

SERVICE SCHEDULE

PULSANT DATA CENTRE CABLING

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 **“Customer Equipment”** — Any physical devices owned by the Customer and located within the Supplier’s data centre.
- 1.2 **“Rack”** — A physical framework designed to house servers and other computing equipment.

2 Pulsant Data Centre Cabling – Service Scope and Description

- 2.1 Pulsant Data Centre Cabling Service installs and manages cables connecting into Customer Racks within the Supplier’s data centre.
- 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 Data Centre Cabling 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 Data Centre Cabling 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 perform the following activities during the set up of the Service:
 - 2.5.1 Supply a cable of the agreed length and type.
 - 2.5.2 Connect the cable to Customer Equipment and/or telco equipment within the data centre.
- 2.6 The Supplier will perform the following on-going activities for so long as the Contract remains in force:
 - 2.6.1 Maintain the cable in good working order for so long as the Contract remains in force, in accordance with the terms of the Contract.
 - 2.6.2 Replace faulty cables when required.
- 2.7 The Supplier will not:
 - 2.7.1 Use Customer-supplied cables.
 - 2.7.2 Manage, monitor, or maintain any Customer Equipment connected to the cable.
- 2.8 The Customer will not be permitted to perform the installation of cables through the data centre; all Customer-installed cables must be confined to the Customer’s own Racks.
- 2.9 The Supplier accepts no responsibility for any damage caused to the cabling as a result of any actions of the Customer’s engineers or third parties and any repair or replacement costs will be borne by the Customer.

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	<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