

This Service Schedule should be read in conjunction with the General Terms & Conditions and the appropriate Work Order.

1 Service Overview

The bluesource 247 SUPPORT Service provides a reliable 24x7x365 remote support service for the Customer, so that when an Incident is experienced, the Customer can reach out for support with the knowledge and comfort that they are covered for products specified under a relevant Work Order/Agreement.

For the purpose of this Service Schedule, in additions to those in the General Terms & Conditions, the following definitions apply:

“Agreement”	The agreement between the parties for Service, incorporating this Service Schedule, General Terms & Conditions and Work Order;
“Business Day”	08:00 – 18:00 BST/GMT, as appropriate, on a day other than a Saturday, Sunday or a public or bank holiday in England and Wales or Scotland;
“Customer”	The organisation buying and using the Service through the Reseller;
“Designated Contact”	An employee of the Customer or Reseller nominated as a contact point for bluesource;
“Incident”	A technical issue associated with any related software or hardware that bluesource is supporting for the Customer. The technical issue is opened by bluesource’s service desk with a unique case ID and placed in bluesource’s Incident management system;
“Reseller”	An organisation selling bluesource’s services to their customers, including the Customer;
“Service”	The 247 Support service procured for the Customer via a Work Order and as described in this Service Schedule;
“Service Start Date”	The date the Service commences, as specified in a Work Order;
“SMC”	bluesource’s global service management centres providing personnel responsible for delivery of the Services;
“Term”	The duration of the Service;
“Ticket”	A ticket raised for bluesource to resolve an Incident for Customer;
“Work Order”	The document detailing an order for the Service agreed in writing by the relevant parties.

2 Term and Termination

This Service Schedule shall commence on the Service Start Date and shall continue for the Initial Term stated in the Work Order subject to the provisions of the General Terms & Conditions. Thereafter this Service Schedule shall automatically renew for additional periods of one (1) year until terminated in accordance with General Terms & Conditions.

3 Service Availability

The SMC will be available 24 hours a day, 7 days a week, for Priority 1 and 2 incidents/problems. It will be available for Priority 3 and 4 incidents/problems/service requests during Business Days and outside of these hours, logged the next Business Day.

4 Service Inclusions

Service Description	Support Service
24x7x365 remote support/remediation for escalated Incidents by the Customer	Included
Incident prioritisation and classification	Included
Escalation of incidents to vendors (subject to support agreements)	Included
Up to 4 Named Callers	Included

5 Service Levels

When an Incident is escalated to bluesource it is received and logged as a Ticket, assessed and then assigned a priority based on bluesource's experience. An engineer will be assigned to start working on the ticket within a targeted response time ("Target Response Time") as below:

Priority	Target Response Time
P1 – Critical Business Impact	15 minutes
P2 – Severe Business Impact	60 minutes
P3 – Inconvenient Business Impact	1 Business Day (within 10 hrs)
P4 – Minor Business Impact	Next Business Day (within 20 hrs)

The Target Response Time for P1 and P2 classified Incidents applies 24/7/365.

The Target Response Time for P3 and P4 classified Incidents applies during the Business Day.

If the Customer needs to raise the priority of a service ticket for any reason it should contact the SMC who will endeavour to review the assigned priority on a case by case basis.

The Priority definitions are:

<p>P1 - CRITICAL BUSINESS IMPACT with no workaround, where the use of a critical system is impossible in the production environment, or severely risks critical business operations.</p> <p>examples:</p> <ul style="list-style-type: none"> • Complete loss of service • Loss of connectivity in the live environment • Hardware failure in the live environment, causing a major business impact • Server "Out of disk space" in the live environment • Server down and unresponsive, impacting business
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<p>P2 - SEVERE BUSINESS IMPACT with no workaround, where major functionality is severely affected or restricted, but not causing immediate work stoppage, and operation can continue in a restricted fashion.</p> <p>examples:</p> <ul style="list-style-type: none"> • High server processor utilisation • Issue with server log file size • Journaling not working • Whole Department outage

P3 - INCONVENIENT BUSINESS IMPACT, where there is a moderate loss or degradation of services but work can reasonably continue in an impaired manner.

examples:

- Errors encountered when upgrading supported software which is affecting service, but not crippling the live environment
- Error reported opening vaulted items

P4 - MINOR BUSINESS IMPACT, where there is a minor loss or degradation of services but work can reasonably continue in an impaired manner, or a query regarding a product/service.

examples:

- Minor Changes
- General queries
- Monitoring configuration adjustment
- Upgrades
- Patching

6 Raising a Ticket

A Ticket can be raised by a Designated Contact by calling the SMC on **0845 3192200**, or by emailing **support@bluesource.co.uk**

P1 classified Incidents must be reported by telephone in order to receive the appropriate response.

P2, P3 and P4 classified Incidents may be reported by either telephone, or email.

Outside of the Business Day, issues may be reported via email and will be logged the following Business Day.

Where necessary to troubleshoot and resolve an Incident, bluesource may, with the Customer's permission and supervision, have to remote on to the Customer's environment using appropriate software, such as "LogMeIn", or similar.

7 Customer Obligations

The Customer shall:

- Provide reasonable and relevant access necessary for bluesource to troubleshoot and resolve the Incident;
- Provide any relevant documentation reasonably required for bluesource to provide the Service;
- Provide a list and contact details of authorised personnel, who can engage with bluesource support;
- Maintain relevant Third-Party support and maintenance contracts;
- Communicate up to date Customer contact information and ensure that bluesource is informed of any such changes;
- Promptly pay Reseller for the Service, in accordance with the General Terms & Conditions and Work Order agreed between Customer and Reseller.

8 Reseller Obligations

The Reseller shall:

- Maintain the Customer and Reseller relationship;
- Be responsible for the Agreement between Customer and Reseller, including any flow down of terms from its own Agreement with bluesource, as necessary;
- Provide any relevant documentation reasonably required for bluesource to provide the Service;
- Provide a list and contact details of authorised personnel, who can engage with bluesource support as Designated Contacts;
- Communicate up to date contact information for Reseller and/or Customer, and ensure that bluesource is informed of any such changes;
- Promptly invoice the Customer for the Service;
- Promptly pay bluesource for the Service, in accordance with the General terms & Conditions and Work Order agreed between Reseller and bluesource.

9 Data Processing

Personal Data provided by the Customer and/or Reseller shall, unless otherwise agreed in writing by the 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.

Additionally, if the Work Order related to this Service Schedule includes the management and/or support of Veritas NetBackup, the following subcontractor may assist in the resolution of software related Incidents:

- **Harbor Solutions**
bluesource partner located at Hamilton House, Mabledon Place, Bloomsbury, London WC1H 9BB, providing managed backup services and support on behalf of bluesource.

Purpose of processing: providing 24/7/365 support, monitoring and managed services. Personal Data relating to contacts and support issues may be processed to provide the services and raise service tickets and process Backup Data.