

## The schedule for the supply of: Managed IT Services and the Managed IT Services Service Level Agreement

### 1.0 The definitions in the Master Service Agreement shall apply to this Schedule unless expressly stated otherwise.

**AUC:** means Acuity Unified Communications Limited, its Partners and representatives.

**CPE:** means Customer Premise Equipment

**Customer Order:** means the document signed by the Customer who agrees to accept the terms within this Schedule and the Master Services Agreement.

**Customer Premise Equipment:** means Hardware that reside on the Customer IT Network.

**Customer IT Network:** means the IT Infrastructure that enables the use of the Customer IT Network within the Customer environment and is made up of Network Attached Devices including: Switches, Servers, Software, PC's and printers that are identified on the Customer Order Form and will be supported under this agreement.

**Customer Site:** means the Site or Sites operated by the Customer and that have been listed on the Customer Order form.

**Extended Hours Support:** means Support provided during the hours of 6:00am to 9:00am and 5:30pm to 8:00pm Monday to Friday excluding public and national holidays

**Fair Usage Policy:** means those items defined in this agreement that if applied to The Customer IT Network will be considered as not part of the agreement.

**IT Support Schedule:** means the schedule to the Customer Order Form, identifying the Services and products, managed under the Contract.

**Mobile Network Attached Devices:** means Laptops, PDA Mobile phones and other identified items that connect to the Customer IT Network via a remote access medium.

**Network Attached Devices:** means the Hardware Equipment on the Customer IT Network including but not limited to PC's, Laptops, Printers and Servers.

**On Site Support:** means support that is undertaken by AUC employees on the Customer IT Network at the Customer Site.

**Out of Hours support:** means Support provided between the hours of 8:00pm and 6:00am Monday to Friday and all day Saturday and Sunday excluding public holidays and national holidays.

**Remote Support:** means support that is undertaken by AUC to the Customer IT Network via remote access mechanisms and where AUC staff are not on the Customer site.

**Server:** means a Server within the Customer IT Network.

**Start Date:** means the date at which the Service begins.

**Standard Hours Support:** means Support provided during the hours of 9:00am to 5:30pm Monday to Friday (Working Day) excluding public and national holidays.

**Server Instance:** means a server instance normally on a Server Unit or via VM Cloud based technology.

**Service:** means the professional Support management of the Customers IT Network as detailed on the Customer Order Form and in line with the agreed IT Service Level as identified within this schedule.

**Service Charges:** means the monthly Service Charges for AUC's provision of Service of support for the Customer IT Network as identified on the Order Form.

**Service Priority Level:** means as decided by AUC as to the severity of the Customer request for AUC assistance.

**Software:** means Software on all Network Attached Devices and in Virtual domains that are used by the Customer and which are used to run the Customer IT Network and which are covered under the Support Contract including all new releases, patches and versions.

**System Audit:** means to undertake a review of the Customer IT Network to determine what products and services exist and what level of Support may be required.

**Vendor:** means a supplier of Equipment or Software

**Working Day** as defined in these Definitions and the Master Services Agreement and limited to the Working hours of England.



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- 2.0 These terms and conditions shall apply in respect of the above Service(s) that you have offered to acquire, detailed particulars of which are set out in the Customer Order form. Where there is any conflict between the provisions of this Schedule and the provisions in the Master Service Agreement, the provisions of this Schedule will prevail.
- 3.0 If the Customer reports a fault with the Service the Supplier will make commercial endeavours to resolve the fault promptly in line with a competent operator offering such services in the United Kingdom provided that the fault has arisen from normal use of the Equipment or Service.
- 4.0 This agreement and pricing contained within the Customer Order form, is also subject to the Customer confirming the number of PCs, Servers, Switches, Routers and any other Network Attached Device. Any variation to the Customer IT Network by the Customer may result in a variation to the Charges for the Services.
- 5.0 Fair Usage Policy – The Customer IT Network: means the Service does not include any service provision relating to or required as a result of the following:
- Failure by the Customer to maintain the necessary recommended environmental conditions for the Customer IT Network, as advised by AUC or any other competent authority including equipment manufacturers.
  - A recurring Service request which is as a result of the Customer failing to take remedial action as advised by AUC.
  - Any support or maintenance undertaken to the Customer IT Network by persons not authorised or approved by AUC.
  - Installation within the Customer IT Network by the Customer of any third party software or any hardware without prior written agreement of AUC.
  - Any malicious or intentional damage to the Customer IT Network by the Customer or any of its employees, agents or contractors.
  - The Customer's use of the Customer IT Network for any illegal activity or any recognised unacceptable business practice.
- 6.0 **General Terms for the Support of the Customer IT Network:**
- 6.1 AUC will require unrestricted administrative level access to the Customer IT Network during the entire Minimum Term of this Agreement.
- 6.2 This agreement is subject to all hardware Network Attached Devices and any operating system software being at the correct firmware and or software version.
- 6.3 The Customer may add or remove hardware and/or software to/from the Customer IT Network with the prior written agreement of AUC at any time during the Minimum Term.
- 7.0 **Chargeable Services**
- 7.1 A change in service could include an instance where the Customer has requested urgent work to be undertaken, deployment of new equipment or an enhancement in services i.e. Security or adding new employees and their Devices to the Customer IT Network.
- 7.2 Requests for changes to the Customer IT Network that are not general day to day support are chargeable.
- 7.3 Chargeable requests may include an alteration to the Customer IT infrastructure, adding or building bespoke solutions to the Customer IT Network. These requests for changes to the Customer IT Network will be chargeable and AUC will advise the Customer of the expected charges and the Customer will agree the Charges before undertaking any works.



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### 8.0 Consultancy

8.1 AUC provides a consultancy rate which will be applied to all Customer requests for non-standard project work and consultancy. Rates are based on minimum 4 hour segments and are charged at the AUC Consultancy day rate as identified in the pricing section of this document. All Consultancy and project work will require written confirmation by the Customer that they accept the charges associated.

### 9.0 Service Charge increases as a result of Customer Changes

9.1 In the event the Customer IT Network changes such that the level of Support under the current contract is insufficient, AUC reserves the right to amend the charges associated to the level of support required. Where this change is as a result of Customer growth and an increase in Network Attached Devices attached to the Customer IT Network, AUC reserves the right to increase its charges proportional to the amount of increase in the Customer IT Network.

### 10.0 Customer Premise Equipment, Network Attached Devices

10.1 During the agreement certain Customer Premise Equipment (CPE) / Network Attached Devices (NAD) or other Equipment supplied will fall out of the Manufacturer's Warranty/ Guarantee period. Once CPE /NAD fall out of the Warranty / Guarantee period the Customer agrees that the cost to support of these Devices will increase.

10.2 Replacement of any CPE / NAD outside of the warranty period will incur charges for replacement equipment.

10.3 During the warranty period AUC reserves the right to return any faulty CPE or NAD back to the manufacturer in line with the manufacturer's returns policy. Any new equipment purchased by the Customer via AUC will have full title transferred to the Customer upon payment for the CPE or NAD being made to AUC.

10.4 The Customer accepts that as CPE/ NAD falls out of Warranty it costs more to maintain and in some cases may not be maintainable. Also certain equipment and software becomes "end of life" and in this case the equipment and or software is no longer supported by the manufacturer / developer. In these cases the Customer accepts that AUC cannot reasonably manage the CPE to a high standard and if the equipment becomes faulty AUC will not be able to replace on behalf the Customer the same equipment type and model.

10.5 Where Customer equipment becomes faulty and the Customer agrees to replace such equipment, AUC will purchase if required on behalf of the Customer and the Customer agrees to pay AUC for the equipment at which time full title for the goods will pass to the Customer.

### 11.0 3rd Party changes to the Customer IT Network

11.1 Should the Customer and a 3rd Party working for the Customer make changes to the Customer IT Network, AUC reserves the right to suspend all support of the Customer IT Network unless such works were undertaken with the approval of AUC.

11.2 If AUC suspends support of the Customer IT Network, AUC will NOT suspend charges for the Support of the Customer IT Network.

11.3 The Customer agrees that any changes to the Customer IT Network must be approved by AUC on the basis it is not reasonable for the Customer to expect AUC to support a network change that it has had no involvement or agreement in.



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- 11.4 AUC reserves the right to refuse to Support any 3<sup>rd</sup> party changes to the Customer IT Network where AUC has not given its prior approval of the changes.
- 11.5 If the Customer wishes to include 3<sup>rd</sup> Party changes in the AUC Support agreement the Customer agrees that there may be a change in the Monthly Service charge and that AUC has to be given full access to those systems.
- 11.6 AUC reserves the right to NOT provide support to any 3<sup>rd</sup> Party systems added after the date of the Customer Order Form.

### 12.0 Systems access

- 12.1 AUC will require Root level Administrator access to the Customer IT Network and any associated Software's and Network Attached Devices associated with the Support of the Customer IT Network at all times during the life of the Contract.

### 13.0 Remote access to the Customer IT Network

- 13.1 Where Remote access to the Customer IT Network is not available due to a Telecommunications provider network issue which is out of the control of AUC, AUC cannot be held responsible for failure to provide Support or resolve an Incident / fault. Network Issues are often as a result of Telephony Network failures and until the Telephony Network Provider has made the network available AUC will not be able to get remote access to the Customer IT Network.

### 14.0 Fault Resolution

- 14.1 AUC will make the decision as to the best approach to a Customer IT Network fault or Incident. AUC will decide the course of action to be taken and will make all commercial endeavours to resolve the incident in a timely manner and in line with any agreements in the Customer Order form. In some cases a true fix may not be possible due to time constraints or severity in which case a temporary fix may be put in place until a permanent fix can be implemented.
- 14.2 Designation of fault Severity level will be decided by AUC.

### 15.0 Items Excluded from this Agreement unless specifically noted on the Customer Order form as being included in the Agreement

- 15.1 Purchase of New Hardware or Software.
- 15.2 Installation / Relocation of hardware and software
- 15.3 Any Warrantees or Guarantees or Manufacturers Warrantees pertaining to ANY device owned by the Customer.
- 15.4 Photo Copier machines
- 15.5 SOFTWARE for Applications and Operating Systems other than those listed as part of this schedule.
- 15.6 Training.
- 15.7 Any Internet / cloud related products including Websites, remote storage and back-up, hosted email, Internet Access unless these have been provided by AUC.
- 15.8 Any environmental systems unless supplied by AUC including but not limited to Air conditioning, UPS systems, Electrical supply systems and earthing cabling / bars.
- 15.9 Peripheral devices such as keyboards and mice screens and monitors.
- 15.10 Changes that require a Site Visit including but not limited to setting up new printers, computers, unless agreed on the Customer Order or paid for on a Pay as you Go basis.
- 15.11 Support of specialist software e.g. accounts, web design, desktop publishing, payroll, etc.
- 15.12 equipment over 5 years old at start of contract
- 15.13 Existing faults
- 15.14 Disk de-fragmenting, cleaning tape heads etc.
- 15.15 Accidental damage or equipment misuse.



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### 16.0 Support Availability

- 16.1 Where the Customer has 3<sup>rd</sup> Party suppliers involved with their Customer IT Network it is the responsibility of the Customer to provide AUC with all relevant contact details and authority to deal with these 3<sup>rd</sup> Party Suppliers on behalf of the Customer. Failure to provide this information could limit the Support provided to the Customer. AUC cannot be held responsible where this information has not been provided and a Customer support issue remains unresolved.
- 16.2 Planned maintenance (e.g. Server re-boots) can be scheduled for Out of Hours Periods at no extra cost to Customers with a support agreement that provides for such. Otherwise all planned maintenance will take place within the Monday to Friday normal working day Support Hours.
- 16.3 When an On-Site Support visit is required, it will take place in accordance with the Response and Acknowledgement Times available within the SLA within this agreement. Consequently there is no guarantee that an On-site Support visit will commence immediately at the start of the next standard hours period (9.00AM).
- 16.4 Due to heavy road traffic and other unforeseen travelling difficulties AUC cannot guarantee an On-Site visit will start at the specified time and cannot be held responsible if an On-Site engineer arrives late at the customer site.

### 17.0 Time recording

- 17.1 Whilst working on requests, AUC staff will record all time spent and actions taken via the AUC management system. This information will be used where applicable for billing purposes and for Customer reporting.

### 18.0 Response Times

- 18.1 AUC cannot provide a guaranteed timeframe in which any faults will be remedied or how long installations / changes to the Customer IT Network will take. AUC staff will where appropriate give an estimate of timescales but AUC cannot be held to these timescales. AUC will take all commercial steps to ensure all faults and requests are dealt with in a timely manner.
- 18.2 AUC staff will respond to Customer faults or requests in line with the Response Times and Acknowledgment Schedules documented within this Schedule and in line with the Customer Order Form.

### 19.0 Site Visit determination

- 19.1 AUC will be solely responsible for deciding if a site visit is required to facilitate a change in the Customers IT Network or to resolve any fault.
- 19.2 Where the Customer DOES NOT have On-Site support as part of their Contract, AUC will ask the Customer if they wish AUC to attend site. AUC will advise the Customer of the associated fees and the Customer will have to agree to the fees before any site visit is undertaken.

### 20.0 Software Licencing

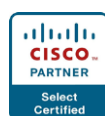
- 20.1 The Customer will be legally liable for all licencing agreements for all software in use by the Customer on its Customer IT Network at all times. AUC will not be held liable for any failure in software licencing and will not be liable for any fines resulting from a failure to have up to date licencing in place on the Customer IT Network. The Customer agrees to maintain a log of all software licencing and at AUC discretion provide such information to AUC. Where it is found a Licence does not exist AUC reserves the right to remove support from that Device /software until the Customer has acquired the necessary licence or approvals. It is the responsibility of the Customer to ensure any software provided by AUC is licensed at all times and AUC cannot be held responsible should this not be the case.

### 21.0 Systems and Site Access

- 21.1 It is the Customers responsibility to provide AUC staff unrestricted access to the entire Customer IT Network to allow AUC to provide the Service. Failure to provide un-restricted access will prevent AUC from undertaking its responsibilities within the Contract. AUC cannot be held liable for any incidents or delays as a result of access not being fully provided.

### 22.0 Data security/Recovery

- 22.1 AUC will not be held responsible for any data corruption or loss, howsoever caused. Should any such data loss occur, AUC will make every effort to recover the data but does not guarantee that this will be possible and the Customer agrees not



to hold AUC liable for any such losses or corruption. If 3rd party specialist data recovery services are required the Customer agrees to cover and not hold AUC liable for the cost of the 3<sup>rd</sup> Party expense incurred.

### 23.0 Termination of Agreement

- 23.1 The Customer can terminate the Agreement at any time after the Minimum Period with the provision of 30 day's notice in writing and in line with the terms of the AUC Master Services Agreement.
- 23.2 AUC retains the right to uninstall any 3rd party software from the Customer IT Network where AUC own the licence or that AUC have installed on behalf of a 3rd party who own the software licence in the event of contract termination.

### 24.0 Exclusions

- 24.1 The scope of the Service is to reduce the user's involvement in maintaining a Customer IT Network for their business. As with all Customers IT Network's, computers, software etc the products themselves may have internal bugs and other interoperability issues that are yet to be resolved and which effect the performance of the Customer IT Network. The Service is designed to help alleviate most of these issues however it must be accepted that not all issues can be easily resolved or indeed ever fully resolved.

### 25.0 3<sup>rd</sup> Party Software

- 25.1 AUC reserves the right to exclude any 3rd party software from the scope of the Service unless otherwise stated on the Customer Order form.
- 25.2 AUC do not commit to having experts available for all 3rd party software and therefore cannot guarantee being able to resolve all Incidents relating to it.
- 25.3 When 3rd party information or services or Software is provided, AUC can make no guarantees about quality or suitability or AUC's ability to install and manage such software.
- 25.4 AUC cannot guarantee that any 3rd party software including but not limited to Anti-Virus, security and firewall software, whether or not recommended by AUC will keep computer(s) free of errors, viruses, worms, Trojans, email spam, spy ware, hacking or any other unauthorised access. Therefore Acuity will not be held responsible for any loss or damages howsoever caused.

### 26.0 Logging Support requests

- 26.1 All requests for Support from the Customer must be made via telephone to the Support line or via email to the supplied Support@ email address or ideally via the Acuity online ticketing system details of which will be sent to the Customer upon Acceptance of the Customer Order by AUC.
- 25.1 Upon receiving notification regarding an issue with the Customer IT Network, the issue will be logged as an Incident with an allocated Incident reference number. The Incident reference number along with details of the Incident will be emailed to the Customer.

### 27.0 AUC 3<sup>rd</sup> Party Software to provide the Service

- 27.1 The Customer hereby agrees for AUC to install 3<sup>rd</sup> party software onto the Customer IT Network including but not limited to Servers, desktop PC's and laptop PC's to allow AUC to remotely access the Device to provide the Service. If the Customer refuses this right AUC has the express right to cancel the Customer Order for the Service without penalty.
- 27.2 Any 3<sup>rd</sup> Party Software installed onto Customer Premise Equipment or Customer IT Network by AUC or its Partners will remain the property of AUC and or its Partners.



27.3 If it is agreed that certain Network Attached Devices or CPE cannot have the 3rd Party software loaded by AUC then AUC may revise any pricing for the support of those Network Attached Devices or CPE. AUC may at its discretion remove those Network Attached Devices or CPE from the Customer Order for the Service.

27.4 If during the term of the contract the Customer refuses the continued use by AUC of its 3rd Party software, AUC reserves the right to cancel the Order for Service and the Customer agrees to pay the full outstanding amounts to the end of the Contract Minimum Term.

#### 28.0 Home Workers & Mobile Workers - Remote Devices

28.1 AUC will provide Support to home workers and mobile workers remote devices whilst not at the Customer Site provided this has been agreed on the Customer Order form.

28.2 AUC will take reasonable endeavours to support Remote Workers Devices on the proviso Acuity can access the Home Workers / Mobile Workers devices remotely.

28.3 Acuity will not attend Home Workers or Mobile Workers remote locations.

28.4 The Customer accepts that supporting Home Workers is undertaken on the basis that the Home Worker themselves may need to supply access data and passwords to their home networks.

28.5 AUC accepts no responsibility for any negative impacts as a result of supplying Support to the Customers Home Workers or Mobile Workers.

28.6 The Customer accepts all responsibility for AUC's actions with regards supporting Home Workers.

28.7 The Customer accepts that to access a Home Workers remote Device, AUC will need to access the Customers PC or other Device through the Home Workers private broadband connection and that there is no guarantee a connection can be made and as a result the Customer accepts AUC cannot perform Support in such cases.

#### 29.0 Out of Hours Support

29.1 AUC provides Remote Support and On-Site Support during Out of Hours Periods i.e. outside of the Working Hours as defined, by pre-agreement only and where detailed on the Customer Order Form or on a Pay as you Go Basis.

29.2 When Out of Hours Remote Support cannot resolve the Incident and an On-Site Support visit is required, the On-Site visit will be arranged for the soonest available point in time during AUC's standard onsite Support Hours 09.00 AM – 5.30 PM Monday to Friday unless the Customer has ordered Extended Support hours.

29.3 Out of Hours On-Site Support as can be purchased on a Pay as you Go basis during the out of hours periods not covered under the Customer Order.

29.4 If an Incident is unresolved by 5.30pm Support will not continue into the Extended Hours Period. Work to resolve the fault will only continue if the Customer Order specifies Extended Hours is part of the Customer Order for Service. Out of Hours Remote and On-Site Support is available if the Customer agrees to pay for Pay as you Go "Out of Hours" Remote and / or On-Site Support.

29.5 The Customer can opt to pay for Support during Extended Hours periods or Out of Hours Periods by agreeing at the time of the requirement to accept the charges as defined in the IT Support Price List or agree to sign an upgraded Service contract that includes Extended Hours if applicable.

29.6 All Support hours and bank holidays and public holidays referred to in this document are assumed to be times defined in England. Any requirements for "out of Hours" work in other parts of the UK will require AUC to approve prior to any works being undertaken.



AUC support hours			
Service Type	Standard Support hours	Extended Support Hours	Out of Hours support
Standard Service offering	Support provided between 9:00am to 5:30pm Monday to Friday excluding weekend's public and national holidays.  Remote Support Only Included.  On-Site Support provided on a Pay as you Go basis.	6:00am to 9:00am & 5:30pm to 8:00pm Monday to Friday excluding weekend's public and national holidays.  Remote Support Provided on a Pay as you Go basis.  On-Site Support Provided on a Pay as you Go basis	8.00pm to 6.00am Monday – Friday including weekend's public and national holidays.  Remote Support Provided on a Pay as you Go basis.  On-Site Support Provided on a Pay as you Go basis
Premium Service offering	Support provided between 9:00am – 5.30pm Monday to Friday excluding weekend's public and national holidays.  Remote Support and On-Site Support included.	6:00am to 9:00am & 5:30pm to 8:00pm Monday to Friday excluding weekend's public and national holidays.  Remote Support Provided  On-Site Support Provided on a Pay as you Go basis	8.00pm to 6.00am Monday – Friday including weekend's public and national holidays.  Remote Support Provided on a Pay as you Go basis.  On-Site Support Provided on a Pay as you Go basis
Elite Service Offering	Support provided between 6:00am – 8:00pm Monday to Friday excluding weekends and public and national holidays.  Remote Support and On-Site Support included.	8:00pm to 6:00am Monday to Friday excluding weekends and public and national holidays.  Remote Support and On-Site Support included	8.00pm to 6.00am Monday – Friday including weekend's public and national holidays.  Remote and On Site Support provided on anpre-agreed contracted rate.

## What's included in the Support Service type and the Service Levels

### 29.0 The Service Definition

- 29.1 The Elite, Premier and Standard Service package definitions that AUC provide are shown below:
- 29.2 The Customer can upgrade from a Service Level at any time during the Minimum Term of this agreement with the agreement of AUC.
- 29.3 The Customer CANNOT downgrade from a Service Level during the Minimum Term of this agreement without the prior written consent of AUC.
- 29.4 Any upgrade in Service Level will attract an additional cost which will be reflected on a Customer Order form.





## What we do for you

Description	Standard	Premium	Elite
Unlimited Acuity Remote Support 9am– 5.30pm Mon-Fri	✓	✓	✓
Unlimited Acuity Remote Support 6am– 8pm Mon-Fri		✓	✓
Performance Monitoring of your Local Area and Wide Area Networks	✓	✓	✓
Managed anti-spyware protection / Anti Virus protection	✓	✓	✓
Managed anti-spam	✓	✓	✓
Remote Hardware performance monitoring		✓	✓
Response time to critical problems within 1 hour	✓	✓	
Response time to critical problems within 30 minutes			✓
Remote Security Monitoring		✓	✓
Hardware and Software asset register creation		✓	✓
Monthly Maintenance visits			✓
On-site Customer IT Network Service Support (to agreed designated customer sites)		✓	✓
On-site Customer IT Network Service Support limited to 6 hours pcm during standard hours		✓	✓
On-site Customer IT Network Service Support limited to 2 hours per calendar month (pcm)during extended hours		✓	✓
On-site Customer IT Network Service Support unlimited during standard and extended hours			✓
Daily Server Data back-ups			✓
Periodic remote Server re-boots			✓
Firewall Management (subject to specification and Router based firewalls only)		✓	✓
Networks Security Management		POA	✓
Web Filtering Management		POA	✓
Unified Threat Management		POA	✓
System adds, moves and changes		POA	✓
Patch Management: Microsoft patches and Service Packs managed, downloaded and applied		POA	✓
Software Installations		POA	✓
Procurement & Replacement of Hardware / Software on behalf of Customer		POA	✓
Support of Home Workers PC and other agreed Devices (Restricted to Type and as agreed on order form)		✓	✓
Designated Acuity IT Support contact			✓
Emergency on-site support – see schedule for call out times and charges			✓
Disaster Recovery / Back –up Services		POA	✓
Online data back-up to your servers or our secure server centre (storage costs apply)	POA	POA	POA
On-site backup	POA	POA	POA
DNS & Website Hosting and email routing / anti spam services	POA	POA	POA
Domain registration	POA	POA	POA
Penetration testing to check Network Vulnerability	POA	POA	POA
24hours data recovery service (where recovery is possible)	POA	POA	POA



Acuity IT Consultant based at customer offices (Outsourced IT)

POA

POA

POA

## Service Level Agreement: Service Acknowledgment, Priority Levels and definitions

### 30.0 Service Acknowledgement Priority Levels and Response methodology

- 30.1 AUC will allocate an appropriate Service Priority Level "Service Priority Level" to each incident and or service request as defined by the table shown below.
- 30.2 AUC is ultimately responsible for the allocation of a particular Service Priority Level to any Incident or Service request.
- 30.3 AUC may change a Service Priority Level pertaining to a particular incident or service request should in the opinion of AUC the particular incident or service request has been previously allocated an inappropriate Service Priority Level.
- 30.4 An Incident or Service Request can only be recognised by AUC when the incident or Service Request has been allocated a unique reference number "Trouble Ticket" and AUC have allocated an associated Service Priority Level.
- 30.5 AUC may initially attempt to solve the Support issue over the phone or via email with the Customer.
- 30.6 Should AUC be unable to resolve issue via Remote Support methods, AUC will organise a Customer Site visit provided this is part of the Customer Order or the Customer agrees to pay on a Pay as you Go basis.

Service Priority Level	Description
<b>Critical</b>	An incident that is causing complete or a significant failure of the Customer IT Network with significant business impact.
<b>High</b>	An incident that is causing partial failure of the Customer IT Network with significant business impact. A service request that if not instigated, will cause an incident with a critical or high service priority level.
<b>Medium</b>	An incident that is causing partial failure of the Customer IT Network with minor business impact as there is a suitable workaround. A Service request that if not instigated will cause an incident with a medium Service priority level.
<b>Low</b>	An incident that is causing no failure to the Customer IT Network but needs to be Investigated by AUC. A service request that is low level which is administrative and / or informational in nature.
<b>Generic Service Request</b>	A request by the customer to undertake works that have no immediate impact on the Customer IT Network

**31.0 Remote Service: Acknowledge**

### ment & Response times

- 31.1 Remote Service is identified as AUC remotely accessing the Customer IT Network via means of software owned and operated by AUC. AUC will remotely dial into the Customer IT Network to determine and fix where possible a fault. If a fault cannot be rectified remotely a Service Engineer may attend the Customer site.
- 31.2 Service Acknowledgement & Response times reflect the amount of time AUC has before it Acknowledges it has received a customer request and then Responds with an initial determination and acceptance of the customer request or fault.
- 31.3 AUC will where possible provide a preliminary diagnosis of the Customer request / fault.
- 31.4 Service Acknowledgement and Service Response times are not **Service FIX times**.
- 31.5 The Service Acknowledgement & Response Times for Remote Service are as defined in the following table:

## Remote Service – Service Acknowledgement Times



**32.0 On-Site times**

32.1 Where a fixed

visit will be the Acuity

Time

Service Priority Level	Standard	Premium	Elite
Acknowledgment Time	1 Hour	1 Hour	1 Hour
<b>Remote Service – Service Response Times</b>			
Service Priority Level	Standard	Premium	Elite
Critical	1 Hour	1 Hour	30 Minutes
High	2 Hours	1 Hour	1 Hour
Medium	8 Hours	4 Hours	2 Hours
Low	16 Hours	8 Hours	4 Hours

**Service Response**

fault cannot be using Remote techniques a site be required. Below times taken for an Engineer to attend Customersites. taken to attend Customer sites

START after the period allocated for the Remote Service –Acknowledgment and Response Times. Time taken to attend Customer sites does not include time taken to fix a Fault. AUC cannot be held responsible for delays taken in engineers attending Customer sites due to heavy road traffic and other legitimate reasons.

32.2 Service Acknowledgment and Response Times are **not Service FIX times.**

32.3 The Service Response Times for On-Site Service are as defined in the following table:

<b>On-Site Service – On Site lead times from Response Times</b>			
Service Priority Level	Standard	Premium	Elite
Critical	Pay as you Go	4 Hours	3 Hours
High	Pay as you Go	6 Hours	5Hours
Medium	Pay as you Go	8 Hours	6 Hours
Low	Pay as you Go	12 Hours	8 Hours

**Below are some Examples of Acknowledgment and Response Times**

**Example 1**  
Mon 3.00pm -Customer

reports a fault: Service **Acknowledgment** Time is upto 1 hour to 4pm.

Mon 4.00pm - Service **Acknowledgment** provided. Upto 1 hour to Service **Response.**

Mon 5.00pm - Service **Response:** Customer defined as “Premium Service customer” and Fault Ticket updated and defined and Level set as “HIGH”.

Mon 5.00pm - Acuity Remote Support used to resolve fault.

Mon 5.30pm - fault resolved

Mon 5.30pm - fault ticket closed

**Example 2**

Mon 3.00pm - Customer reports a fault: Service **Acknowledgment** Time is upto 1 hour to 4pm.

Mon 4.00pm - Service **Acknowledgment** provided. Upto 1 hour to Service **Response.**

Mon 5.00pm - Service **Response:** Customer defined as “Premium Service customer” and Fault Ticket updated and defined Level set as “HIGH”.

Mon 5.00pm - Acuity Remote Support used to resolve fault.

Mon 5.30pm - AUC decide On-Site engineer required

Mon 5.30pm - Customer agrees to on-site visit.

Tue 9.00am- following morning: AUC confirms and engineer will be on site between hours of 9am -3pm

Tue 3.00pm- Engineer arrives on site

Tue 4.00pm- fault fixed.

Tue 4.15pm- fault ticket closed

**Example 3**

Mon 1.00pm - Customer reports a fault: Service **Acknowledgment** Time is upto 1 hour to 2pm.

Mon 2.00pm - Service **Acknowledgment** provided. Upto 1 hour to Service **Response.**

Mon 3.00pm - Service **Response:** Customer defined as “Standard Service customer” and Fault Ticket updated and defined, Level set as “Critical”.

Mon 3.00pm - Acuity Remote Support used to resolve fault.

Mon 3.30pm - AUC decide On-Site engineer required

Mon 3.30pm - Customer accepts Pay as you Go rates for On-Site engineer



Mon 4.30pm -Engineer arrives on site.  
Mon 5.30pm - Fault still not resolved  
Mon 5.30pm - Customer agrees to pay Extended Hours Pay as you Go rates.  
Mon 6.30pm - Fault fixed and Ticket closed

**Example 4**

Mon 1.00pm - Customer reports a fault: Service **Acknowledgment** Time is upto 1 hour to 2pm.  
Mon 2.00pm - Service **Acknowledgment** provided. Upto 1 hour to Service **Response**.  
Mon 3.00pm - Service **Response**: Customer defined as “Standard Service customer” and Fault Ticket updated and defined, Level set as “Critical”.  
Mon 3.00pm - Acuity Remote Support used to resolve fault.  
Mon 3.30pm - AUC decide On-Site engineer required  
Mon 3.30pm - Customer accepts Pay as you Go rates for On-Site engineer  
Mon 4.30pm - Engineer arrives on site.  
Mon 5.30pm - Fault still not resolved  
Mon 5.30pm - Customer DOES NOT AGREE to pay Extended Hours “Pay as you Go” rates but does agree to Standard hours “Pay as you Go” rates for the following day.  
Mon 5.30pm - Engineer leaves site  
Tue 10.00am - Engineer arrives back on site  
Tue 11.30am - Fault fixed and ticket closed

**Example 5**

Mon 1.30pm - Customer reports a fault: Service **Acknowledgment** Time is upto 1 hour to 2pm.  
Mon 2.30pm - Service **Acknowledgment** provided. Upto 8working hours to Service **Response**.  
Tue 2.30pm - Service **Response**: Customer defined as “Standard Service customer” and Fault Ticket updated and defined, Level set as “Medium”.  
Tue 2.30pm - Acuity Remote Support used to resolve fault.  
Tue 3.00pm- Fault Fixed and Ticket Closed

**33.0 Changes to this schedule and the associated Service Level Agreements and tables of supported devices, applications and operating systems.**

33.1 Acuity reserves the right to change or amend these Terms and Conditions. Reasonable notice will be given where practical however this cannot be guaranteed. The contents of this Schedule and its associated tables can be viewed at anytime on the Acuity website.

**34.0 Acuity Support Contracts: on-site hours**

34.1 When a customer takes out a service contract with Acuity Unified Communications for IT Support the amount of hours available within a calendar month is defined below. Each site visit has a minimum of 2 hours on site attendance applied, therefore Premium Service can have 4 x 2 hour visits, 2 x 4 hour visits or 1 x 8 hour visit within a calendar month. Customers should ensure they have sufficient requirements to maximise the engineer’s time as partial / un-used hours cannot be moved to other days or visits or carried over to following months.

	Support Device Type	Standard Service	Premium Service	Elite Service
<b>Charge PCM per device</b>	PC, Printer, IP Fax, Server, NAS, Exchange Server, per other supported MAC address on Customer IT Network.	Contact your Acuity Sales representative	Contact your Acuity Sales representative	As per contract
<b>Number of working hours remote support pcm,</b>		unlimited	unlimited	As per contract

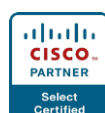


<b>Number of included on-site support working hours pcm</b>		0	6	As per contract
<b>Number of onsite support extended hours pcm</b>		0	2	8
<b>Set up fee</b>		Contact your Acuity Sales representative	Contact your Acuity Sales representative	As per contract

## Software Supported

### Applications we support

Adobe acrobat reader	Yes	Microsoft Office	Yes
Microsoft project	Yes	Microsoft Exchange Server 2003, 2007, 2010	Yes
Blackberry enterprise server	Not yet	Microsoft Internet Security (ISA)	Yes
Microsoft Access	Yes	Microsoft Back Office	Yes
Microsoft Entourage	Yes	McAfee	Yes
Excel	Yes	Groupshield	Yes
Microsoft Groove	Yes	Netshield	Yes
Microsoft Groove server	Yes	Open office	Yes
Microsoft Info path	Yes	Avira	Yes
Microsoft Internet explorer	Yes	Sophos	Yes
Microsoft OneNote	Yes	Microsoft Security Essentials	Yes
Microsoft Outlook	Yes	Windows Defender	Yes
Microsoft Outlook express	Yes	Sophos	Yes
Microsoft PowerPoint	Yes	Netshield	Yes
Microsoft Project server	Yes	Counterpath	Yes
Microsoft Publisher	Yes	Elastix	Yes
Microsoft SharePoint server	Yes	Adobe	Yes
Microsoft SQL Server	Yes	Symantec	Yes
Microsoft Visio	Yes	Java	Yes
Google Chrome	Yes	McAfee	Yes
Firefox	Yes	Loway	Yes
AVG	Yes	Asterisk	Yes
		PortSIP	Yes
		Zoiper	Yes





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Provided that the above are still supported by the manufacturer and or developer of the software. Acuity is continually adding new applications to its list of supported applications. This list is therefore not exhaustive.



## Operating Systems we support

Microsoft Windows Server 2003 for Small Business Server	Yes
Microsoft Windows 2000 Professional	Yes
Microsoft Windows Server 2003	Yes
Microsoft Windows XP Tablet PC Edition	Yes
Microsoft Windows Vista Enterprise	Yes
Microsoft Windows XP Professional x64 Edition	Yes
Microsoft Windows Vista Enterprise x64 Edition	Yes
Microsoft Windows Server 2003 x64 Edition	Yes
Microsoft Windows Unified Data Storage Server 2003	Yes
Microsoft Windows 2008 Standard Server	Yes
Microsoft Windows 2008 Data centre Server	Yes
Microsoft Windows 2008 Enterprise Server	Yes
Microsoft Windows 2008 Web Server	Yes
Microsoft Windows 2008 Small Business Server	Yes
Microsoft Windows 2008 Small Business Server x64 Edition	Yes
Microsoft Windows Server 2003 Web Edition	Yes
Microsoft Windows 7 Professional	Yes
Microsoft Windows 7 Ultimate	Yes
Microsoft Windows 7 Enterprise x64 Edition	Yes
Microsoft Windows 2000 Advanced Server	Yes
Microsoft Windows 2000 Server	Yes
Microsoft Windows 7	Yes
Windows CE	Yes
Windows essential Business server	Yes
Windows mobile	Not yet

Microsoft Windows XP Professional	Yes
Microsoft Windows Vista Ultimate	Yes
Microsoft Windows Vista Business	Yes
Microsoft Windows Vista Ultimate x64 Edition	Yes
Microsoft Windows Vista Business x64 Edition	Yes
Microsoft Windows Server 2003 Small Business Server x64 Edition	Yes
Microsoft Windows2008 Standard Server x64 Edition	Yes
Microsoft Windows2008 Data centre Server x64 Edition	Yes
Microsoft Windows 2008 Enterprise Server x64 Edition	Yes
Microsoft Windows 2008 Web Server x64 Edition	Yes
Microsoft Windows 2008 HPC Server	Yes
Microsoft Windows 2008 Essential Business Server	Yes
Microsoft Windows Essential Business Server x64 Edition	Yes
Microsoft Windows Storage Server 2003 R2	Yes
Microsoft Windows 7 Enterprise	Yes
Microsoft Windows 7 Professional x64 Edition	Yes
Linux – Operating System	Yes
Apple Mac OS v10.4	Not yet
Apple Mac OS x v10.5 Server	Not yet
Windows Server	Yes
Microsoft Windows small business server	Yes
Microsoft Windows vista	Yes
Microsoft Windows XP Home	Yes
Chrome OS	Yes
Chromium - Google	Yes

Provided that the above are still supported by the manufacturer and or developer of the software

**Pay as you Go prices for Support Hours not included in the Customer Contract**

Router Firewalls	
Draytek	Yes
Linksys	Yes
Cisco SBS	Yes
Dlink	Yes
Netgear	Yes
All Common Home and Small Business Router firewalls	Yes

Router Firewall Operating Systems	
pfSense	Yes
Sonicwall	Yes
Watchguard	Yes
Fortigate	Yes



		Remote Support	On Site Support
<b>Pay as you Go rates</b>	9:00am to 5.30pm Monday to Friday excluding weekends, public and national holidays.	£30 per hour	£50 per hour
<b>Pay as you Go rates (extended and out of hours)</b>	8:00pm to 9:00am Monday to Friday excluding weekends, public and national holidays	£60 per hour	£80 per hour
<b>Pay as you Go Out of hours rates Weekdays</b>	9:00am to 5:30 pm Saturday and Sunday	£60 per hour	£100 per hour
<b>Pay as you go Out of hours rates Weekends</b>	5:30pm to 9:00 am	£60 per hour	£120 per hour
<b>Pay as you go Out of hours rates Public and National Holidays</b>	Anytime	£100 per hour	£150 per hour
<b>Minimum Call out charge for on-site support (where applicable)</b>	£150		

**Pay as you Go** charges will be defined on a monthly service Invoice and in line with the above table and the following:

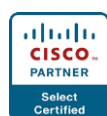
- Out of Hours support period 30 minutes or less chargeable at 30 minutes
- Out of Hours support period 31 minutes up to 60 minutes charged at 60 minutes.
- All half hour increments will be charged at the full half hour rate.
- All Out of Hours Remote Support will be charged at the Out of Hours Remote Support rate.
- All Out of Hours On-Site Support will be charged at the Out of hours On-Site Support rate.
- All Standard and Premium On-Site Pay as you Go support has a minimum call out charge of £150.

**Consultancy day rates which should be used when AUC is employed on a project or consultancy basis**

Consultancy Level	Day rate (minimum 1 day)
Director	£750(non extended hours)
Level 3 Engineer	£500(non extended hours)
Level 2 Engineer	£450(non extended hours)
Other Engineering	£300(non extended hours)

**Charges for Acuity IT Support: All charges are on**

**a recurring monthly basis and subject to change and exclude VAT**





Charges	Support Device Type	Standard Service	Premium Service	Elite Service
Charge PCM per device	PC, Printer, IP Fax, Server, NAS, Exchange Server, per other supported MAC address on Customer IT Network.	£25	£50	As per contract
Number of hours remote support pcm,		unlimited	unlimited	As per contract
Number of included on-site support hours pcm		0	6	As per contract
Number of extended onsite support hours pcm		0	2	8
Contract Set up fee		£0	£500	As per contract

When a customer takes out a service contract with Acuity Unified Communications for IT Support the amount of hours available within a calendar month is defined above. Each site visit has a minimum of 2 hours on site attendance applied, therefore Premium Service can have 3 x 2 hour visits, 2 x 3 hour visits or 1 x 6 hour visit within a calendar month. Customers should ensure they have sufficient requirements to maximise the engineer's time as partial / un-used hours cannot be moved to other days or visits or carried over to following months.

