

SERVICE SCHEDULE

END USER SUPPORT SERVICES

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 **“End Users”** — the Customer’s employees who actively use the supported operating systems and software applications as a normal part of their duties. This does not extend to customers of the Customer.
- 1.2 **“Service Hours”** — The hours during which the Service and SLA is provided to the Customer, as defined in paragraph 3.3.

2 End User Support Services – Service Scope and Description

- 2.1 Pulsant End User Support Services provide the Customer’s End Users with remote support in their use of the operating systems and software applications defined in paragraph 2.6.
- 2.2 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 End User Support 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 End User Support 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 The Supplier will provide the Customer’s End Users with technical support to the following extent:
 - 2.5.1 Provide the Customer with remote desktop support within the contracted Service Hours only.
 - 2.5.2 Provide the Customer with telephone access to the Supplier’s service desk within the contracted Service Hours only.
 - 2.5.3 Provide email and web portal access for the Customer to raise support requests 24x7x365.
 - 2.5.4 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.
 - 2.5.5 Perform logging, recording and basic diagnosis of all reported incidents and problems.
 - 2.5.6 Perform incident and request management.
 - 2.5.7 Perform problem management.
 - 2.5.8 Resolve simple, known or fully documented technical incidents and problems.
 - 2.5.9 Manage internal or external escalation of complex issues.
 - 2.5.10 Perform major incident management.
 - 2.5.11 Use reasonable endeavours to re-install a supported application when required, provided the Customer can supply any necessary software media and associated licences and the Supplier can gain remote access with the required privileges to the Customer’s device. This service may involve additional charge, at the Supplier’s discretion.

2.6 Support is limited to the following operating systems and software applications:

2.6.1 Microsoft Windows versions 8 and 10.

2.6.2 Microsoft Office Desktop applications versions 2013, 2016 and Office 365.

2.6.3 Microsoft Office 365 components as follows (noting that the Customer may not possess all of these components as part of their Office 365 license):

- (a) Email and Calendar.
- (b) OneDrive for Business.
- (c) Word
- (d) OneNote
- (e) PowerPoint
- (f) Excel
- (g) SharePoint (support limited to resolving issues of service availability).
- (h) Yammer (support limited to resolving issues of service availability).
- (i) Office Online Applications (Word, OneNote, PowerPoint, and Excel running from a browser, support limited to resolving issues of service availability).
- (j) Planner (support limited to resolving issues of service availability).
- (k) Sway (support limited to resolving issues of service availability).
- (l) Delve (support limited to resolving issues of service availability).
- (m) Rights Management Services (support limited to resolving issues of service availability).
- (n) Voicemail integration with Exchange Online (only where the Supplier also manages all components of the Voicemail and Exchange services).

2.7 The Supplier will not:

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

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

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

2.7.4 Provide installation or associated configuration of any applications, unless agreed as an additional chargeable service.

2.7.5 Provide migration or data transformation work for any applications, unless agreed as an additional chargeable service.

2.7.6 Provide training to the Customer on the functionality and use of any supported operating systems or applications.

2.7.7 Support or manage the Customer's Active Directory, unless provided as a separately contracted service.

2.8 Remote desktop support and investigation of incidents requires a reliable network connection to the Customer's network.

2.8.1 The Customer will provide access to their network where required to facilitate this Service.

2.8.2 Unless the Supplier is specifically responsible for the Customer's network infrastructure (under a separate service contract), the Supplier reserves the right to suspend SLA for support issues that cannot be resolved due to lack of connection.

2.9 The Customer will provide a list of contacts who are authorised to raise incidents and authorise changes with the Supplier's service desk, and keep this list up-to-date as required.

2.9.1 Incidents or change requests raised by representatives of the Customer who are not on the authorised list will not be actioned.

2.10 Remote desktop support requires a software agent to be installed on each supported desktop.

2.10.1 The Customer will authorise the Supplier to install an agent on all supported desktop machines.

2.10.2 If the Customer's infrastructure prevents agent installation for any reason then additional installation charges may be incurred.

3 Service Levels

3.1 The Supplier will use its reasonable endeavours to deliver the following Response Times, Fix Times and Availability as classified in the tables below.

3.2 Incident Response Times

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

3.3 Service Availability

3.3.1 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.

Measure	Description	Value	Fee Credits
Service Hours	The hours during which the service and SLA is provided	Monday–Friday, 8am–6pm	
Availability	% of the service hours during which service availability is guaranteed (excluding Planned Maintenance)	100%	Pro rata proportion of the Monthly Charges for any Non-Availability Period

3.4 Fee Credits

3.4.1 Any Fee Credits which fall due pursuant to this paragraph 3.4 are payable subject to and in accordance with the Conditions.

- 3.4.2 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.
- 3.4.3 "Monthly Charge" means the recurring Charges for the relevant Component for the relevant calendar month, net of VAT.
- 3.4.4 "Availability" means the percentage of the Service hours during which Service availability is guaranteed, not including Planned Maintenance.
- 3.4.5 "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 3.3 above.