

# Managed Service Schedule

## 1.0 Introduction

This document defines the service provided by **Altinet Limited, trading under the brand name ARO and part of the Arrow group (“Altinet”)** to Customer (which is further defined within the associated Statement of Works) and details each party’s obligations in respect of the provision and receipt of Managed Support Services. The Contract Commencement date, Initial Term, Contract Extensions, and any modifications to this document can be found in the associated Statement of Works (SOW).

## 1.1 Definitions

Term	Definition
Account Manager	The Altinet Account Manager assigned to the Customer (if applicable) who has overall accountability for the Customer and the ongoing relationship with the Customer.
Authorised Contact(s)	Those individuals nominated by the Customer in the Authorised Contact Form as the Authorised Contact(s) (as amended from time to time in writing on agreement with Altinet) who are authorised to contact Altinet Support.
Change Management	The management of changes to the Supported Services as outlined within this document.
Escalation	The process of taking an issue to a higher level of management within Altinet or the Customer.
Monthly Service Fee	The monthly fee payable by the Customer for the Support Services.
Service Hours	08:30 to 17:30 Monday to Friday, excluding UK Public Holidays.
Service Requests	<ol style="list-style-type: none"> <li>Minor changes requested to the Supported Services that are included within the Monthly Service Fee and which result in a change in configuration of the existing supported equipment without a change in scale or purpose.</li> <li>A minor change to the Supported Services agreed between the Customer and Altinet and subject to Change Management (and which, depending on scope, may be subject to additional charges or an amendment to the Monthly Service Fee).</li> </ol>
Strategic Change	A major change to Supported Services agreed between the Customer and Altinet and subject to Change Management (which will be subject to additional charges or an amendment to the Monthly Service Fee). A Strategic Change will usually result in a change in the scale of the Supported Services. Strategic Changes will be charged over and above the Monthly Service Fee.
Supported Services	The hardware, equipment and software supported under this document as defined in the Statement of Works.

## 2.0 Service Summary

### 2.1 Service Components

Service components available as part of Altinet Managed Support are listed in the following table:

Component	Status
Remote Service Desk Support	Yes
Core Service Hours	Yes
(08:30 – 17:30 M-F ex BH)	
On-site Hardware Installation*	Optional
3 <sup>rd</sup> Party Vendor Management	Yes
Service Request Management	Yes
Major Incident Management	Yes
Hardware Support / RMA Management**	Yes
Change Management	Yes

(\*Costed item within the Statement of Work)

\*\*Altinet Supplied Hardware – Not Applicable to Cloud)

### Response SLAs and Target Resolution times

Component Level	Time
Priority 1 SLA Response	1 hour
Priority 2 SLA Response	2 hours
Priority 3 SLA Response	6 hours
Priority 4 SLA Response	10 hours
Priority 1 Target Resolution	8 hours
Priority 2 Target Resolution	16 hours
Priority 3 Target Resolution	32 hours
Priority 4 Target Resolution	48 hours

## IT & Service Management

Component Level	Frequency
Cloud to Cloud Backup Checks	Monthly
On Premise Backup Report	Quarterly*
Health Check	Quarterly
Service Review	Bi-Annual
On-Premise Firmware Checks	Quarterly
Account Reviews	Bi-Annual

(\*Costed item within the Statement of Work)

### 2.2 Call Logging

All support requests must be logged with the Altinet Support team before Altinet will provide support. These can be logged in the following manner:

- Telephone – 0113 521 6400
- Email – [cyber.support@aro.tech](mailto:cyber.support@aro.tech)

To ensure compliance with the target response time, it is essential that customers must call the Altinet Support team on the above phone number for any incidents that are high or critical priority (i.e., Priority 1 or 2). Neglecting to follow this process, will result in Altinet not being responsible or liable for meeting its own response times for the incident.

### 2.3 Service Hours

Service Hours are provided between 08:30 and 17:30 Monday to Friday, excluding UK public holidays. Response and Resolution targets are measured during Service Hours only.

### 2.4 Provision of Altinet equipment in the service

If Altinet provides equipment as part of the service, then the Customer will be responsible for ensuring reasonable measures are put into place to ensure the equipment is secure. Altinet reserves the right to

charge the Customer for any loss or damage caused to Altinet equipment by a failure of the Customer to ensure reasonable measures are put into place under this clause 2.4.

## No Warranty / Limits on obligations to provide Support Services

Except where otherwise agreed, Altinet shall not be liable in any way for any unauthorised modifications, alteration, use, repair, or maintenance of the Supported Services by any other person than a representative of Altinet.

Altinet shall have no obligation to provide Support Services (and shall be entitled to charge the Customer additional charges at its then current rates) where faults or support requests arise from:

1. misuse, incorrect or unauthorised use of the Supported Services;
2. failure of any part of the Customer's own infrastructure (excluding the Supported Services) and/or the Customer's failure to maintain the necessary environmental conditions for the Customer infrastructure or any Altinet equipment;
3. use of the Supported Services not in accordance with guidance provided by, or in combination with any equipment or software not approved by, Altinet;
4. any breach of the Customer's obligations under this document or the Terms and Conditions.

## Service Limitations

The Support Services provided to the Customer will be limited to equipment and software defined within the Statement of Works that is covered by an active vendor or third-party maintenance agreement, is fully licenced and is within its reasonable life expectancy (and not vendor end of life).

The reasonable life expectancy is 4 years for each of the following:

- Firewalls
- Web Security Gateway
- On-Premise Backup
- On-Premise Email Gateway
- On-Premise Archiver
- On-Premise WAF
- On-Premise Email Security Gateway

## 3.0 Incident Management

Altinet will respond to and resolve any incident or issue that is impacting upon the Customer's Supported Services. The response SLA and resolution targets are defined within section 2.1. The Altinet Support team is responsible for the management of the Incident Management process.

### 3.1 Reporting Incidents

New incidents can only be accepted by Altinet Support from an Authorised Contact. No other department at Altinet or individual can accept new incidents being logged with them, nor will any support be given without following the process detailed in this document.

The Customer must provide a detailed description of the incident, the circumstances in which it arose and where relevant, sufficient material and information to allow Altinet's staff to replicate the incident.

Incident management is provided to the Customer to resolve issues with the Support Services and is not intended to provide training. Formal training can be provided by Altinet at the Customer’s cost.

## Incident Classification

All incidents are classified by Altinet Support based on the level and scale of impact to the Customer’s business.

All incidents will be categorised in accordance with the following Incident Impact Classification matrix. Altinet will use reasonable endeavours to respond to requests made through Altinet Support and resolve issues raised by the Customer in accordance with this document.

Service Incident Classification				
Impact Description	Entire Business or Site	Department	Team/Floor	Individual
CRITICAL: Not possible to complete work or the service is not available for use	P1	P1	P2	P3
	P1	P2	P3	P4
HIGH: Interferes with the completion of work, or work takes much longer to do	P2	P3	P4	P4
MEDIUM: Completion of work is made more difficult or takes a little longer to do	P3	P4	P4	P4
LOW: No impact on ability to work, or interferes with non-business related activity	P3	P4	P4	P4

## 3.2 Incident Target Response and Target Fix times

The Target Response and Resolution times will be determined based upon the priority assigned during Incident Classification. Specific targets within Service Hours are defined in the Service Order Form.

The Target Response and Resolution times will commence when the Customer has reported an incident to Altinet through Altinet Support.

The Target Response will be met once the Customer receives an incident acknowledgement from the Altinet ticket system.

The Target Fix Time will be deemed to have been completed when the affected Supported Service has been restored or a mutually agreeable workaround put in place.

Target Response and Target Fix times operate within Service Hours only. If a support request is received outside of Service Hours, Altinet are under no obligation to, and give no warranty that they will, respond until the recommencement of the Service Hours period.

## Limitations on Target Response and Resolution Times

Target Response and Resolution times only apply to Supported Services. Where applicable, Altinet will liaise with any relevant hardware or software vendor for the provision of Support Services but will not be liable for any act or omission of such third party supplier and disclaims all liability for and makes no representation or warranty whatsoever in respect to any provision of services or a response from a third party. Any delays caused solely by any third party shall not count towards Altinet's own response or fix times.

## 3.3 Major Incident

In the event of any P1 incident being logged by the Customer, Altinet will invoke the Major Incident (MI) process. Altinet will form a resolution team internally that consists of two key roles:

- Major Incident Lead. The key responsibility of this role is to coordinate communications, ensure the team has access to the skills to resolve issues and maintain SLAs & KPIs. Essentially this role must ensure the Technical Lead has everything they require to resolve the Major Incident.
- Technical Lead, which will be the 2<sup>nd</sup> or 3<sup>rd</sup> line engineer who will be responsible for the hands-on resolution and liaison with 3<sup>rd</sup>

Updates on progress, the strategy for resolution and estimated timescales will be communicated to the Customer at regular intervals until the Major Incident is closed.

## 3.4 Remote Access

Altinet will utilise remote access management on all solutions where possible. This will be used to gain remote access to the solution for technical support, and may also be used to provide basic level reports and system health.

## 4.0 Service Request Management

Altinet Support is responsible for the management of all Service Requests

### 4.1 Reporting Service Requests

New Service Requests can only be accepted by Altinet Support from an Authorised Contact. No other department at Altinet or individual can accept new Service Requests.

The Customer must provide a detailed description of the Service Requests to enable Altinet to successfully complete the request.

The list below shows some examples of typical service requests:

- Query on email status or classification
- Query on backup notifications
- Request to make small changes to a product.
- Query on classification of Web Filtering
- Review suspicious email(s)
- General product guidance

Service Requests only apply to Supported Services and will only be completed within Service Hours.

## 5.0 Change Management

To minimise the risk of disruption to the Customer's business, Altinet will review all changes requests by managing them through its Change Advisory Board (CAB). The CAB will peer review all change requests and ensure they have been sufficiently planned prior to approval. Any Change Request that does not meet the standards required from CAB will be declined.

### 5.1 Change

A Change represents a significant change to the nature, extent or provision of the Supported Services and therefore can represent a significant risk to stability and security. Changes include the change in purpose of a location, resulting in movement of Supported Services.

Changes may result in additional charges.

To initiate a Change the Customer should email Altinet Support with the details of the change request including as much information as possible. The Customer should give at least 20 working days' notice for a Strategic Change.

Altinet will provide an initial response to the Strategic Change request within 10 working days of such request and will provide the Customer with any additional costs associated.

No action will be taken against a Strategic Change without formal written agreement between the Customer and Altinet.

## 5.2 Emergency Change

If a change is required in an emergency to resolve an incident, Altinet will liaise with the Customer to invoke the MI process. This will detail any changes, consider the risks, and roll back plan. No Changes will be made without prior approval of the Customer unless Altinet feels there is an imminent threat to the integrity of the entire solution, e.g. in the event of a zero-day virus or ransomware attack that may need immediate attention.

## 6.0 Maintenance

### 6.1 Hardware Support

In the event of hardware failure for any item of Supported Services covered by a warranty, Altinet will manage the incident on behalf of the Customer until closure, which includes the full Return Merchandise Authorisation (RMA) process with the vendor.

For all Supported Services that are under warranty Altinet will:

- Receive and manage calls for incidents that relate to the relevant hardware;
- Contact and communicate with the vendor on Customer's behalf and provide updates on incident status;
- Manage the RMA process on behalf of the Customer.

## 7.0 Service Management

### 7.1 Account Management

Throughout the lifecycle of the Service, Altinet will appoint an Account Manager who will be responsible for the ownership of the Account. Altinet reserve the right to change the appointed Account Manager from time to time.

The Account Manager is the first point of contact for nontechnical queries.

### 7.2 Service Reviews

Formal reviews of the Support Services will be offered by Altinet and the Authorised Contact(s) to/for the Customer. These reviews represent an opportunity to review the service that has been delivered, talk through the health check report, answer any product questions and discuss service improvements for the future.

The following agenda items will be discussed with the Customer during Service Reviews:

- Review the solutions in service to ensure all features and best practice is being utilised;
- Review any Major Incidents and lessons learned;
- Discuss any planned events or critical events;
- Review Authorised Users.



## 7.3 Cloud-to-Cloud Backup Checks

Altinet will perform a check of the Cloud-to-Cloud Backup reports, review if there are any errors or warnings and if applicable, will notify the Customer of any issues, as well as recommended actions.

## 7.4 Service Health Check

The service health check is designed to perform a review of all solutions in scope of the service, check if there are any issues, technical recommendations, including improvements .

Altinet will complete a form that will be emailed to the authorised contact(s) which that will include any recommendations if required.

## 7.5 On-Premise Firmware Checks

Altinet will check whether there are any firmware updates required on the hardware appliance and can offer support via a service request in completing firmware updates if required.

## 7.6 On-Premise Backup Report

Altinet will use the Barracuda LiveBoot functionality to test the integrity of a VM backup, which includes launching a revision of the VM within Barracuda's Cloud. Commentary and recommendations are also provided, by analysing previously run backups and configuration.

## 7.7 Bi-Annual account review

Altinet will offer a meeting, that will undertake a review of the services delivered to the Customer and present options and recommendations for the future. This may include architecture reviews, vendor demonstrations and roadmaps, but a detailed agenda will be agreed in advance.

## 8.0 Customer Responsibilities

The Customer agrees to fulfil the following responsibilities as part of this document:

- Provide Altinet and any of its nominated representatives with full, safe, and uninterrupted access (including remote access) to the Customer's premises, systems (including the Supported Services) and facilities as may be reasonably required for the installation of the Support Services.
- To use reasonable security precautions in connection with its use of the Support Services. The Customer is responsible for taking all reasonable steps to mitigate the risks inherent in the provision and receipt of the Support Services, including data loss and taking all reasonable and usual precautions to safeguard the Customer's own operating environment, including operating firewalls and virus checks and implementing effective and appropriate information and data security protocols in respect to the receipt of Support Services.
- The Customer will always ensure that it will have an adequately trained member(s) of staff on site that can be called on as remote hands to carry out basic instructions if required. Remote hands will be required to carry out the following:
  - Physically check the Customer infrastructure when requested by Altinet.

- To connect a laptop to an infrastructure device via console cable to run commands with assistance from Altinet.
- Where Support Services are provided at the Customer's premises, provide reasonable working space and facilities for use by Altinet staff and contractors and take reasonable care to ensure their health and safety.
- Nominating an Authorised Contact(s) to prioritise the service requests and Incidents that Altinet will perform.
- Ensure all incidents are reported and escalated as per the agreed process and co-operate with Altinet in performing the Support Services and provide any information and assistance as may be reasonably required by Altinet.
- Provide reasonable assistance when gathering diagnostics for faults and incidents.
- Maintain all software and equipment per the manufacturer's best practice and ensure that appropriate environmental conditions are maintained for the Supported Services and take all reasonable steps to ensure that the Supported Services are operated in a proper manner by the Customer's employees.
- Make all reasonable efforts to ensure equipment is secured from theft, malicious or accidental damage.
- Provide power for all equipment located in the Customer premises that are part of this service.
- Install any equipment to the fabric of the building e.g. Firewalls, Web Security Gateway.
- Ensure that any changes or additions to the scope are communicated in a timely fashion.
- Provide at least 20 working days' notice of Strategic Changes.