

Schedule 5 – IT Support

Commencement date for provision of the Supplies

The date on which the Supplies become available for use by the Customer (regardless of whether or not they are actually used on that date), as specified in the first monthly invoice relating to the Supplies.

Description of the Supplies

The provision of IT support services described in this Schedule, as specified in the Order Form.

Prices payable for the Supplies

1. Maintenance Charge

As stated on the Order Form.

2. On Site Engineering

Any engineering work outside of the Services carried out at the Customer's premises will be charged at:

First hour: £125.00
Each subsequent hour: £75.00
Minimum charge: 1 hour.

Service Level Agreement

A. Response Times

- A1. The response time measures how long it takes Connexus to respond to a support request raised via email, on line support system or telephone call.
- A2. Connexus is deemed to have responded when it has replied to the Customer's initial request. This may be in the form of an email (excluding automated emails) or telephone call, to either provide a solution or request further information.

IT Support	Hours of Coverage	Response Time – Priority 1	Response Time – Priority 2	Response Time – Priority 3
Server support	Mon-Fri, 08:30 - 17:00, excl. Public and Bank Holidays	2 hours	4 hours	4 hours
Managed backup	Mon-Fri, 08:30 - 17:00, excl. Public and Bank Holidays	4 hours	8 hours	8 hours
Managed security	Mon-Fri, 08:30 - 17:00, excl. Public and Bank Holidays	4 hours	8 hours	8 hours
Desktop / User	Mon-Fri, 08:30 - 17:00, excl. Public and Bank Holidays	4 hours	8 hours	8 hours

- A3. The Priority levels shown in the table above are defined as follows:

- a) Priority 1 is for critical failure and faults affecting multiple users;
- b) Priority 2 is for single user's issues and administrative changes;
- c) Priority 3 is for request for information and non-urgent administrative changes.

Software licences

None.

Special Conditions

1. Definitions

The following definitions apply in this Schedule:

Maintained Equipment: the equipment specified in this Schedule or the Order Form, being the subject matter of the Service.

Relevant Subcontractor: the Subcontractor from whom Connexus is procuring and reselling the Service.

Service: the Supplies more particularly described in this Schedule and the Order Form.

2. The Service

2.1 The Customer agrees to receive the Service and pay the fees for the Service for the minimum period of service as detailed in the Order Form and thereafter until termination of the Service in accordance with the Contract.

2.2 The Customer may not make any unauthorised commercial use of the Service. The Customer agrees to keep full and accurate records of any and all operating units on or in connection with which the Service is enabled and shall permit Connexus and / or the Relevant Subcontractor to review and evaluate such records from time to time to ensure the Customer's compliance with this clause 2.2.

Service Description

3. Maintenance Agreement

3.1 Throughout the term of the Agreement Connexus shall ensure that the performance of the Maintained Equipment and the servicing meet the approved standard of the manufacturer including:

- a) telephone technical support;
- b) an engineer visit to site when required;
- c) ensure relevant software, services and equipment are available to the Customer;
- d) respond to support requests within the timescales listed in the section of this Schedule headed "Service Level Agreement";
- e) take steps to escalate and resolve issues in an appropriate, timely manner.

3.2 Maintenance does not cover the following:

- (a) failure due to movement of or changes to or disconnection from any of the approved systems;
- (b) failure of any supplies or connected service;
- (c) changes in the environment;
- (d) a force majeure event as defined in the Contract.

3.3 As part of the Services Connexus will carry out the following proactive and reactive maintenance activities:

Managed Service	Included Service
Managed Server	<ul style="list-style-type: none">• 24x7 Advanced Performance Monitoring• Server Configuration Management• Key Application Maintenance• Microsoft and 3rd Party Patch Management• Real Time Server Optimization• Scheduled Preventative Maintenance• Office 365 Administration & Support• Hardware replacement if under warranty (If no warranty in place the Customer will liable of the cost of the replacement hardware)
Managed Workstation	<ul style="list-style-type: none">• 24x7 Advanced Performance Monitoring• Workstation Configuration Management• Microsoft and 3rd Party Patch

	<ul style="list-style-type: none"> • Management • Real Time Workstation Optimization • Scheduled Preventative Maintenance • Office 365 Support
Managed Security	<ul style="list-style-type: none"> • Anti-Virus Monitoring and Management • Anti-Spam Monitoring and Management • Regular Vulnerability Scan and Report • Firewall Management and Maintenance • Firewall Configuration and Change Management
Managed Backup	<ul style="list-style-type: none"> • Backup Deployment and Configuration • Backup Performance Monitoring • Backup Software Updates • Scheduled Backup Jobs • Data Center Replication and Disaster Recovery Planning