

## SERVICE SCHEDULE

### PULSANT MANAGED WEB FILTERING

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 **"Agent"** – a software application installed on an Endpoint.
- 1.2 **"Cisco Umbrella"** – a third-party web filtering product which underlies the Supplier's Service.
- 1.3 **"Endpoint"** – a physical computing device, such as a desktop or laptop computer, used to access a network or the Internet.
- 1.4 **"Policy"** – a set of rules configured in the service to control what web sites are blocked or allowed through the filter.

#### 2 Pulsant Managed Web Filtering – Service Scope and Description

- 2.1 Pulsant Managed Web Filtering Service is a Cloud-based defence against cyber attacks, blocking requests to malicious and unwanted destinations and preventing them from reaching the Customer's network.
- 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 Managed Web Filtering 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 Web Filtering Service is 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.
- 2.5 The Customer will be provided with a number of Service licences, with the number of Endpoints within the Customer's network that can be protected limited to the number of licenses.
  - 2.5.1 Licenses are applied to Endpoints at the Customer's discretion and may be moved between Endpoints, so long as the maximum number of licenses is not exceeded at any one time.
- 2.6 The Supplier will provide the Customer with the following:
  - 2.6.1 Where the Supplier manages the Customer's network, configure the DNS to enable the Service.
  - 2.6.2 Where the Supplier does not manage the Customer's network, provide the details the Customer will require in order to configure their DNS to enable the Service.
  - 2.6.3 Provide a default Policy configuration when the Service is provisioned.
  - 2.6.4 Provide Customer access to a management portal to allow the Customer to monitor the service and configure a custom Policy to suit the Customer's needs.
  - 2.6.5 Resolve any Service issues.
- 2.7 The Supplier will not:

2.7.1 Configure the DNS on any network not managed by the Supplier, unless explicitly agreed in writing.

2.7.2 Perform any custom Policy configurations, unless explicitly agreed in writing.

2.8 As an option, the Customer can extend the Service to mobile or remote-working Endpoints operating outside the Customer's network, through the installation of an Agent on the Endpoint.

2.8.1 The Supplier will provide an installation method for the Customer to install the Agent on any required device.

2.8.2 The Supplier will not provide installation or support of the Agent on any device.

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

Measure	Description	Value	Fee Credits
<b>Service Hours</b>	The hours during which the service and SLA is provided	24/7/365	
<b>Availability</b>	% of the service hours during which service availability is guaranteed (excluding planned maintenance in Clause <b>Error! Reference source not found.</b> below)	100%	Pro rata proportion of the Monthly Charges for any Non-Availability Period

### 4 Fee Credits

4.1 Any Fee Credits which fall due to paragraph 3.2 above are payable subject to and in accordance with the terms contained in the Conditions.

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.

4.3 "Monthly Charge" means the recurring Charges for the relevant Services for the relevant calendar month, net of VAT.

4.4 "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.

- 4.5 "Availability" means the percentage of the Service hours during which Service availability is guaranteed, not including Planned Maintenance.
- 4.6 "Availability" refers to Availability of the Managed Web Filtering infrastructure only; loss of Service due to failure of any Customer or third-party infrastructure beyond the Supplier's control is specifically excluded.