users.
 - 2.6.3 Management services to control and assure the availability of the Test Drive resources.
 - 2.6.4 Microsoft Windows 10 operating system on every Test Drive desktop.
 - 2.6.5 Anti-virus software on every Test Drive desktop.

- 2.6.6 Cloud Storage resources sufficient to provide storage to operate the Test Drive for a maximum of five users.
- 2.6.7 Network perimeter security to provide protection of the Customer's Test Drive from external, untrusted networks.
- 2.6.8 Remote access into the Test Drive.
- 2.7 The Test Drive will have a standard desktop configuration and application stack defined by the Supplier.
 - 2.7.1 The applications made available to the Test Drive users will be limited to:
 - 2.7.1.1 Google Chrome (current supported version)
 - 2.7.1.2 Microsoft Edge (current supported version)
 - 2.7.1.3 Microsoft Office 365, subject to the conditions of paragraph 2.11.
 - 2.7.1.4 Microsoft Teams, subject to the conditions of paragraph 2.11.
 - 2.7.1.5 Adobe Acrobat Reader (current supported version).
 - 2.7.2 The Customer will not be allowed to customise the Test Drive desktop configuration in any way.
 - 2.7.3 The Customer will not be allowed to deploy additional applications to the Test Drive desktop.
- 2.8 Activation of the Test Drive requires the following activity to be undertaken within the Customer's domain.
 - 2.8.1 The Customer will create up to five user accounts within their Active Directory and grant the Supplier delegate rights over those accounts, or the Customer will allow the Supplier to create such accounts.
 - 2.8.2 Two Citrix Cloud Connect virtual machines will be added to the Customer's domain.
 - 2.8.3 If agreed with the Customer, the Test Drive will be connected to the Customer's existing domain via a VPN connection, requiring the deployment of a Citrix ASAv appliance in the domain to manage secure communication.
- 2.9 Single Sign On to the Test Drive desktop will not be provided when authenticating via Azure Active Directory.
- 2.10 Multi-Factor Authentication to access the Test Drive desktop will be provided on request, but only where the Customer can provide existing Azure Active Directory MFA licenses to support this; the Supplier will not provide MFA licensing for Azure Active Directory as part of the Test Drive.
- 2.11 The Supplier will not provide licenses for the use of Microsoft Office 365 or Teams; if the Customer wishes these applications to be added to the Test Drive, the Customer must provide existing licenses that can be used.
 - 2.11.1 The functionality of Office 365 and Teams within the Test Drive will be limited by the functionality allowed by the Customer's existing licences.
- 2.12 The Test Drive infrastructure will be provided from a single Pulsant data centre; no second site will be made available for business continuity purposes.
- 2.13 User desktops created on the Test Drive are non-persistent and no backups of data entered into the Test Drive will be taken.
- 2.14 Any end user whose Test Drive desktop session has been idle for a period of 24 hours will be automatically logged out of the desktop session.
- 2.15 The Customer's Test Drive virtual infrastructure and data storage will be deleted at the end of the evaluation period and all data added or configurations made by the Customer will be lost at the point; there will be no transferral or transition of any aspect of the Test Drive into an on-going Cloud Desktop service beyond the end of the evaluation period. The Customer accepts that the Supplier is not liable for any data loss as a result of such data deletion.

2.16 The Supplier will engage in such on-line meetings, presentations, and dialogues as it deems reasonable to instruct the Customer in the use of the Test Drive.

2.17 The Supplier will provide such levels of on-going support and training as it deems reasonable to facilitate the Customer's evaluation of the Test Drive.

2.18 The Supplier will not:

2.18.1 Guarantee the performance of the Test Drive or of any particular application installed on the Test Drive.

2.18.2 Provide management of or support for any desktop applications used by the Customer.

2.19 The Customer is responsible for:

2.19.1 The deployment, configuration, update, and availability of any and all Client devices that the Customer's users use to access the Test Drive.

2.19.2 Providing their end-users with internet connectivity to access the Test Drive.

2.19.3 Ensuring that their connectivity (internet bandwidth and latency) is sufficient to use the Test Drive.

3 Service Levels

3.1 The Supplier does not guarantee a Response Time SLA for any Customer questions or incidents raised with respect to the Test Drive; all responses will be on a "best endeavours" basis.

3.2 The Supplier does not guarantee an Availability SLA for the Test Drive infrastructure; all reasonable efforts will be made to keep the platform Available and in good working order for the entire evaluation period.

3.3 The Customer will be provided with a dedicated point of contact within the Supplier's organisation for the resolution of incidents and answering of queries regarding the use of the Test Drive.

3.3.1 This point of contact will be for the duration of the evaluation period only; in subsequent production use of the Cloud Desktop Service, the Customer will raise incidents via the support channels set out in the Contract.

3.4 Fee Credits shall not be payable for any failure of the Test Drive.

4 Planned Maintenance

4.1 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.