

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

REMOTE ASSIST (TIME BASED) provides a reliable remote support service for the Customer in convenient pre-paid blocks of time (in hours) which are valid for 12 months, so that when an Incident is experienced, the Customer can call for support with the knowledge and comfort they they will be covered for products detailed in the Supported Products Table (clause 2).








Incidents will be logged as a Ticket with the time taken to resolve the issue deducted from the Time Bundle Account. Once the purchased time has been used, more time will need to be purchased as a new Work Order, with a minimum of 15 hours purchased. The minimum call off will be one hour for each Incident, with subsequent time incrementing in one hourly intervals. For example, if an Incident takes less than an hour to resolve, an hour will be deducted from the Time Bundle Account, and if it takes between one and two hours to resolve, two hours will be deducted, etc.

Unless instructed before, bluesource will notify the Customer when the total Time Balance Account has only a couple of hours remaining. Should the Customer's Time Bundle Account have a zero balance, the Customer can purchase additional bundles of time, which will be required to provide support for new Incidents.

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

<b>"Incident"</b>	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
<b>"Ticket"</b>	a ticket raised for bluesource to resolve an Incident for Customer
<b>"Time Bundle Account"</b>	the Customer's account with bluesource, which records a running balance of the number of hours the Customer has remaining.

## 2 Supported Product Table

 <p><b>M365</b> Skype for Business Online Sharepoint Online Teams – Telephony &amp; Comms Exchange Online O365 Administration Microsoft office suite</p> <p><b>On prem</b> Windows Server OS Active Directory Exchange Skype for Business SharePoint SQL (no DBA) SCCM</p> <p><b>Cloud hosting</b> Azure Active Directory Azure IaaS</p>	 <p>Enterprise Vault Discovery Accelerator Compliance Accelerator eDiscovery/Clearwell EV.cloud</p> <p><b>Other vendors:</b></p> <p> Hypervisor ESX / vSphere</p> <p> MSP level support</p> <p> Backup &amp; Replication</p> <p> Cloud (Message Labs) &amp; SEP</p> <p> Blackberry Enterprise Server (BES)</p> <p> Virtual Apps and Desktops &amp; Managed Desktops</p>
<p><b>PLEASE NOTE:</b> Customer must have up to date support/maintenance with the vendor in order for bluesource to be able to escalate support to the relevant vendor on behalf of the Customer.</p>	

### 3 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 clause 9 (Term and Termination) of the General Terms and Conditions. Thereafter, this Service Schedule shall terminate.

The Time Bundle Balance is available for a period of twelve (12) months from the date of purchase and after this time, any unused time will expire and may no longer be used. The Customer will be contacted to discuss renewing this Agreement ahead of its expiry date and renewal of Service.

Should the Customer's Time Bundle Account record a negative number, bluesource may suspend the provision of Service, pending the purchase of additional Tickets. A minimum of 15 hours may be purchased as a Work Order.

Should bluesource terminate or suspend the provision of the Service, in accordance with the Agreement, bluesource will refund the amount of time in credit on the Time Bundle Account.

Except where bluesource is in breach of the Agreement, should the Customer wish to cancel the Service for convenience within the 12-month Term, bluesource shall not be required to refund any payments previously made pursuant to such Service.

### 4 Service Availability

The Service is available 24x7x365 for Incident logging.

Should Workers assess a Ticket and deem it to be project-based, the Customer will be advised it is out of scope of this Service and a professional services engagement will need to be taken out.

This Service is available for Incidents only and not problems, change or informational requests.

### 5 Service Levels

When an Incident is received and logged as a service ticket, they are assigned a priority based on bluesource's experience, which has associated targeted response time ("**Target Response Time**"), as below:

Initial Response:	
15 Minutes	
Priority	Target Response Time
P1 – Critical Business Impact	1 hour
P2 – Severe Business Impact	3 hours
P3 – Inconvenient Business Impact	5 hours

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

The Target Response Time for P2 and P3 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><b>P1 - Priority Critical / Severity 1</b></p> <p>Any reported or detected Incident where the majority of the end-users for a particular IT component or service are severely affected. The Incident has high visibility and materially affects the client's ability to perform its business, and there is no workaround.</p>
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### **P2 - Priority High / Severity 2**

Any reported or detected Incident where the majority of the end-users for a particular IT component or service are affected. The Incident has high visibility and moderately impacts the client's ability to perform its business (i.e. performance is degraded, or functions limited).

### **P3 - Priority Medium / Severity 3**

Any report or detected Incident where a small percentage of end-users for a particular IT component or service are moderately affected, or a single end-user is severely affected. The Incident has limited business impact.

## **6 Raising a Ticket**

A Ticket can be raised by a Designated Contact by calling the SMC on **0345 3192200**, or by emailing **support@bluesource.co.uk**

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

P2 and P3 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 obligation**

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 as Designated Contacts
- 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.

## **8 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.