

This Service Schedule should be read in conjunction with the General Terms and Conditions (a copy of which can be found at <https://www.bluesource.co.uk/about/privacy-governance-terms/>) and the appropriate Work Order.

1 Service Overview

bluesource PS Bundle provides reliable consultancy services for the Customer in pre-paid blocks of days. Time is deducted from the Customer's PS Bundle Account as and when it is used, with the PS Days available for use over a 12-month period from the Commencement date.

PS Bundles can be used for any type of professional services work provided by bluesource, with the balance of PS Days depleted down to 0 for work delivered against it, after which, a replacement bundle will need to be re-purchased.

Any terms and clauses specified within this Service Schedule takes precedence over those in the General Terms and Conditions.

For the purpose of this Service Schedule, the following additional definitions apply:

- “PS Bundle Account”** the Customer's account with bluesource, which records a running balance of the number of PS Days the Customer has remaining for PS Bundle services;
- “PS Days”** the Business Days purchased as a PS Bundle which is converted into hours at the rate of one (1) Service Day = eight (8) hours
- “Standard Rate”** the standard fee for bluesource to deliver the Services during the Business Day
- “Business Day”** Monday to Friday 09:00 – 18:00 BST/GMT (excluding UK Bank Holidays).

2 Term and Termination

- 2.1 This Agreement shall continue from the Commencement Date until terminated in accordance with Clause 9 of the General Terms and Conditions;
- 2.2 PS Days are available for a period of twelve (12) months from the date of purchase and after this time, any unused PS Days will expire and may no longer be used, and the Customer may be contacted to see if they wish to renew the service for another term;
- 2.3 Should the Customer's PS Bundle Account record a negative number of PS Days, bluesource may suspend the provision of PS Bundle services, pending the purchase of more PS Days via additional PS Bundles;
- 2.4 Should bluesource terminate or suspend the provision of the Services, in accordance with Clause 8 of the General Terms and Conditions, bluesource will refund the amount of PS Days in credit on the PS Bundle Account.
- 2.5 Except where bluesource is in breach of this Agreement, should the Customer wish to cancel this Service Schedule for convenience within the 12-month Term, in accordance with Clause 8.6 of the General Terms and Conditions, bluesource shall not be required to refund any payments previously made pursuant to such Service Schedule.
- 2.6 After a PS Bundle has expired, the Customer may request within the first three (3) calendar months of the expiry date, that any unused time be re-instated, subject to a 20% reduction in time as an administration fee.

3 Service Availability

PS Days can be used during the Business Day at Standard Rates. Outside of the Business Day consultancy can be arranged at an alternative rate, as shown in the billing structure, section 4 below. Any specific dates requested by the Customer are subject to resource availability.

4 Billing Rates

The Standard Rate for work completed within the Business Day and the rates applicable for any agreed work conducted outside the Business Day are as follows:

- Standard Rate applies during the Business Day
- PS Bundles are depleted in the following increments:
 - data migration work
 - Onsite = one day (8 hours)
 - Remote = initial request of 2 hours, then 1 hour increments thereafter
 - non-data migration work
 - Onsite = one day (8 hours)
 - Remote = ½ day (4 hours)

- Rates for work outside the Business Day are charged according to the following multiples:
 - Monday to Friday = 1.5 x Standard Rate
 - Weekend and UK Bank Holidays = 2 x Standard Rate
- bluesource reserve the right to charge travel time to the Customer if the distance is >50 miles from London
- Travel disbursement costs >£50 will be charged to the Customer in accordance with Clause 8 of the General Terms and Conditions.

PS Bundles must be pre-paid, upon issue of an invoice. On receipt of payment, the number of PS Days purchased will be added to the Customer's PS Bundle Account.

PS Days will be deducted from the Customer's Service Bundle Account in accordance with the Service Schedule and Billing Rates.

Services provided under this Agreement may be delivered remotely, where bluesource's technical requirements are met.

Any unused Service Days in the Service Bundle Account will expire 12 months after the purchase date and may not be used.

5 Warranty for consultancy services

Unless otherwise agreed in writing between the Parties, bluesource warrants consultancy work, completed as part of the Services, for one (1) month after the completion of the associated project.

6 Data Processing

Personal Data provided by the Customer shall, unless otherwise agreed in writing by both Parties, be processed in accordance with bluesource's Data Processing Policy, available at <https://www.bluesource.co.uk/about/privacy-governance-terms/>, and the relevant Agreement, including this Service Schedule.