

## The schedule for the supply of: Managed IT Services and the Managed IT Services Service Level Agreement

### 1.0 The definitions in the Master Service Agreement shall apply to this Schedule unless expressly stated otherwise.

**CHL:** means CloudHost Limited, its Partners and representatives.

**CPE:** means Customer Premise Equipment

**Customer Order:** means the document signed by the Customer who agrees to accept the terms within this Schedule and the Master Services Agreement.

**Customer Premise Equipment:** means Hardware that reside on the Customer IT Network.

**Customer IT Network:** means the IT Infrastructure that enables the use of the Customer IT Network within the Customer environment and is made up of Network Attached Devices including: Switches, Servers, Software, PC's and printers that are identified on the Customer Order Form and will be supported under this agreement.

**Customer Site:** means the Site or Sites operated by the Customer and that have been listed on the Customer Order form.

**Extended Hours Support:** means Support provided during the hours of 6:00am to 9:00am and 5:00pm to 8:00pm Monday to Friday excluding public and national holidays

**Fair Usage Policy:** means those items defined in this agreement that if applied to The Customer IT Network will be considered as not part of the agreement.

**IT Support Schedule:** means the schedule to the Customer Order Form, identifying the Services and products, managed under the Contract.

**Mobile Network Attached Devices:** means Laptops, PDA Mobile phones and other identified items that connect to the Customer IT Network via a remote access medium.

**Network Attached Devices:** means the Hardware Equipment on the Customer IT Network including but not limited to PC's, Laptops, Printers and Servers.

**On Site Support:** means support that is undertaken by CHL employees on the Customer IT Network at the Customer Site.

**Out of Hours support:** means Support provided between the hours of 8:00pm and 6:00am Monday to Friday and all day Saturday and Sunday excluding public holidays and national holidays.

**Remote Support:** means support that is undertaken by CHL to the Customer IT Network via remote access mechanisms and where CHL staff are not on the Customer site.

**Server:** means a Server within the Customer IT Network.

**Start Date:** means the date at which the Service begins.

**Standard Hours Support:** means Support provided during the hours of 9.00am to 5:30pm Monday to Friday (Working Day) excluding public and national holidays.

**Server Instance:** means a server instance normally on a Server Unit or via VM Cloud based technology.

**Service:** means the professional Support management of the Customers IT Network as detailed on the Customer Order Form and in line with the agreed IT Service Level as identified within this schedule.

**Service Charges:** means the monthly Service Charges for CHL's provision of Service of support for the Customer IT Network as identified on the Order Form.

**Service Priority Level:** means as decided by CHL as to the severity of the Customer request for CHL assistance.

**Software:** means Software on all Network Attached Devices and in Virtual domains that are used by the Customer and which are used to run the Customer IT Network and which are covered under the Support Contract including all new releases, patches and versions.

**System Audit:** means to undertake a review of the Customer IT Network to determine what products and services exist and what level of Support may be required.

**Vendor:** means a supplier of Equipment or Software

**Working Day** as defined in these Definitions and the Master Services Agreement and limited to the Working hours of England.

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- 2.0 These terms and conditions shall apply in respect of the above Service(s) that you have offered to acquire, detailed particulars of which are set out in the Customer Order form. Where there is any conflict between the provisions of this Schedule and the provisions in the Master Service Agreement, the provisions of this Schedule will prevail.
- 3.0 During the period during which the Supplier is providing the Services and for a period of 9 months thereafter neither party shall (whether personally or by its agent and whether for itself or on behalf of any other person, firm or company) recruit, solicit, induce or seek to induce any employee or contractor of the other party involved in the performance of the Services or obligations under these terms to leave its employment or terminate or breach its contract with such other party, provided however, that neither party will be precluded from engaging in general recruiting techniques that do not target the employees of the other party and from employing any person responding to such general solicitation. In the event that a party is in breach of this Clause it shall pay to the party which has suffered loss as a result of such breach (the "innocent party"), by way of a genuine pre- estimate of the innocent party's damages, a sum calculated at the total aggregate value of fees, salary and other benefits paid to the employee or contractor concerned by the innocent party during the last 6 months of such employee's employment or contractor's engagement with the innocent party.
- 4.0 If the Customer reports a fault with the Service the Supplier will make commercial endeavours to resolve the fault promptly in line with a competent operator offering such services in the United Kingdom provided that the fault has arisen from normal use of the Equipment or Service.
- 5.0 This agreement and pricing contained within the Customer Order form, is also subject to the Customer confirming the number of PCs, Servers, Switches, Routers and any other Network Attached Device. Any variation to the Customer IT Network by the Customer may result in a variation to the Charges for the Services.
- 6.0 This Agreement shall automatically renew for a further term of twelve (12) months upon the expiry of the initial term, and thereafter upon each subsequent anniversary of the renewal date, unless either party provides written notice of cancellation to the other party at least sixty (60) days prior to the expiry of the current term. Such notice must be delivered in accordance with the notice provisions outlined in this Agreement.
- 7.0 Fair Usage Policy – The Customer IT Network: means the Service does not include any service provision relating to or required as a result of the following:
- Failure by the Customer to maintain the necessary recommended environmental conditions for the Customer IT Network, as advised by CHL or any other competent authority including equipment manufacturers.
  - A recurring Service request which is as a result of the Customer failing to take remedial action as advised by CHL.
  - Any support or maintenance undertaken to the Customer IT Network by persons not authorised or approved by CHL.
  - Installation within the Customer IT Network by the Customer of any third-party software or any hardware without prior written agreement of CHL.
  - Any malicious or intentional damage to the Customer IT Network by the Customer or any of its employees, agents or contractors.
  - The Customer's use of the Customer IT Network for any illegal activity or any recognised unacceptable business practice.
- 8.0 **General Terms for the Support of the Customer IT Network:**
- 8.1 CHL will require unrestricted administrative level access to the Customer IT Network during the entire Minimum Term of this Agreement.
- 8.2 This agreement is subject to all hardware Network Attached Devices and any operating system

software being at the correct firmware and or software version.

- 8.3 The Customer may add or remove hardware and/or software to/from the Customer IT Network with the prior written agreement of CHL at any time during the Minimum Term.

#### **9.0 Chargeable Services**

- 9.1 A change in service could include an instance where the Customer has requested urgent work to be undertaken, deployment of new equipment or an enhancement in services i.e. Security or adding new employees and their Devices to the Customer IT Network.
- 9.2 Requests for changes to the Customer IT Network that are not general day to day support are chargeable.
- 9.3 Chargeable requests may include an alteration to the Customer IT infrastructure, adding or building bespoke solutions to the Customer IT Network. These requests for changes to the Customer IT Network will be chargeable and CHL will advise the Customer of the expected charges and the Customer will agree the Charges before undertaking any works.

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#### **10.0 Consultancy**

- 10.1 CHL provides a consultancy rate which will be applied to all Customer requests for non-standard project work and consultancy. Rates are based on minimum 4 hour segments and are charged at the CHL Consultancy day rate as identified in the pricing section of this document. All Consultancy and project work will require written confirmation by the Customer that they accept the charges associated.

#### **11.0 Service Charge increases as a result of Customer Changes**

- 11.1 In the event the Customer IT Network changes such that the level of Support under the current contract is insufficient, CHL reserves the right to amend the charges associated to the level of support required. Where this change is as a result of Customer growth and an increase in Network Attached Devices attached to the Customer IT Network, CHL reserves the right to increase its charges proportional to the amount of increase in the Customer IT Network.

#### **12.0 Customer Premise Equipment, Network Attached Devices**

- 12.1 During the agreement certain Customer Premise Equipment (CPE) / Network Attached Devices (NAD) or other Equipment supplied will fall out of the Manufacturer's Warrantee/ Guarantee period. Once CPE /NAD fall out of the Warrantee / Guarantee period the Customer agrees that the cost to support of these Devices will increase.
- 12.2 Replacement of any CPE / NAD outside of the warrantee period will incur charges for replacement equipment.
- 12.3 During the warranty period CHL reserves the right to return any faulty CPE or NAD back to the manufacturer in line with the manufacturer's returns policy. Any new equipment purchased by the Customer via CHL will have full title transferred to the Customer upon payment for the CPE or NAD being made to CHL.
- 12.4 The Customer accepts that as CPE/ NAD falls out of Warranty it costs more to maintain and in some cases may not be maintainable. Also certain equipment and software becomes "end of life" and in this case the equipment and or software is no longer supported by the manufacturer. In these cases the Customer accepts that CHL cannot reasonably manage the CPE to a high standard and if the equipment becomes faulty CHL will not be able to replace on behalf the Customer the same equipment type and model.
- 12.5 Where Customer equipment becomes faulty and the Customer agrees to replace such equipment, CHL will purchase if required on behalf of the Customer and the Customer agrees to pay CHL for the equipment at which time full title for the goods will pass to the Customer.

### **13.0 3rd Party changes to the Customer IT Network**

- 13.1 Should the Customer and a 3rd Party working for the Customer make changes to the Customer IT Network, CHL reserves the right to suspend all support of the Customer IT Network unless such works were undertaken with the approval of CHL.
- 13.2 If CHL suspends support of the Customer IT Network, CHL will NOT suspend charges for the Support of the Customer IT Network.
- 13.3 The Customer agrees that any changes to the Customer IT Network must be approved by CHL on the basis it is not reasonable for the Customer to expect CHL to support a network change that it has had no involvement or agreement in.

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- 13.4 CHL reserves the right to refuse to Support any 3<sup>rd</sup> party changes to the Customer IT Network where CHL has not given its prior approval of the changes.
- 13.5 If the Customer wishes to include 3<sup>rd</sup> Party changes in the CHL Support agreement the Customer agrees that there may be a change in the Monthly Service charge and that CHL has to be given full access to those systems.
- 13.6 CHL reserves the right to NOT provide support to any 3<sup>rd</sup> Party systems added after the date of the Customer Order Form.

### 14.0 Systems access

- 14.1 CHL will require Root level Administrator access to the Customer IT Network and any associated Software's and Network Attached Devices associated with the Support of the Customer IT Network at all times during the life of the Contract.

### 15.0 Remote access to the Customer IT Network

- 15.1 Where Remote access to the Customer IT Network is not available due to a Telecommunications provider network issue which is out of the control of CHL, CHL cannot be held responsible for failure to provide Support or resolve an Incident / fault. Network Issues are often as a result of Telephony Network failures and until the Telephony Network Provider has made the network available CHL will not be able to get remote access to the Customer IT Network.

### 16.0 Fault Resolution

- 16.1 CHL will make the decision as to the best approach to a Customer IT Network fault or Incident. CHL will decide the course of action to be taken and will make all commercial endeavours to resolve the incident in a timely manner and in line with any agreements in the Customer Order form. In some cases a true fix may not be possible due to time constraints or severity in which case a temporary fix may be put in place until a permanent fix can be implemented.
- 16.2 Designation of fault Severity level will be decided by CHL.

### 17.0 Items Excluded from this Agreement unless specifically noted on the Customer Order form as being included in the Agreement

- 17.1 Purchase of New Hardware or Software.
- 17.2 Installation / Relocation of hardware and software
- 17.3 Any Warrantees or Guarantees or Manufacturers Warrantees pertaining to ANY device owned by the Customer.
- 17.4 Photo Copier machines
- 17.5 SOFTWARE for Applications and Operating Systems other than those listed as part of this schedule.
- 17.6 Training.
- 17.7 Any Internet / cloud related products including Websites, remote storage and back-up, hosted email, Internet Access unless these have been provided by CHL.
- 17.8 Any environmental systems unless supplied by CHL including but not limited to Air conditioning, UPS systems, Electrical supply systems and earthing cabling / bars.
- 17.9 Peripheral devices such as keyboards and mice screens and monitors.
- 17.10 Changes that require a Site Visit including but not limited to setting up new printers, computers, unless agreed on the Customer Order or paid for on a Pay as you Go basis.
- 17.11 Support of specialist software e.g. accounts, web design, desktop publishing, payroll, etc.
- 17.12 equipment over 5 years old at start of contract
- 17.13 Existing faults
- 17.14 Disk de-fragmenting, cleaning tape heads etc.
- 17.15 Accidental damage or equipment misuse.

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### 18.0 Support Availability

- 18.1 Where the Customer has 3<sup>rd</sup> Party suppliers involved with their Customer IT Network it is the responsibility of the Customer to provide CHL with all relevant contact details and authority to deal with these 3<sup>rd</sup> Party Suppliers on behalf of the Customer. Failure to provide this information could limit the Support provided to the Customer. CHL cannot be held responsible where this information has not been provided and a Customer support issue remains unresolved.
- 18.2 Planned maintenance (e.g. Server re-boots) can be scheduled for Out of Hours Periods at no extra cost to Customers with a support agreement that provides for such. Otherwise all planned maintenance will take place within the Monday to Friday normal working day Support Hours.
- 18.3 When an On-Site Support visit is required, it will take place in accordance with the Response and Acknowledgement Times available within the SLA within this agreement. Consequently there is no guarantee that an On-site Support visit will commence immediately at the start of the next standard hours period (9.00AM).
- 18.4 Due to heavy road traffic and other unforeseen travelling difficulties CHL cannot guarantee an On-Site visit will start at the specified time and cannot be held responsible if an On-Site engineer arrives late at the customer site.

### 19.0 Time recording

- 19.1 Whilst working on requests, CHL staff will record all time spent and actions taken via the CHL management system. This information will be used where applicable for billing purposes and for Customer reporting.

### 20.0 Response Times

- 20.1 CHL cannot provide a guaranteed timeframe in which any faults will be remedied or how long installations / changes to the Customer IT Network will take. CHL staff will where appropriate give an estimate of timescales but CHL cannot be held to these timescales. CHL will take all commercial steps to ensure all faults and requests are dealt with in a timely manner.
- 20.2 CHL staff will respond to Customer faults or requests in line with the Response Times and Acknowledgment Schedule as documented within this Schedule and in line with the Customer Order Form.

### 21.0 Site Visit determination

- 21.1 CHL will be solely responsible for deciding if a site visit is required to facilitate a change in the Customers IT Network or to resolve any fault.
- 21.2 Where the Customer DOES NOT have On-Site support as part of their Contract, CHL will ask the Customer if they wish CHL to attend site. CHL will advise the Customer of the associated fees and the Customer will have to agree to the fees before any site visit is undertaken.

### 22.0 Software Licencing

- 22.1 The Customer will be legally liable for all licensing agreements for all software in use by the Customer on its Customer IT Network at all times. CHL will not be held liable for any failure in software licencing and will not be liable for any fines resulting from a failure to have up to date licencing in place on the Customer IT Network. The Customer agrees to maintain a log of all software licencing and at CHL discretion provide such information to CHL. Where it is found a Licence does not exist CHL reserves the right to remove support from that Device /software until the Customer has acquired the necessary licence or approvals. It is the responsibility of the Customer to ensure any software provided by CHL is licensed at all times and CHL cannot be held responsible should this not be the case.

### 23.0 Systems and Site Access

- 23.1 It is the Customers responsibility to provide CHL staff unrestricted access to the entire Customer IT Network to allow CHL to provide the Service. Failure to provide un-restricted access will prevent CHL

from undertaking its responsibilities within the Contract. CHL cannot be held liable for any incidents or delays as a result of access not being fully provided.

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### 24.0 Data security/Recovery

24.1 CHL will not be held responsible for any data corruption or loss, howsoever caused. Should any such data loss occur, CHL will make every effort to recover the data but does not guarantee that this will be possible and the Customer agrees not to hold CHL liable for any such losses or corruption. If 3rd party specialist data recovery services are required the Customer agrees to cover and not hold CHL liable for the cost of the 3<sup>rd</sup> Party expense incurred.

### 25.0 Termination of Agreement

25.1 The Customer may terminate this Agreement by providing written notice at least sixty (60) days prior to the contract expiry date. Such notice must be given in the sixty (60) days immediately preceding the contract expiry and must comply with the terms set out in the CHL Master Services Agreement.

25.2 CHL retains the right to uninstall any 3rd party software from the Customer IT Network where CHL own the licence or that CHL have installed on behalf of a 3rd party who own the software licence in the event of contract termination.

### 26.0 Exclusions

26.1 The scope of the Service is to reduce the user's involvement in maintaining a Customer IT Network for their business. As with all Customers IT Network's, computers, software etc the products themselves may have internal bugs and other interoperability issues that are yet to be resolved and which effect the performance of the Customer IT Network. The Service is designed to help alleviate most of these issues however it must be accepted that not all issues can be easily resolved or indeed ever fully resolved.

### 27.0 3<sup>rd</sup> Party Software

27.1 CHL reserves the right to exclude any 3rd party software from the scope of the Service unless otherwise stated on the Customer Order form.

27.2 CHL do not commit to having experts available for all 3rd party software and therefore cannot guarantee being able to resolve all Incidents relating to it.

27.3 When 3rd party information or services or Software is provided, CHL can make no guarantees about quality or suitability or CHL's ability to install and manage such software.

27.4 CHL cannot guarantee that any 3rd party software including but not limited to Anti-Virus, security and firewall software, whether or not recommended by CHL will keep computer(s) free of errors, viruses, worms, Trojans, email spam, spy ware, hacking or any other unauthorised access. Therefore CloudHost will not be held responsible for any loss or damages howsoever caused.

### 28.0 Logging Support requests

28.1 All requests for Support from the Customer must be made via telephone to the Support line or via email to the supplied Support@ email address or ideally via the CloudHost online ticketing system details of which will be sent to the Customer upon Acceptance of the Customer Order by CHL.

25.1 Upon receiving notification regarding an issue with the Customer IT Network, the issue will be logged as an Incident with an allocated Incident reference number. The Incident reference number along with details of the Incident will be emailed to the Customer.

### 27.0 CHL 3<sup>rd</sup> Party Software to provide the Service

27.1 The Customer hereby agrees for CHL to install 3<sup>rd</sup> party software onto the Customer IT Network including but not limited to Servers, desktop PC's and laptop PC's to allow CHL to remotely access the Device to provide the Service. If the Customer refuses this right CHL has the express right to cancel the Customer Order for the Service without penalty.

27.2 Any 3<sup>rd</sup> Party Software installed onto Customer Premise Equipment or Customer IT Network by CHL or its Partners will remain the property of CHL and or its Partners.



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- 27.3 If it is agreed that certain Network Attached Devices or CPE cannot have the 3rd Party software loaded by CHL then CHL may revise any pricing for the support of those Network Attached Devices or CPE. CHL may at its discretion remove those Network Attached Devices or CPE from the Customer Order for the Service.
- 27.4 If during the term of the contract the Customer refuses the continued use by CHL of its 3rd Party software, CHL reserves the right to cancel the Order for Service and the Customer agrees to pay the full outstanding amounts to the end of the Contract Minimum Term.

### 28.0 Home Workers & Mobile Workers - Remote Devices

- 28.1 CHL will provide Support to home workers and mobile workers remote devices whilst not at the Customer Site provided this has been agreed on the Customer Order form.
- 28.2 CHL will take reasonable endeavours to support Remote Workers Devices on the proviso CloudHost can access the Home Workers / Mobile Workers devices remotely.
- 28.3 CloudHost will not attend Home Workers or Mobile Workers remote locations.
- 28.4 The Customer accepts that supporting Home Workers is undertaken on the basis that the Home Worker themselves may need to supply access data and passwords to their home networks.
- 28.5 CHL accepts no responsibility for any negative impacts as a result of supplying Support to the Customers Home Workers or Mobile Workers.
- 28.6 The Customer accepts all responsibility for CHL's actions with regards supporting Home Workers.
- 28.7 The Customer accepts that to access a Home Workers remote Device, CHL will need to access the Customers PC or other Device through the Home Workers private broadband connection and that there is no guarantee a connection can be made and as a result the Customer accepts CHL cannot perform Support in such cases.

### 29.0 Out of Hours Support

- 29.1 CHL provides Remote Support and On-Site Support during Out of Hours Periods i.e. outside of the Working Hours as defined, by pre-agreement only and where detailed on the Customer Order Form or on a Pay as you Go Basis.
- 29.2 When Out of Hours Remote Support cannot resolve the Incident and an On-Site Support visit is required, the On-Site visit will be arranged for the soonest available point in time during CHL's standard onsite Support Hours 09.00 AM – 5.30 PM Monday to Friday unless the Customer has ordered Extended Support hours.
- 29.3 Out of Hours On-Site Support as can be purchased on a Pay as you Go basis during the out of hours periods not covered under the Customer Order.
- 29.4 If an Incident is unresolved by 5.30pm Support will not continue into the Extended Hours Period. Work to resolve the fault will only continue if the Customer Order specifies Extended Hours is part of the Customer Order for Service. Out of Hours Remote and On-Site Support is available if the Customer agrees to pay for Pay as you Go "Out of Hours" Remote and / or On-Site Support.
- 29.5 The Customer can opt to pay for Support during Extended Hours periods or Out of Hours Periods by agreeing at the time of the requirement to accept the charges as defined in the IT Support Price List or agree to sign an upgraded Service contract that includes Extended Hours if applicable.
- 29.6 All Support hours and bank holidays and public holidays referred to in this document are assumed to be times defined in England. Any requirements for "out of Hours" work in other parts of the UK will require CHL to approve prior to any works being undertaken.

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CHL support hours			
Service Type	Standard Support hours	Extended Support Hours	Out of Hours support
Standard Service offering	<p>Support provided between 9:00am to 5:30pm Monday to Friday excluding weekend's public and national holidays.</p> <p>Remote Support Only Included.</p> <p>On-Site Support provided on a Pay as you Go basis.</p>	<p>6:00am to 9:00am &amp; 5:30pm to 8:00pm Monday to Friday excluding weekend's public and national holidays.</p> <p>Remote Support Provided on a Pay as you Go basis.</p> <p>On-Site Support Provided on a Pay as you Go basis</p>	<p>8.00pm to 6.00am Monday – Friday including weekend's public and national holidays.</p> <p>Remote Support Provided on a Pay as you Go basis.</p> <p>On-Site Support Provided on a Pay as you Go basis</p>
Premium Service offering	<p>Support provided between 9:00am – 5.30pm Monday to Friday excluding weekend's public and national holidays.</p> <p>Remote Support and On-Site Support included.</p>	<p>6:00am to 9:00am &amp; 5:30pm to 8:00pm Monday to Friday excluding weekend's public and national holidays.</p> <p>Remote Support Provided on a Pay as you Go basis.</p> <p>On-Site Support Provided on a Pay as you Go basis</p>	<p>8.00pm to 6.00am Monday – Friday including weekend's public and national holidays.</p> <p>Remote Support Provided on a Pay as you Go basis.</p> <p>On-Site Support Provided on a Pay as you Go basis</p>
Elite Service Offering	<p>Support provided between 6:00am – 8:00pm Monday to Friday excluding weekends and public and national holidays.</p> <p>Remote Support and On-Site Support included.</p>	<p>8:00pm to 6:00am Monday to Friday excluding weekends and public and national holidays.</p> <p>Remote Support and On-Site Support included</p>	<p>8.00pm to 6.00am Monday – Friday including weekend's public and national holidays.</p> <p>Remote and On Site Support provided on an pre-agreed contracted rate.</p>

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### Pay as you Go prices for Support Hours not included in the Customer Contract

		Remote Support	On Site Support
Pay as you Go rates	9:00am to 5.30pm Monday to Friday excluding weekends, public and national holidays.	£50 per hour	£95 per hour
Pay as you Go rates (extended and out of hours)	8:00pm to 9:00am Monday to Friday excluding weekends, public and national holidays	£100 per hour	£160 per hour
Pay as you Go Out of hours rates Weekdays	9:00am to 5:30 pm Saturday and Sunday	£100 per hour	£160 per hour
Pay as you go Out of hours rates Weekends	5:30pm to 9:00 am	£125 per hour	£200 per hour
Pay as you go Out of hours rates Public and National Holidays	Anytime	£150 per hour	£240 per hour
Minimum Call out charge for on-site support(where applicable)		£160	

Pay as you Go charges will be defined on a monthly service Invoice and in line with the above table and the following:

Out of Hours support period 30 minutes or less chargeable at 30 minutes

Out of Hours support period 31 minutes up to 60 minutes charged at 60 minutes.

All half hour increments will be charged at the full half hour rate.

All Out of Hours Remote Support will be charged at the Out of Hours Remote Support rate.

All Out of Hours On-Site Support will be charged at the Out of hours On-Site Support rate.

All Standard and Premium On-Site Pay as you Go support has a minimum call out charge of £160.

### What's included in the Support Service type and the Service Levels

#### 29.0 The Service Definition

29.1 The Elite, Premier and Standard Service package definitions that CHL provide are shown below:

29.2 The Customer can upgrade from a Service Level at any time during the Minimum Term of this agreement with the agreement of CHL.

29.3 The Customer CANNOT downgrade from a Service Level during the Minimum Term of this agreement without the prior written consent of CHL.

29.4 Any upgrade in Service Level will attract an additional cost which will be reflected on a Customer Order form.

## What we do for you

Description	Standard	Premium	Elite
Unlimited CloudHost Remote Support 9am– 5pm Mon-Fri	✓	✓	✓
Unlimited CloudHost Remote Support 7am– 7pm Mon-Fri		✓	✓
Unlimited CloudHost Remote Support 6am– 8pm Mon-Fri			✓
Performance Monitoring of your Local Area and Wide Area Networks		✓	✓
Managed anti-spyware protection / Anti Virus protection	✓	✓	✓
Managed anti-spam		✓	✓
Remote Hardware performance monitoring		✓	✓
Response time to critical problems within 1 hour		✓	
Response time to critical problems within 30 minutes			✓
Remote Security Monitoring		✓	✓
Hardware and Software asset register creation		✓	✓
Monthly Maintenance visits			✓
On-site Customer IT Network Service Support (to agreed designated customer sites)		✓	✓
On-site Customer IT Network Service Support limited to 8 hours pcm during standard hours		✓	✓
On-site Customer IT Network Service Support limited to 4 hours per calendar month (pcm) during extended hours		✓	✓
On-site Customer IT Network Service Support unlimited during extended hours			✓
Daily Server Data back-ups			✓
Periodic remote Server re-boots			✓
Firewall Management (subject to specification and Router based firewalls only)		✓	✓
Networks Security Management		✓	✓
Web Filtering Management		✓	✓
Unified Threat Management		✓	✓
System adds, moves and changes		✓	✓
Patch Management: Microsoft patches and Service Packs managed, downloaded and applied		✓	✓
Software Installations		✓	✓
Procurement & Replacement of Hardware / Software on behalf of Customer			✓
Support of Home Workers PC and other agreed Devices (Restricted to Type and agreed on order form)		✓	✓
Designated CloudHost IT Support contact			✓
Emergency on-site support – see schedule for call out times and charges			✓
Disaster Recovery / Back –up Services			✓
Online data back-up to your servers or our secure server centre (storage costs apply)	POA	POA	POA
On-site backup	POA	POA	POA
DNS & Website Hosting and email routing / anti spam services	POA	POA	POA
Domain registration	POA	POA	POA
Penetration testing to check Network Vulnerability	POA	POA	POA
24hours data recovery service (where recovery is possible)	POA	POA	POA
CloudHost IT Consultant based at customer offices (Outsourced IT)	POA	POA	POA

## Service Level Agreement: Service Acknowledgment, Priority Levels and definitions

### 30.0 Service Acknowledgement Priority Levels and Response methodology

- 30.1 CHL will allocate an appropriate Service Priority Level "Service Priority Level" to each incident and or service request as defined by the table shown below.
- 30.2 CHL is ultimately responsible for the allocation of a particular Service Priority Level to any Incident or Service request.
- 30.3 CHL may change a Service Priority Level pertaining to a particular incident or service request should in the opinion of CHL the particular incident or service request has been previously allocated an inappropriate Service Priority Level.
- 30.4 An Incident or Service Request can only be recognised by CHL when the incident or Service Request has been allocated a unique reference number "Trouble Ticket" and CHL have allocated an associated Service Priority Level.
- 30.5 CHL may initially attempt to solve the Support issue over the phone or via email with the Customer.
- 30.6 Should CHL be unable to resolve issue via Remote Support methods, CHL will organise a Customer Site visit provided this is part of the Customer Order or the Customer agrees to pay on a Pay as you Go basis.

Service Priority Level	Description
<b>Critical</b>	An incident that is causing complete or a significant failure of the Customer IT Network with significant business impact.
<b>High</b>	An incident that is causing partial failure of the Customer IT Network with significant business impact. A service request that if not instigated, will cause an incident with a critical or high service priority level.
<b>Medium</b>	An incident that is causing partial failure of the Customer IT Network with minor business impact as there is a suitable workaround. A Service request that if not instigated will cause and incident with a medium Service priority level.
<b>Low</b>	An incident that is causing no failure to the Customer IT Network but needs to be Investigated by CHL. A service request that is low level which is administrative and / or informational in nature.
<b>Generic Service Request</b>	A request by the customer to undertake works that have no immediate impact on the Customer IT Network

### 31.0 Remote Service: Acknowledgement & Response times

31.1 Remote Service is identified as CHL remotely accessing the Customer IT Network via means of software owned and operated by CHL. CHL will remotely dial into the Customer IT Network to determine and fix where possible a fault. If a fault cannot be rectified remotely a Service Engineer may attend the Customer site.

31.2 Service Acknowledgement & Response times reflect the amount of time CHL has before it Acknowledges it has received a customer request and then Responds with an initial determination and acceptance of the customer request or fault.

31.3 CHL will where possible provide a preliminary diagnosis of the Customer request / fault.

31.4 Service Acknowledgement and Service Response times are not **Service FIX times**.

31.5 The Service Acknowledgement & Response Times for Remote Service are as defined in the following table:

Remote Service – Service Acknowledgement Times			
Service Priority Level	Standard	Premium	Elite
Acknowledgment Time	1 Hour	1 Hour	1 Hour

  

Remote Service – Service Response Times			
Service Priority Level	Standard	Premium	Elite
Critical	1 Hour	1 Hour	30 Minutes
High	2 Hours	1 Hour	1 Hour
Medium	8 Hours	4 Hours	2 Hours
Low	16 Hours	8 Hours	4 Hours

### 32.0 On-Site Service Response times

32.1 Where a fault cannot be fixed using Remote techniques a site visit will be required. Below are the times taken for an CloudHost Engineer to attend Customer sites. Time taken to attend Customer sites START after the period allocated for the Remote Service – Acknowledgment and Response Times. Time taken to attend Customer sites does not include time taken to fix a Fault. CHL cannot be held responsible for delays taken in engineers attending Customer sites due to heavy road traffic and other legitimate reasons.

32.2 Service Acknowledgment and Response Times are **not Service FIX times**.

32.3 The Service Response Times for On-Site Service are as defined in the following table:

On-Site Service – On Site lead times from Response Times			
Service Priority Level	Standard	Premium	Elite
Critical	Pay as you Go	4 Hours	3 Hours
High	Pay as you Go	6 Hours	5Hours
Medium	Pay as you Go	8 Hours	6 Hours
Low	Pay as you Go	12 Hours	8 Hours

## Software Supported

## Applications we support

Adobe Acrobat Reader	Yes	Microsoft Office	Yes
Microsoft Project	Yes	Microsoft Exchange Server 2007, 2010, 2013, 2016	Yes
Blackberry enterprise server	No	Microsoft Internet Security (ISA)	Yes
Microsoft Access	Yes	Microsoft Back Office	Yes
Microsoft Entourage	Yes	McAfee	Yes
Microsoft Excel	Yes	Groupshield	Yes
Microsoft Exchange Server	Yes	Netshield	Yes
Microsoft Groove	Yes	Open office	Yes
Microsoft Groove server	Yes	Avira	Yes
Microsoft Info path	Yes	Sophos	Yes
Microsoft Internet explorer	Yes	Microsoft Security Essentials	Yes
Microsoft ISA server	Yes	Windows Defender	Yes
Microsoft OneNote	Yes	Sophos	Yes
Microsoft Outlook	Yes	Netshield	Yes
Microsoft Outlook express	Yes	Counterpath	Yes
Microsoft PowerPoint	Yes	Elastix	Yes
Microsoft Project server	Yes	Adobe	Yes
Microsoft Publisher	Yes	Symantec	Yes
Microsoft SharePoint server	Yes	Java	Yes
Microsoft SQL Server	Yes	McAfee	Yes
Microsoft Visio	Yes	Loway	Yes
Google Chrome	Yes	Asterisk	Yes
Firefox	Yes	MicroSIP	Yes
All Antivirus Packages	Yes	Zoiper	Yes

Provided that the above are still supported by the manufacturer and or developer of the software

## Operating Systems we support

Microsoft Windows Server 2003 for Small Business Server	Yes	Microsoft Windows XP Professional	Yes
Microsoft Windows 2000 Professional	Yes	Microsoft Windows Vista Ultimate	Yes
Microsoft Windows Server 2003	Yes	Microsoft Windows Vista Business	Yes
Microsoft Windows XP Tablet PC Edition	Yes	Microsoft Windows Vista Ultimate x64 Edition	Yes
Microsoft Windows Vista Enterprise	Yes	Microsoft Windows Vista Business x64 Edition	Yes
Microsoft Windows XP Professional x64 Edition	Yes	Microsoft Windows Server 2003 Small Business Server x64 Edition	Yes
Microsoft Windows Vista Enterprise x64 Edition	Yes	Microsoft Windows 2008 Standard Server x64 Edition	Yes
Microsoft Windows Server 2003 x64 Edition	Yes	Microsoft Windows 2008 Data centre Server x64 Edition	Yes
Microsoft Windows Unified Data Storage Server 2003	Yes	Microsoft Windows 2008 Enterprise Server x64 Edition	Yes
Microsoft Windows 2008 Standard Server	Yes	Microsoft Windows 2008 Web Server x64 Edition	Yes
Microsoft Windows 2008 Data centre Server	Yes	Microsoft Windows 2008 HPC Server	Yes
Microsoft Windows 2008 Enterprise Server	Yes	Microsoft Windows 2008 Essential Business Server	Yes
Microsoft Windows 2008 Web Server	Yes	Microsoft Windows Essential Business Server x64 Edition	Yes
Microsoft Windows 2008 Small Business Server	Yes	Microsoft Windows Storage Server 2003 R2	Yes
Microsoft Windows 2008 Small Business Server x64 Edition	Yes	Microsoft Windows 7 Enterprise	Yes
Microsoft Windows Server 2003 Web Edition	Yes	Microsoft Windows 7 Professional x64 Edition	Yes
Microsoft Windows 7 Professional	Yes	Microsoft Windows 7 Ultimate x64 Edition	Yes
Microsoft Windows 7 Ultimate	Yes	Linux – Operating System	Yes
Microsoft Windows 7 Enterprise x64 Edition	Yes	Apple Mac OS v10.4	Yes
Microsoft Windows 2000 Advanced Server	Yes	Apple Mac OS x v10.5 Server	Yes
Microsoft Windows 2000 Server	Yes	Windows Server	Yes
Microsoft Windows 7, Windows 8.1, Windows 10	Yes	Microsoft Windows small business server	Yes
Windows CE	Yes	Microsoft Windows vista	Yes
Windows essential Business server	Yes	Microsoft Windows XP Home	Yes
Windows mobile	Yes	Chrome OS	Yes
Chromium - Google	Yes		

Router Firewalls	
Draytek	Yes
Linksys	Yes
Cisco SBS	Yes
Dlink	Yes
Netgear	Yes
All Common Home and Small Business Router firewalls	Yes

Router Firewall Operating Systems	
pfSense	Yes
Sonicwall	Yes
Watchguard	Yes
Fortigate	Yes
Microtik	Yes

Provided that the above are still supported by the manufacturer and or developer of the software



**Consultancy day rates which should be used when CHL is employed on a project or consultancy basis**

<b>Consultancy Level</b>	<b>Day rate (8 hours) (minimum 4 Hour charge)</b>
Director	£750
Level 3 Engineer	£500
Level 2 Engineer	£400
Other Engineering	£300