

SERVICE SCHEDULE

MANAGED OFFICE 365

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 - Managed Office 365”** – the document which sets out the scope and description of the Services being provided by the Supplier.
- 1.2 **“Office 365”** – a suite of Cloud-based or desktop application software provided by Microsoft.
- 1.3 **“Partner of Record”** – an organisation authorised by Microsoft to act as a billing contact for Office 365 Customers.
- 1.4 **“Delegated Administrator”** – an organisation authorised by an Office 365 Customer to have full administrative access to all the Customer’s Office 365 services and subscriptions in order to perform Office 365 administrative tasks on behalf of the Customer.
- 1.5 **“End Users”** – The Customer’s employees who actively use the Office 365 product as a normal part of their duties. This does not extend to customers of the Customer.

2 Managed Office 365 – Service Scope and Description

- 2.1 Pulsant Managed Office 365 Services (as described in the Pulsant Service Description - Managed Office 365 document) provide management, administration, and support of the Customer’s Microsoft Office 365 environment.
- 2.2 The management scope of the Services being provided by the Supplier is illustrated in the Pulsant Service Description - Managed Office 365 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 Managed Office 365 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 Managed Office 365 Services are subject to payment by the Customer of the Supplier’s Charges for support services, as set out in the Order Form or as subsequently agreed between the parties from time to time.
- 2.5 In agreeing to this Service Schedule the Customer confirms that it has also read and accepted the terms set out in the Microsoft document “Microsoft Cloud Agreement” as found at http://download.microsoft.com/download/2/C/8/2C8CAC17-FCE7-4F51-9556-4D77C7022DF5/MCA2017Agr_EMEA_EU-EFTA_ENG_Sep20172_CR.pdf as may be amended by Microsoft from time to time.
- 2.6 The Order Form will indicate which Office 365 Licences have been purchased. The Supplier will provide the Customer with management for those Office 365 applications defined by Microsoft as being part of that licence. Management in this context includes:
 - 2.6.1 Managing Azure Active Directory associated with the Office 365 tenant; user admin and sites only.
 - 2.6.2 Managing the Office 365 tenant.
 - 2.6.3 Resolving simple, known or fully documented issues with the Office 365 tenant and Azure Active Directory.
 - 2.6.4 Escalating complex, business-critical or unknown issues to Microsoft.

- 2.6.5 Creating new SharePoint sites and libraries.
- 2.6.6 Providing a standard report giving information on usage and resource metrics.
- 2.6.7 Providing a welcome pack.
- 2.6.8 Providing Customer access to the Office 365 admin portal (by request only).
- 2.7 As the Delegated Administrator, the Supplier will provide the Customer with administrative and technical support for Office 365 elements covered by the licence purchased, within the contracted hours only.
- 2.8 Acting as Partner of Record for the Customer, provide a single point of billing for the Customer's Office 365 services and licensing.
- 2.9 The Supplier will not deal directly with End Users' requests or issues, the Supplier will only deal with named contacts from the Customer's IT function.
- 2.10 The Supplier will:
 - 2.10.1 Provide the Customer with telephone access to the Supplier's service desk within standard support hours.
 - 2.10.2 Provide email and web portal access for the Customer to raise support requests 24x7x365.
 - 2.10.3 Resolve all incidents within the agreed SLA, with the SLA clock beginning at the start of the next business day for support requests raised out of hours.
 - 2.10.4 Support the following Office 365 product components (noting that the Customer may not possess all of these components, depending on their licensing):
 - (a) Email and Calendar.
 - (b) OneDrive for Business.
 - (c) Skype for Business (support limited to resolving issues of service availability).
 - (d) SharePoint (support limited to resolving issues of service availability).
 - (e) Yammer (support limited to resolving issues of service availability).
 - (f) Office Online Applications (Word, OneNote, PowerPoint, and Excel running from a browser; support limited to resolving issues of service availability).
 - (g) Planner (support limited to resolving issues of service availability).
 - (h) Sway (support limited to resolving issues of service availability).
 - (i) Delve (support limited to resolving issues of service availability).
 - (j) Rights Management Services (support limited to resolving issues of service availability).
 - (k) Voicemail integration with Exchange Online (only where the Supplier manages all components of the Voicemail and Exchange services).
 - 2.10.5 Manage Azure Active Directory associated with the Office 365 tenant; for the purposes of providing this service.
 - 2.10.6 Manage the Office 365 tenant.
 - 2.10.7 Perform logging, recording and basic diagnosis of all reported incidents and problems.
 - 2.10.8 Perform incident and request management.
 - 2.10.9 Perform problem management.

2.10.10 Resolve simple, known or fully documented technical incidents and problems.

2.10.11 Manage internal or external escalation of complex issues.

2.10.12 Perform major incident management.

2.11 The Supplier will not:

2.11.1 Manage, or support any of the Customer's applications that are not specifically listed in this Service Schedule.

2.11.2 Support any peripheral devices such as (but not limited to) printers, headsets, and external storage devices.

2.11.3 Support third-party tools or environments dependent on third-party tools, other than those specifically stated in this Service Schedule.

2.11.4 Provide installation, and associated configuration and migration or data transformation work for any applications. Where a supported application may require re-installation the Supplier will use reasonable endeavours to re-install the software, provided the Customer can provide the software and the Supplier can gain remote access with the required privileges to the Customer's device.

2.11.5 Provide training to the Customer on the functionality and use of the Windows operating system, Office desktop applications, Office 365, or any other desktop system or application.

2.11.6 Support or manage the Customer's Active Directory, including undertaking user administration tasks.

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
Critical	Monday–Friday, 8am–6pm (Issue must be notified by telephone)	Within 15 minutes
Service Affecting	Monday–Friday, 8am–6pm (Issue must be notified by telephone)	Within 30 minutes
Routine	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 Managed Office 365 Service.

3.2.2 Consumption of Office 365 online services relies on connectivity to the services. This SLA defines the provision of the Office 365 service only and does not include such connectivity.

3.2.2.1 Where the Supplier also manages connectivity for the Customer, the connectivity SLA will be as specified in the Service Schedule for the relevant connectivity service and will not change the Availability figures given here for this Service.

Measure	Definition	Value
Service Hours	The hours during which the service and SLA is provided	24/7/365 (Office 365 Availability)
Availability	% of the service hours during which service availability is guaranteed (excluding planned maintenance in Clause 5 below)	99.9% (Office 365 Availability)

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
Managed Office 365	Monday–Friday, 8am–6pm (Pulsant technical support)	99.9% Office 365 Availability	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 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.