

## SERVICE SCHEDULE

### MANAGED ROUTER

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 **“Failover Pair”** – A pair or group of two or more identical Routers configured to work together such that with the failure of one device a second device automatically continues to provide the Service. Also referred to as High-Availability Pair.
- 1.2 **“Next Business Day”, “NBD”** — Next business day support for call-out hardware replacement. In the event of a hardware failure it will be replaced the following business day from when it was reported to the vendor, noting that NBD support is only available weekdays during regular office hours and as such a weekend failure may result in hardware replacement the following Tuesday.
- 1.3 **“Router”** — A dedicated device for managing traffic on a network and ensuring data is sent down the correct physical or logical link to reach its intended destination. Though always referred to as a single device herein, the Router may be multiple devices configured to act as a single Failover Pair.

#### 2 Managed Router — Service Scope and Description

- 2.1 The Managed Router Service (provides the Customer with network routing functionality within their infrastructure, through the use of a dedicated Router appliance managed by the Supplier.
- 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 The Managed Router Service is 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 The Managed Router 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 Any supplied hardware remains the property of the Supplier and is made available for the Customer's use for so long as the Contract remains in force.
- 2.6 The Managed Router Service is offered as either a hosted solution where the Router is housed in one of the Supplier's own data centres, or an on-premise solution where the Router is housed on premises belonging to the Customer or a third party designated by the Customer.
- 2.7 The Service does not require that the Supplier manages any other part of the Customer's infrastructure; using the Service as part of a Customer-managed infrastructure does impose some requirements on the Customer, described herein.
- 2.8 Within the scope of this Service, the Supplier will:
  - 2.8.1 Supply the Customer with a Router, which may be hosted in the Supplier's data centre or on premises designated by the Customer, as specified on the Order Form.
  - 2.8.2 Configure the Router as a Failover Pair, if specified on the Order Form.
    - 2.8.2.1 Where sold as a Failover Pair, the device will always remain in this configuration and cannot be split to operate as two independent Routers.

- 2.8.3 Perform initial configuration of the Router, including:
  - 2.8.3.1 Enabling user access.
  - 2.8.3.2 Physical interface or virtual network interface configuration.
  - 2.8.3.3 VLAN/logical interface configuration (up to 5 as standard).
  - 2.8.3.4 Routing configuration (interface routes plus up to 5 additional routes).
  - 2.8.3.5 Network/Port Address Translation (one per destination IP address plus up to 5 additional rules).
  - 2.8.3.6 Multi-factor authentication using the Supplier's Managed MFA service, if specified on the Order Form,
- 2.8.4 Perform changes to the router configuration on request, within the configuration limits specified in paragraph 2.8.3.
- 2.8.5 Perform on-going firmware upgrades of the router or its management components, as recommended by the vendor and subject to the Supplier's change Management process.
- 2.8.6 Perform on-going diagnostics as follows:
  - 2.8.6.1 Diagnose faults with the router.
  - 2.8.6.2 Diagnose connectivity (across Supplier managed infrastructure only).
- 2.8.7 Performance basic live performance analysis of:
  - 2.8.7.1 Router throughput.
  - 2.8.7.2 Connection throughput.
- 2.9 The Supplier will not:
  - 2.9.1 Perform diagnosis of issues that involve infrastructure not managed by the Supplier.
  - 2.9.2 Provide education around the use of the device or management interfaces.
- 2.10 Where the Supplier does not manage all parts of the Customer's infrastructure, the Supplier's attempts to diagnose issues with the Service will halt at the Supplier providing reasonable proof that the fault lies within the un-managed infrastructure.
- 2.11 Where the router is not hosted in the Supplier's data centre, the Customer is responsible for ensuring a hosting environment with:
  - 2.11.1 Redundant power provision adequate for powering the equipment at peak consumption.
  - 2.11.2 Air-conditioning adequate for cooling equipment at sustained peak load including appropriate humidity management.
  - 2.11.3 Physical security.
  - 2.11.4 Permanent out-of-band management connectivity to the equipment from the Pulsant remote management system.
- 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     |
|----------------|---|----------------|-------------------|
| <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    |

3.3 Service Availability — Hosted Service

| Measure                            | Description   | Value    | Fee Credits  |
|------------------------------------|---|----------|--|
| <b>Service Hours</b>               | The hours during which the service and SLA is provided  | 24/7/365 |  |
| <b>Availability: Single Device</b> | % of the service hours during which service availability is guaranteed (excluding Planned Maintenance)            | 99.84%   | Pro rata proportion of the Monthly Charges for any Non-Availability Period |
| <b>Availability: Failover Pair</b> | % 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 |
| <b>Hardware Fix</b>                | The period of time after diagnostics confirm hardware replacement is required to action the hardware replacement. | 5 hours  | Pro rata proportion of the Monthly Charges for any Non-Availability Period |

3.4 Service Availability — On-Premise Service

| Measure                            | Description   | Value   | Fee Credits  |
|------------------------------------|---|---|--|
| <b>Service Hours</b>               | The hours during which the service and SLA is provided  | 24/7/365  |  |
| <b>Availability: Single Device</b> | % of the service hours during which service availability is guaranteed (excluding Planned Maintenance)            | 99.84%  | Pro rata proportion of the Monthly Charges for any Non-Availability Period |
| <b>Availability: Failover Pair</b> | % 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 |
| <b>Hardware Fix</b>                | The period of time after diagnostics confirm hardware replacement is required to action the hardware replacement. | 5 hours or Next Business Day (as specified on the Order Form) | Pro rata proportion of the Monthly Charges for any Non-Availability Period |

3.4.1 In the event that the Supplier considers that the Customer has failed to meet any of its responsibilities with regard to the provision of a hosting environment with adequate power, cooling, security, or management connectivity, then these SLAs shall not apply.

3.5 Fee Credits

- 3.5.1 Any Fee Credits which fall due pursuant to paragraphs 3.3 or 3.4 above are payable subject to and in accordance with the terms contained in the Conditions.
- 3.5.2 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.
- 3.5.3 "Monthly Charge" means the recurring Charges for the relevant Services for the relevant calendar month, net of VAT.
- 3.5.4 "Availability" means the percentage of the Service hours during which Service availability is guaranteed, not including Planned Maintenance.
- 3.5.5 "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 paragraphs 3.3 or 3.4 above.