

# Product Schedule: Managed Services Terms and Conditions

1. This Product Schedule forms part of the Mobile Product Agreement between Arrow and the Customer in relation to Managed Services and sets out terms and conditions which are specific to the provision of such services. It is in addition to and subject to Arrow's standard Terms and Conditions and the Mobile Services Product Schedule and does not in any way replace them. Capitalised terms used in this Product Schedule have the same meaning as in the standard Terms and Conditions. Where there is a conflict between the terms of this Product Schedule, the Mobile Services Product Schedule and the Terms and Conditions, the terms of this Product Schedule shall apply.
2. Arrow Managed Service is allocated to each of the Customer's mobile/SIM connections without exception from the effective date which shall be either a) the relevant effective date as stated within the related mobile Product Agreement and/or b) the date of each individual connection entered into by the Customer; and the relevant term shall be the longer of (a) the number of months remaining until the end of the agreement term, or (b) upon the effective date of termination of the Mobile Product Agreement, the number of months remaining in the relevant commitment period of each individual connection. The Customer acknowledges that the provisions of clause 2.3 of the standard Terms and Conditions will apply to the Managed Services.
3. All services provided are as stated in the Arrow Managed Service document which may change from time to time.
4. All incremental mobile connections added to the Customer's account shall have Arrow Managed Service applied, where the connection date is not on 1st of a month the monthly unit charge shall be pro-rated and applied on the next available invoice.
5. Any early termination of the Customer's Mobile Product Agreement shall automatically terminate this Product Agreement and any cessation or other charges shall be applied to the next available invoice.
6. Any termination of an individual mobile connection shall cease the Arrow Managed Service for the relevant individual mobile connection concurrently on the same termination date.
7. All services are provided during Arrow's business opening hours – details are available upon request.
8. Any access to the Customer's infrastructure and data shall be at the Customer's sole discretion and Arrow, without exception, does not accept any liability for any breaches or outages to the infrastructure.
9. The Customer shall nominate authorised contact points in writing as required to manage the defined rules of engagement that Arrow shall have with their employees and any restrictions that may be applied that require additional permission from the Customer.