SERVICE SCHEDULE

PULSANT MULTI-FACTOR AUTHENTICATION

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 **"Multi-Factor Authentication"** – a secure authentication method which remote users use to log on to a corporate network.

1.2 **"Duo"** – Duo Security Inc., the third-party vendor responsible for supplying the software that underlies the Multi-Factor Authentication Service.

2 Pulsant Multi-Factor Authentication – Service Scope and Description

2.1 The Pulsant Multi-Factor Authentication Service provides the Customer with a secure authentication method for remote users to log-on to a 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 Multi-Factor Authentication 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 Multi-Factor Authentication 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 Supplier will procure the services of Duo on the Customer's behalf and act as a single point of billing for the Service.

2.6 The Supplier will provide and support Multi-Factor Authentication on infrastructure managed by the Supplier only; infrastructure managed by the Customer or any third party engaged by the Customer is specifically excluded from this Service.

2.7 The Customer's quota of user licences will be set out in the Order Form and the Customer will be charged on the basis of the number of licences consumed, up to that quota limit.

2.8 Where the Customer's consumed licences exceeds the Customer's contracted quota, the Supplier reserves the right to charge any excess at a unit price which is calculated as 1.25 times the average of the unit price across all live Multi-Factor Authentication contracts for that Customer.

2.9 The Supplier will provide the Customer with the following:

2.9.1 Installation and configuration of all required Duo software on the agreed infrastructure (specifically excluding mobile devices).

2.9.2 Configuration of the Duo software to perform authentication for up to two Customer-nominated applications.

2.9.2.1 The Supplier can only guarantee this for applications included on Duo's list of supported products, given here: https://duo.com/docs/

2.9.3 Provision of an installation method for the Customer to install the Duo authentication software on mobile devices.

2.9.4 Management and maintenance of the Duo software through the lifetime of the Contract.

2.9.5 Management of user access lists in accordance with the Customer’s instructions.

2.9.6 A point of contact and first-line support for all Customer queries concerning the operation of the Service.

2.9.6.1 Service issues will be escalated to Duo as required.

2.9.7 Access to an on-line dashboard providing information about the Service including:

2.9.7.1 The authentication log, showing log-on attempts.

2.9.7.2 The Customer’s access policy settings.

2.9.7.3 The applications protected by the Service.

2.9.7.4 The list of registered users, along with their status and last log-on activity.

2.10 The Supplier will not install the authentication software on mobile devices or otherwise manage or support mobile devices.

2.11 The Supplier will not perform any configuration, management, or support of any of the Customer’s application software that authenticates through this service.

2.12 The Customer will perform the following activities in relation to this Service:

2.12.1 Ensure that the authentication software is correctly installed on mobile devices as required, using an installation process provided by the Supplier.

2.12.2 Perform any necessary configuration of the Customer’s applications to use Multi-Factor Authentication.

2.12.3 Inform the Supplier, in a timely manner, of any new starters, leavers, or other changes in user access.

2.12.4 Ensure the safety and security of any software or hardware tokens they are supplied with as part of this service.

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
P1	• 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	• 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	• Service degraded, affecting non-production services; or • Loss of service affecting a single user	Business Hours	Within 1 Hour
P4	• Degraded service affecting a single user	Business Hours	Within 2 Hours
P5	• Request for information	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
Service Hours	The hours during which the service and SLA is provided	24/7/365	
Availability: authentication service and portal	% of the service hours during which service availability is guaranteed (excluding planned maintenance)	99.9%	Pro rata proposition of the Monthly Charges for any Non-Availability Period
Availability: Duo server application	% of the service hours during which service availability is guaranteed (excluding planned maintenance)	Dependent on the Customer’s server infrastructure.	Pro rata proposition of the Monthly Charges for any Non-Availability Period

3.3 The Customer will require adequate Internet connectivity to connect to the authentication Service, and the Service SLA will not apply in the case of any failure of connectivity.

4 Fee Credits

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

4.1.2 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.

4.1.3 “Monthly Charge” means the recurring Charges for the relevant Services for the relevant calendar month, net of VAT.

4.1.4 “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.

4.1.5 "Availability" means the percentage of the Service hours during which Service availability is guaranteed, not including Planned Maintenance.