

Product Schedule: Infrastructure as a Service (IaaS)

1. DEFINITIONS

“Arrow Data Centre”	means the Arrow data centre with connectivity to the Arrow Network which is used to provide the Services to the Customer.
“Arrow Network”	means the DC network operated by Arrow that includes all or any of the following: leased circuits, cabling, switches firewalls and other telecommunications hardware and software.
“AUP”	means the Acceptable Use Policy as attached to the Arrow Standard Terms and Conditions.
“Customer VM”	means the Virtual Server provided by Arrow for the Customer’s use, details of which are set out in the Product Agreement.
“Customer Information”	means data input, created or used by the Customer or a third party in using the Services.
“Customer Personnel”	means any employee, agent, representative or contractor of the Customer who uses the Services to access the Customer VM physically or electronically.
“Commercially Reasonable Efforts”	means taking such steps and performing the relevant actions to the standard reasonably expected by a well-managed company acting in a professional, prudent and reasonable manner as if such company was looking to fulfil the particular action for its own benefit.
“Commencement Date”	means the date specified in the Product Agreement.
“Credentials”	means user names, passwords and log in accounts, web or IP addresses used to access the Services.
“Downtime”	means an outage causing interruption or failure to the provision of the Services.
“End User”	means a person or entity that at any time has been identified by the Customer to Arrow as an authorised End User.
“Excess Charges”	means the excess charges in respect of any increase in scope of the services as set out in Schedule A and amended from time to time pursuant to clause 4.2.
“Initial Term”	means the initial period commencing from the go live date.

“Least Privilege”	means an information security concept in which an End User is given the minimum level of access, or permissions, required to perform their job functions.
“Multi-Factor Authentication”	means the method in which a User is granted access to a website, application or other electronic assets only after presenting two or more pieces of evidence, or factors, to the authentication mechanism.
“Minimum Spend”	means the Charges payable during the Initial Term or any renewal term if applicable
“Product Agreement”	as defined in clause 2.2 of the Arrow standard Terms and Conditions.
“Premises”	means the premises in which the Services are or are to be provided under this Product Schedule and which, for the avoidance of doubt, shall be the Arrow Data Centre which is located at Kilby House, Liverpool Innovation Park, 360 Edge Lane, Liverpool, L7 9NJ.
“Racks”	means a cabinet or rack installed at the Arrow Data Centre to house the Customer VM of the dimensions as specified in the Product Agreement.
“Services”	means the services as set forth in the Product Agreement.
“Service Procedures”	means internal procedures not contrary to this Product Schedule advised to the Customer providing instructions and guidance for the Customer’s use of the Services, and access to Customer VM and Arrow Network amended and updated from time to time and includes the AUP.
“Service Provision Time”	means time during which Arrow is contracted to provide the Services for the Customer as per clause 3.2 of the attached schedule.
“Service Schedule”	means the schedule forming part of this Product Schedule (if any) which fully describes the particulars of the Services specified in the Product Agreement and the Service Level arrangements provided.

2. Purpose and Term

2.1 This Product Schedule forms part of the Product Agreement between Arrow and the Customer in relation to hosting 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 does not in any way replace them. Capitalised terms used in this Product Schedule but not included in the Definitions section above have the same meaning as in the Arrow standard Terms and Conditions. Where there is a conflict between the terms of this Product Schedule and the Arrow standard Terms and Conditions, the terms of this Product Schedule shall apply.

2.2 In the event that this Product Agreement is not terminated by either party giving at least 30 days’ notice in advance of the end of the initial term it shall automatically renew for consecutive periods

of 12 months, each starting on the anniversary of the Commencement Date (each period being a "**Renewal Term**"), until terminated by either party by giving the other 30 days written notice in advance of the end of the "Renewal Term" or unless terminated in accordance with the termination provisions of this Agreement.

The Customer's Obligations

3.1 The Customer acknowledges and undertakes that it will use and adhere to the Credentials and any authentication codes or other reasonable security procedures which Arrow may notify to the Customer from time to time.

3.2 The Customer is responsible for establishing their own user access accounts and credentials to the Customer VM in line with their own security requirements. Initial credentials provided by Arrow for the purposes of accessing the Customer VM are intended to be temporary and should be deleted by the Customer as soon as possible. Arrow takes no responsibility for the security of these credentials once they have been provided to the Customer.

3.3 The Customer is responsible for acquiring and maintaining all licences and permissions necessary in respect of any third-party software it may use in connection with the Services or any activity it conducts that requires licensing.

3.4 If, for the purpose of providing the Services, it is necessary or desirable for Arrow to access or use the Customer VM and/or the Customer Information, the Customer, upon receiving prior reasonable written notice, shall make these available to Arrow for access free of charge to enable Arrow to perform its obligations under this Product Schedule and the Customer grants to Arrow a nonexclusive, royalty-free licence solely for such purposes provided that Arrow shall use such Customer VM and/or Customer Information in accordance with the instructions of the Customer and the terms of this Product Schedule. The Customer shall be responsible for ensuring access to the Customer VM is secure and in line with their own requirements. Arrow shall not be liable for any compromise of the Customer VM or Customer Information due to the provision of this access, unless directly caused by the negligence of Arrow or its agents.

3.5 The Customer acknowledges that it is responsible for its input to the Services and for any use that it or its Users make of such input, and that Arrow has no responsibility for such input or its use.

3.6 If the Customer is in breach of any of its obligations above, and there is a cost in staff time to Arrow to rectify a resulting problem at the Arrow Data Centre or in connection with the Arrow Network, then, without prejudice to the other terms and conditions in this Product Schedule, Arrow shall be entitled to charge the Customer for reasonable staff time engaged in rectifying the same at Arrow standard charge rates for the time being and any direct loss or claim arising in respect of another customer as a result of the breach by the Customer under this clause 3.6.

3.7 The Customer will be responsible for keeping regular backups of all material and data hosted by Arrow on any Customer VM operated by the Customer from time to time included in the Services.

3.8 The Customer is responsible for ensuring that the Customer VM is maintained up to date with quality and security updates in line with their own operational and security requirements. This includes the Operating System of the VM and any software installed on the VM.

3.9 The Customer is responsible for the security configuration of the Customer VM including but not limited to user access, remote access, administrator privileges and software firewall rules.

3.10 The Customer should satisfy themselves that the security of the supporting environment as supplied and managed by Arrow meets the requirements of their own Information Security Management System / Information Security Policy.

4. Charges

4.1 The Customer shall be responsible for all costs set out in the Product Agreement and shall also be liable for the following charges, where relevant:

- (a) equipment which may be necessary to access and use the Services;
- (b) communication charges, access fees, levies, tariffs or other related costs, between the Customer and Arrow or its End Users or the internet host or anyone else (for the avoidance of doubt this excludes the cost of connectivity of the Customer servers to the internet).

4.2.1 Arrow acknowledges that it shall review third party costs during the term of the agreement and may, at its discretion, apply on a pro-rata basis, any relevant increases of third-party energy costs incurred by Arrow; such price increases shall take effect after seven (7) days' notice from Arrow. Any such changes shall be correlatively proportional to any changes to the supply price made by the utility supplier. Alternatively, after reviewing such third- party costs, Arrow will apply on a pro-rata basis, any relevant decreases of third-party energy costs passed to Arrow; such price decreases shall also take effect after seven (7) days' notice from Arrow. Any such changes shall also be correlatively proportional to any changes to the supply price made by the utility supplier.

4.2.2 Overusage of IP transit will be billed monthly in arrears at £0.05 per GB. Arrow will use reasonable endeavours to let the Customer know if its bandwidth use exceeds the agreed level however it is the Customer's responsibility to monitor the bandwidth being used by it from time to time.

4.3 Arrow shall be entitled to increase the Charges and/or the Excess Charges on any increase in the scope of the Services. Arrow maintains the right to adjust the cost of the services each year by the RPI (Retail Price Index) Rate. (RPI is a measure of inflation published by the Office of National Statistics. It measures the change in the cost of a sample of retail goods and services.) Any adjustment will first appear on the Customer invoice.

4.4 All Support requests relating to Non - Arrow Network or server hardware failures will, unless a defined support package is included in the Product Agreement, be billed at £150 per hour in minimum increments of 30 minutes per ticket.

5. Payment Terms

5.1 The Customer agrees that it must make payment of the Minimum Spend as further set forth in the Product Agreement and such amounts shall be recovered in accordance with clause 2.4 of the Arrow standard Terms and Conditions. The Customer shall pay the Minimum Spend irrespective of whether or not it has used the Services as set out in the attached schedule for the whole of the Initial Term.

- 5.2 Any Service Credits owed to the Customer by Arrow shall be paid in accordance with the procedure set out in Schedule A of this Product Schedule.

6. Service Availability

- 6.1 Subject to the provisions set out in this clause, Arrow will use all reasonable endeavours to make the Services available during Service Provision Time.
- 6.2 Notwithstanding the above, the Services may be suspended for so long as is reasonably necessary subject to prior notice to the Customer: (a) to enable either party to comply with an order or request from a governmental, or other competent regulatory body or administrative authority, or (b) to enable Arrow to carry out work which is necessary in its reasonable opinion to maintain or improve the Services, or (c) to carry out standard maintenance and support; provided that Arrow shall use all reasonable endeavours to schedule such Downtime during the hours of 9pm and 7am so as to minimise impact on the Services, and shall ensure that there is no permanent material degradation of the Services.
- 6.3 Arrow shall be entitled in its sole discretion to make changes or upgrades to the Services. Arrow will endeavour to give at least 7 days' written notice by email of any such changes. Arrow will use all reasonable endeavours to minimise the Downtime that may be caused by such change or upgrade.
- 6.4 Arrow will use all reasonable endeavours to comply with a request by the Customer for Downtime, provided that such requests are made in advance to the extent possible, and such Downtime will not be considered as a break in Service for any reason.
- 6.5 Subject to clause 6.4 and save in relation to any applicable Service Credits which may be due to the Customer, Arrow will not be liable to the Customer for any Downtime or loss of service. Arrow expressly excludes all direct, indirect and consequential loss (excluding death or personal injury) incurred due to Downtime.

7. Warranties

- 7.1 Arrow does not and cannot control the network on which the technology operates or the flow of data to or from the Arrow Network. Such flow depends largely on the performance of services provided or controlled by third parties. At times, actions or omissions of such third parties can impair or disrupt connections. Although Arrow will use all Commercially Reasonable Efforts to avoid such events and take all actions it deems appropriate to remedy such events, Arrow cannot guarantee that such events will not occur. Accordingly, Arrow cannot and does not warrant that the Services will be uninterrupted, error-free or entirely secure, and disclaims any and all liability resulting from or related to such events.
- 7.2 The Customer acknowledges that Arrow does not provide any back-up provision or processing facilities covering VM's, data, operating systems or application software unless any are specified in the Service Schedule, and the Customer agrees that Arrow shall not be responsible or liable if, for any reason concerning any of these, the Services cannot be provided.

- 7.3. The Customer acknowledges that Arrow does not provide any monitoring or alerting facilities related to security configuration or security related events covering Customer VMs, data, operating systems or application software unless any are specified in the Service Schedule, and the Customer agrees that Arrow shall not be responsible or liable if, for any reason concerning any of these, the Services cannot be provided or they become compromised.

SCHEDULE A - Service Level Specification Schedule

Contents:

1. Definition of additional terms
2. Service Level Specification
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1 Definition of additional terms (applicable to the Service Level Specification)

Bolt	Arrow's online service portal and platform which is used by the Customer and Arrow teams to manage the Customer's service.
Change Request	means a request by the Customer for a change to the configuration of the Services raised using Bolt.
Case ID	means the number issued to the Customer for a case raised in Bolt for a Change Request or Incident.
Emergency Maintenance	means any maintenance works required to ensure the continuity, reliability or stability of the infrastructure used to provide the Services which is not planned as occurs as a result of a fault, failure or imminent threat to the Arrow Network.
Incident	means an issue with the Services causing performance to fall outside of the parameters detailed in this Service Level Specification.
Normal Business Hours	means 8am till 6.00pm Monday – Friday
Out of Hours	means hours not included in Normal Business Hours.
Service Credit	means any credits payable by Arrow to the Customer in accordance with the Service Levels.

Service Level	means the level of performance to which the Services are to be provided by Arrow to the Customer.
Scheduled Maintenance	means any regular maintenance or planned upgrade or replacement of a component of the infrastructure used to provide the Services which is planned and advised to the Customer in advance.
UPS	means Uninterrupted Power Supply to allow the Services to continue to be provided without interruption in the event of a short term power failure.

2 Service Level Specification

- 2.1 **VM Hosting:** Arrow shall host the Customer VM and provide the Services set out in the Product Agreement, according to the details in this schedule
- 2.2 **VM Hypervisor:** The Customer VM will be supplied (unless specified otherwise in the Product Agreement) and hosted by Arrow.
- 2.3 **IP Addresses:** The Customer will be supplied with the number of RIPE IP ('s) detailed in the Product Agreement.
- 2.4 **Internet Bandwidth:** The Services will include Internet bandwidth as detailed in the Product Agreement and this bandwidth will be shared by the Customer VM's.
- 2.5 **Remote Monitoring:** The operational state of the Customer VM will be monitored during Service Provision Time according to the details in paragraph 4.1 of this schedule.
- 2.6 **Fault Rectification:** Support Service are provided as detailed in this Schedule to:
 - 2.6.1 Rectify any Incidents in relation to the performance of the Services;
 - 2.6.2 Identify if the cause of an identified Incident is the responsibility of Arrow or the Customer.
 - 2.6.3 Facilitate rectification of any Incidents which are the responsibility of Arrow. This may involve other providers who have responsibility for delivery of Service.

3 Service Level

- 3.1 Arrow shall use all reasonable efforts to provide the Service Level specified in this Schedule. The Customer shall notify Arrow of any material period in which the Service is unavailable to the Customer and Arrow shall be entitled to investigate and verify such non-availability.
- 3.2 Arrow shall use all reasonable efforts to ensure that the Service will (excluding for the duration of any event of force majeure) have a minimum uptime percentage of 99.95% ("Uptime Percentage") at all times during the Service Provision Time, in any month. Uptime

is calculated on a monthly basis over each discrete calendar month. Uptime Percentage will be calculated in accordance with the following formula:

$$U\% = \frac{S-D}{S} \times 100$$

Where:

- S = Available Usage Hours per calendar month, within the Service provision time.
- D = Downtime Aggregate Hours (excluding any period of force majeure) and
- U% = Uptime Percentage

subject without limitation to paragraphs 3.3 and 3.4 below.

- 3.3 Arrow shall not be responsible for failure or delay in providing the Service if such failure or delay arises directly from the Customer being in breach of its obligations under this Product Schedule, Arrow’s Standard Terms and Conditions or where failure is attributable to Customer VM failure or actions of Customer Personnel;
- 3.4 Previously scheduled maintenance, planned outages and interruptions to the Service due to force majeure do not constitute Downtime. The inability of one or more users to have access to the Services does not constitute Downtime if other users are simultaneously able to gain access. The following situations will be excluded from the downtime calculation:

Situation	When Used
Awaiting Caller	When further information is required from the End User
Awaiting Change	When the Incident resolution requires a Change in order to fix.
Awaiting Site Visit	When a site visit is required by Arrow to resolve the issue
Awaiting Vendor	When the ticket has been passed to a Third party for resolution.

3.5 Uptime is the availability from the Arrow Data Centre switch interface to the Customer server to Arrow POP network connection and onward over the Internet.

3.6 The provision of paragraph 3.5 does not include (and is not limited to) the following:

- 3.6.1 Customer network faults (faults beyond the supplied Arrow Ethernet interface)
- 3.6.2 Outages caused by security violations to the Customer’s network such as hacking or denial of service
- 3.6.3 Incidents caused by remote tampering with any supplied equipment (intentional, unintentional or caused by third parties not operating under permission from Arrow).

3.7 In the event that Arrow fails to provide 99.95% Uptime and;

- 3.7.1 such failure is not wholly or partly attributable to previously scheduled maintenance, planned outage, Emergency Maintenance or force majeure or;
- 3.7.2 such failure is not attributable to Incidents with the Customer VM or software configuration of that hardware or the actions of Customer Personnel;

the Customer will be entitled to claim an account credit for one day's service for every hour the service availability fails to meet the 99.95% Uptime (subject to the amount credited not exceeding the charge for one-month Services).

- 3.8 One day's Service Credit is one three hundred and sixty fifth of the annual charge for the Services. The Service Credits shall be credited against the next invoice payable by the Customer or if no further invoices are payable shall be paid to the Customer by electronic transfer within a reasonable period.
- 3.9 In order to receive any credit, the Customer must notify Arrow, in writing, within fourteen (14) days from the time Customer becomes eligible to receive such credit. Customer's failure to notify Arrow within that period shall result in the waiver of Customer's right to receive any such credit.
- 3.10 Where service may be considered degraded for whatever reason this does not constitute as an outage.
- 3.11 For the avoidance of doubt, interruption to the Services which are preceded by calls to the Customer advising of Scheduled Maintenance and Emergency Maintenance, shall not be included in the calculation of Uptime Percentage provided this complies with paragraph 5.3.

4 Downtime

- 4.1 Arrow shall provide Incident reporting helpdesk facility via Bolt. The helpdesk will issue a Case ID and will respond promptly to incidents reported and will provide regular updates on the progress towards diagnosis and remedy. Faults updates will be communicated via Bolt and email.
- 4.2 Arrow aim to rectify network and switch faults in accordance with the priority levels specified in paragraph 5.2.5 of this Schedule and in any event within 12 hours of issuing a Case ID. Although this does not guarantee a resolution in this time as time to fix may be affected by circumstances, such as third party networks.
- 4.3 Incidents not involving Arrow services or equipment: Arrow will advise of steps taken to diagnose an Incident for which Arrow is not responsible.

5 Monitoring & Maintenance

- 5.1 Monitoring: During Service Provision Time, Arrow will monitor the operational state of the Arrow Network. Incidents may be detected in a number of ways:
 - 5.1.1 Network Services & Internet Connection
 - Proactively by Network ICMP, SNMP or TCP/IP poll every 5 minutes;
 - Reactively by the Customer's call;
 - Reactively from Third party suppliers;
 - 5.1.2 Environmental Conditions in the Server Room
 - Proactively by temperature controls
 - Reactively by environmental monitors alarms

5.2 Incidents Management

During Normal Business Hours: Incidents should be primarily raised via the Bolt portal on www.bolt.aro.tech. The Customer may also report incidents to the Customer Service Helpdesk during Normal Business Hours on **0151 905 9705**.

The Customer Service Helpdesk is staffed during Normal Business Hours. Outside of these hours, Bolt may be used to raise cases, or a message may be left on Customer Service helpdesk recording facility. Out of Hours: Incidents which require immediate attention may be reported by designated users, by calling the out of hours fault line on **0120 262 9931**.

- 5.2.1 The Customer Service Helpdesk is staffed during Normal Business Hours. Outside of these hours, the online logging service may be used to raise issues, or a message may be left on Customer Service helpdesk recording facility. Out of Hours, issues which require immediate attention may be reported by designated users, by calling an agreed party and an appropriate charge will be made for this service.
- 5.2.2 Upon detection of a service-affecting event a Case, with a Case ID is opened. This Case is used to track the incident and transfer information between The Customer, Customer Services Helpdesk and the internal staff responsible for resolution.
- 5.2.3 During the incident management process, the Arrow Customer Service Helpdesk retains ownership of the incident ticket.

The Customer Service Helpdesk will assign an initial priority to the issue as follows. Incident priorities will be based on a calculation between impact and urgency of an issue, as per the following matrix:

		Urgency			
		Low	Medium	High	Critical
Impact	Critical	P3	P2	P1	P1
	High	P3	P2	P2	P1
	Medium	P4	P3	P2	P2
	Low	P4	P4	P3	P3

Critical Impact	<p>Complete loss of a Critical Service</p> <ul style="list-style-type: none"> ○ At multiple sites or ○ For multiple users (>10) <p>Complete loss of access/functionality to a Critical Service</p> <p>Degradation of multiple Critical Services</p> <p>Complete loss of multiple Non-Critical Services across multiple sites</p> <p>Complete loss of resilience of Critical Service</p> <p>Backup failure – Third consecutive occurrence</p> <p>Security Incident affecting more than 1 user</p> <p>>10% users offline</p>
High Impact	<p>Complete loss of Non-Critical Service</p> <ul style="list-style-type: none"> ○ At multiple sites or ○ For multiple users (>10) <p>Degradation of a Critical Service</p> <p>Degradation of multiple Non-Critical Services</p> <p>Complete loss of access/functionality to a Non-Critical Service</p> <p>Complete loss of resilience of Non-Critical Service</p> <p>Backup failure – 2nd consecutive occurrence</p> <p>Security Incident affecting 1 user but potential to lead to disruption</p> <p><10% users offline</p>
Medium Impact	<p>Complete loss of Non-Critical Service</p> <ul style="list-style-type: none"> ○ At one site or

	<ul style="list-style-type: none"> ○ For less than 10 users <p>Degradation of a Non-Critical Service Degradation of multiple Non-Critical Services Complete loss of access/functionality to a Non-Critical Service Complete loss of resilience for a Non-Critical Service Backup failure – 1st occurrence Security Incident affecting 1 user – contained (inc password forgotten)</p>
Low Impact	<p>Single user unable to use a Service End User feature not working Warning with no impact to Service</p>

Critical Urgency	<p>Response requires an immediate and sustained effort using any and/or all available resources as required until the Incident is resolved</p> <p>Generally, Customers are unable to work and no work around is available</p>
High Urgency	<p>End Users require expedited restoration of service, but can bear minimal delays</p> <p>End Users may or may not have a work around available, or workaround may only provide partial relief</p>
Medium Urgency	<p>End Users may or may not have a work around available or workaround may only provide partial relief</p>
Low Urgency	<p>End Users may be inconvenienced, but a suitable workaround is available to allow the customer to continue working, or a delay in resolution is considered acceptable</p>

5.2.4 For incidents raised during the Service Provision Time, Arrow shall endeavour to provide the Customer with an Incident response time based on the priority assignment by the Helpdesk as follows:

Standard Incident Service levels per priority

C	Schedule	Gold (hrs)	Silver (hrs)	Bronze (hrs)
P1 - Response	24/7	1	1	2
P1 – Resolution	24/7	2	4	8
P2 – Response	8am – 6pm (Mon-Fri)	2	4	4
P2 – Resolution	8am – 6pm (Mon-Fri)	4	8	16
P3 – Response	8am – 6pm	4	8	8

	(Mon-Fri)			
P3 – Resolution	8am – 6pm (Mon-Fri)	8	16	32
P4 – Response	8am – 6pm (Mon-Fri)	10	10	10
P4 – Resolution	8am – 6pm (Mon-Fri)	16	32	48

The start of the Incident response time will commence from the time when an Incident is reported to the Arrow Helpdesk via Bolt and a ticket is issued;

The Incident response time ends when the designated Arrow staff member responsible for resolution, has started to work on the Customer’s issue.

For the purposes of this clause “Incident response” means the acknowledgment of a Customer incident report to the Helpdesk followed by the issue of an Incident ticket and the investigation by Arrow staff of the cause and best solution to the fault, with the aim of rectifying the Services. Fault response times refer to the initiation of fault diagnosis and are not a commitment to a time frame for rectification of the Services.

- 5.2.5 If a failure requires Arrow hardware to be replacement, Arrow will use reasonable endeavours to replace the equipment with configured and tested spares, through maintenance agreements with Suppliers or through the purchase of replacement parts.
- 5.2.6 Non - Arrow Network or server hardware failures: If an issue cannot be traced to the Arrow Network or hardware infrastructure, and appears to be a problem with equipment for which Arrow is not responsible such as the Customer VM Arrow will give The Customer a report of tests that have been carried out and an explanation of how the fault was traced.

5.3 Maintenance of Arrow Network or infrastructure hardware.

- 5.3.1 Arrow is responsible for maintaining all Arrow Network hardware and infrastructure to ensure that agreed Service Levels are maintained. Where maintenance involves the use of third parties, Arrow will remain the sole point of contact. Arrow will provide reasonable Endeavours to minimise any disruption.
- 5.3.2 Scheduled Maintenance shall be performed during a window between the hours of 21:00 and 07:30 UK time, Monday to Friday (“Scheduled Maintenance Window”); Arrow shall endeavour to provide the Customer a minimum of 7 working days’ notice via email for any change that affects the Service.
- 5.3.3 Emergency Maintenance - While Arrow makes every attempt to perform maintenance within the Scheduled Maintenance Window there are events which dictate that urgent maintenance activities are necessary to maintain the security, integrity or functionality of the Customer’s Services, any Service provided to other Arrow Customers or the Arrow Network. In the event that such Emergency Maintenance is required Arrow will use its reasonable endeavours to give prior warning of service degradation by email or risk thereof and will endeavour to keep such maintenance to an absolute minimum.

6 Change Control

- 6.1 Changes and alterations to the Service initiated by Arrow:
 - 6.1.1 Arrow may, as a result of its on-going development or maintenance programmes, from time to time, amend the configuration of the Services provided.
 - 6.1.2 Arrow will, where practicable, use reasonable efforts to give at least twenty-eight days prior notice to the Customer of any such amendments. Any such amendments shall not diminish the Services or Security posture of the Services provided or result in any increased cost to the Customer. Arrow may, from time to time, and without notice, change or alter any third-party service providers used by Arrow, provided that no such changes or alterations shall result in any increase in charges to the Customer or cause any material change in the performance or Security posture of the Services.
- 6.2 Changes and alterations to the Services initiated by the Customer or nominated Third Party:
 - 6.2.1 The Customer (or a nominated Third Party) may request changes to the Services. This includes requests to restart Customer VM.
 - 6.2.2 The Customer must raise a Change Request via Bolt, or by contacting their Account Manager or the Customer Service helpdesk.
 - 6.2.3 Arrow will provide the Customer with a Case ID and associated ticket detailing the request.
 - 6.2.4 Arrow will review the change request for approval.
 - 6.2.5 Subject to approval Arrow will provide the Customer with timescales to implement, risk assessment, potential lead times, security configuration changes or implications, any possible Downtime and any costs incurred. The Customer can then choose to accept or decline the Change Request.
- 6.3 Arrow will carry out the change request in-line with the Change Request Ticket and Arrow response as defined in 6.2.5. The Customer will be notified once the request has been completed or if further information is required. The Customer acknowledges that all related costs in respect of the change request shall be included within the monthly charges and reflected in the Minimum Services Charge.

7 Security of the Arrow Network

- 7.1 Customer VMs will be logically separated from other Customer VMs for example with the use of Virtual Local Area Networks (VLANs).
- 7.2 Customer Information will be logically separated from other Customer Information through the use of a dedicated, logical data store within the Customer VLAN environment.
- 7.3 Access to the Arrow Network hosting the Infrastructure as a Service environment is restricted to only those employees required to manage the environment, based on the principle of Least Privilege. Access of those employees is controlled with multiple methods including but not limited to Multi-Factor Authentication, geofencing, physically separated management network(s).
- 7.4 The Arrow Network hosting the Infrastructure as a Service environment will be subject to independent Penetration Testing on an annual basis.
- 7.5 Prior to provision of the Service a call will be held between Arrow and the Customer to agree specific configuration and requirements of the Service, including security requirements such as remote access, firewall rules etc. Following this call a basic design will be provided to the Customer for approval. Any configuration items not explicitly informed by the Customer will be configured in line with recognised basic best practice.