

SERVICE SCHEDULE

SERVICE MANAGEMENT

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 Service Manager", "CSM"** — An individual assigned by the Supplier to provide Service Management functions to the Customer. The scope of these functions will be as described in this Service Schedule.
- 1.2 **"Managed Services"** — Any services provided to the Customer by the Supplier that the Service Management Service will be applied to, noting that some supplied Services may not include Service Management and are therefore excluded from scope of this Service Schedule.

2 Pulsant Service Management – Service Scope and Description

- 2.1 Service Management provides a Client Service Manager function to the Customer, to act in support of all Managed Services provided to the Customer by the Supplier as specified in the Order Form.
- 2.2 Service Management 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.
- 2.3 Service Management Services are subject to payment by the Customer of the Supplier's Charges for the Service, as set out in the Order Form or as subsequently agreed between the parties from time to time.
- 2.4 The Service scope will depend on the tier of Service that is set out on the Order Form and defined in the following paragraphs 2.5, 2.6, 2.7 and 2.8.
- 2.5 "Professional" tier Service includes the following:
 - 2.5.1 Standard monthly reporting.
 - 2.5.2 A UK desk-based service management team who provide a reactive service to the Customer via phone or email during Business Hours, including:
 - 2.5.2.1 Assistance with issues related to any Managed Service provided to the Customer by the Supplier.
 - 2.5.2.2 A point of contact for escalations and enquiries, which can also include order progression updates, billing queries, portal assistance, and ad-hoc queries.
- 2.6 "Business Quarterly" tier Service includes the following:
 - 2.6.1 An on-site or on-line welcome meeting with the Customer.
 - 2.6.2 Standard monthly reporting.
 - 2.6.2.1 Changes to the standard service reports may be requested by the Customer, subject to the Supplier's agreement, and may incur additional cost.
 - 2.6.3 Three (3) days management per month from an assigned CSM, noting that the CSM is not dedicated to the Customer's exclusive use. Unused days are not carried forward.
 - 2.6.4 Quarterly service review, conducted either face to face or via telephone/video conference.
 - 2.6.5 An assigned CSM who will act as the service owner and provide the following support to the Customer:

- 2.6.5.1 Works with the pre-sales, account, and operational teams to help define the service wrap and ensure the proposal is achievable and appropriate.
 - 2.6.5.2 Owns the full life-cycle management of the account and day-to-day delivery and support of the services.
 - 2.6.5.3 Manages the service to support the Supplier in meeting the contracted service levels
 - 2.6.5.4 Drives and seeks resolution to any issues with the performance and present root cause analysis to the Customer.
 - 2.6.5.5 Owns and manages the resolution of queries and escalations in partnership with the internal teams such as support, finance, data centre management, and external third parties where appropriate.
 - 2.6.5.6 Identifies service improvements to reduce the cost of failure and the impact of outages on the Customer's business.
 - 2.6.5.7 Develops relationships with third-party partners to ensure effective processes are in place so that the Supplier can deliver the contracted services.
 - 2.6.5.8 Aids expansion of the Customer's product portfolio by seeking and recognising opportunities for development.
 - 2.6.5.9 Ensures the support teams are briefed on any ad-hoc or bespoke requirements during the life-cycle support of the account, and ensures these are documented.
 - 2.6.5.10 Acts as an interface between Supplier and the Customer.
 - 2.6.5.11 Monitors NPS (Net Promoter Score) feedback and works to resolve any issues raised by detractors, ensuring a plan is put in place to drive improvements.
 - 2.6.5.12 Assists with the on-boarding of new services.
 - 2.6.5.13 Ensures that all Customer collateral is up to date, including but not limited to the service operation manual, MIST banners, reporting, and portal access.
 - 2.6.5.14 Works to enhance Customer satisfaction by coordinating internal departments when necessary. Satisfaction is measured by use of NPS, CSAT, and scorecard methodologies.
 - 2.6.5.15 Manages a Continual Service Improvement Plan (CSIP) to ensure we are always looking at ways we can enhance a Customer's experience and add value to the Contract.
 - 2.6.5.16 Acts as an escalation point and ensures the necessary actions are being taken to resolve issues.
- 2.7 "Business Monthly" tier Service includes the following:
- 2.7.1 An on-site or on-line welcome meeting with the Customer.
 - 2.7.2 Standard monthly reporting.
 - 2.7.2.1 Changes to the standard service reports may be requested by the Customer, subject to the Supplier's agreement, and may incur additional cost.
 - 2.7.3 Four (4) days management per month from an assigned CSM, noting that the CSM is not dedicated to the Customer's exclusive use. Unused days are not carried forward.
 - 2.7.4 Monthly service review, conducted either face to face or via telephone/video conference.
 - 2.7.5 An assigned CSM who will act as the service owner and provide the support functions listed in paragraph 2.6.5.
- 2.8 "Enterprise" tier Service includes the following:
- 2.8.1 An on-site or on-line welcome meeting with the Customer.

2.8.2 Standard monthly reporting.

2.8.2.1 Changes to the standard service reports may be requested by the Customer, subject to the Supplier's agreement, and may incur additional cost.

2.8.3 Eighteen (18) days management per month. Unused days are not carried forward.

2.8.4 Monthly service review, conducted either face to face or via telephone/video conference.

2.8.5 A CSM fully dedicated to the Customer's account who will act as the service owner and provide the support functions listed in paragraph 2.6.5.

3 Service Levels

3.1 The Supplier will use its reasonable endeavours to deliver the services described in this Service Schedule.