

SERVICE SCHEDULE

MANAGED OFFICE 365

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 **“Office 365”** – a suite of Cloud-based or desktop application software provided by Microsoft.
- 1.2 **“Partner of Record”** – an organisation authorised by Microsoft to act as a billing contact for Office 365 Customers.
- 1.3 **“Delegated Administrator”** – an organisation authorised by an Office 365 Customer to have full administrative access to all the Customer’s Office 365 services and subscriptions in order to perform Office 365 administrative tasks on behalf of the Customer.
- 1.4 **“End Users”** – The Customer’s employees who actively use the Office 365 product as a normal part of their duties. This does not extend to customers of the Customer.

2 Managed Office 365 – Service Scope and Description

- 2.1 Pulsant Managed Office 365 Services provide management, administration, and support of the Customer’s Microsoft Office 365 environment.
- 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 Office 365 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 Office 365 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 In agreeing to this Service Schedule the Customer confirms that it has also read and accepted the terms set out in the Microsoft document “Microsoft Cloud Agreement” as found at http://download.microsoft.com/download/2/C/8/2C8CAC17-FCE7-4F51-9556-4D77C7022DF5/MCA2017Agr_EMEA_EU-EFTA_ENG_Sep20172_CR.pdf as may be amended by Microsoft from time to time.
- 2.6 The Order Form will indicate which Office 365 Licences have been purchased. The Supplier will provide the Customer with management for those Office 365 applications defined by Microsoft as being part of that licence. Management in this context includes:
 - 2.6.1 Managing Azure Active Directory associated with the Office 365 tenant; user admin and sites only.
 - 2.6.2 Managing the Office 365 tenant.
 - 2.6.3 Resolving simple, known or fully documented issues with the Office 365 tenant and Azure Active Directory.
 - 2.6.4 Escalating complex, business-critical or unknown issues to Microsoft.
 - 2.6.5 Creating new SharePoint sites and libraries.
 - 2.6.6 Providing a standard report giving information on usage and resource metrics.
 - 2.6.7 Providing a welcome pack.

- 2.6.8 Providing Customer access to the Office 365 admin portal (by request only).
- 2.7 As the Delegated Administrator, the Supplier will provide the Customer with administrative and technical support for Office 365 elements covered by the licence purchased, within the contracted hours only.
- 2.8 Acting as Partner of Record for the Customer, provide a single point of billing for the Customer's Office 365 services and licensing.
- 2.9 The Supplier will not deal directly with End Users' requests or issues, the Supplier will only deal with named contacts from the Customer's IT function.
- 2.10 The Supplier will:
 - 2.10.1 Provide the Customer with telephone access to the Supplier's service desk within standard support hours.
 - 2.10.2 Provide email and web portal access for the Customer to raise support requests 24x7x365.
 - 2.10.3 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.
 - 2.10.4 Support the following Office 365 product components (noting that the Customer may not possess all of these components, depending on their licensing):
 - (a) Email and Calendar.
 - (b) OneDrive for Business.
 - (c) Skype for Business (support limited to resolving issues of service availability).
 - (d) SharePoint (support limited to resolving issues of service availability).
 - (e) Yammer (support limited to resolving issues of service availability).
 - (f) Office Online Applications (Word, OneNote, PowerPoint, and Excel running from a browser; support limited to resolving issues of service availability).
 - (g) Planner (support limited to resolving issues of service availability).
 - (h) Sway (support limited to resolving issues of service availability).
 - (i) Delve (support limited to resolving issues of service availability).
 - (j) Rights Management Services (support limited to resolving issues of service availability).
 - (k) Voicemail integration with Exchange Online (only where the Supplier manages all components of the Voicemail and Exchange services).
 - 2.10.5 Manage Azure Active Directory associated with the Office 365 tenant; for the purposes of providing this service.
 - 2.10.6 Manage the Office 365 tenant.
 - 2.10.7 Perform logging, recording and basic diagnosis of all reported incidents and problems.
 - 2.10.8 Perform incident and request management.
 - 2.10.9 Perform problem management.
 - 2.10.10 Resolve simple, known or fully documented technical incidents and problems.
 - 2.10.11 Manage internal or external escalation of complex issues.
 - 2.10.12 Perform major incident management.

2.11 The Supplier will not:

- 2.11.1 Manage, or support any of the Customer's applications that are not specifically listed in this Service Schedule.
- 2.11.2 Support any peripheral devices such as (but not limited to) printers, headsets, and external storage devices.
- 2.11.3 Support third-party tools or environments dependent on third-party tools, other than those specifically stated in this Service Schedule.
- 2.11.4 Provide installation, and associated configuration and migration or data transformation work for any applications. Where a supported application may require re-installation the Supplier will use reasonable endeavours to re-install the software, provided the Customer can provide the software and the Supplier can gain remote access with the required privileges to the Customer's device.
- 2.11.5 Provide training to the Customer on the functionality and use of the Windows operating system, Office desktop applications, Office 365, or any other desktop system or application.
- 2.11.6 Support or manage the Customer's Active Directory, including undertaking user administration tasks.

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

Measure	Description	Value	Fee Credits
Service Hours	The hours during which the service and SLA is provided	24/7/365 (Office 365 Availability)	
Availability	% of the service hours during which service availability is guaranteed (excluding Planned Maintenance)	99.9% (Office 365 Availability)	Pro rata proportion of the Monthly Charges for any Non-Availability Period

3.3.1 Consumption of Office 365 online services relies on connectivity to the services. This SLA defines the provision of the Office 365 service only and does not include such connectivity.

3.3.2 Where the Supplier also manages connectivity for the Customer, the connectivity SLA will be as specified in the Service Schedule for the relevant connectivity service and will not change the Availability figures given here for this Service.

3.4 Fee Credits

- 3.4.1 Any Fee Credits which fall due pursuant to paragraph 3.3 above are payable subject to and in accordance with the terms contained in 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 Services 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 Services is unavailable in breach of the Target Availability Service Level set out in paragraph 3.3 above.