

This Service Schedule should be read in conjunction with the General Terms and Conditions (a copy of which can be found at: <https://www.bluesource.co.uk/privacy-and-governance/>) and the appropriate Work Order.

1 Service Overview

The bluesource 247 SUPPORT Service provides a reliable 24x7x365 remote support service for the Customer, so that when an Incident is experienced, the Customer can reach out for support with the knowledge and comfort that they are covered for products specified under a relevant Work Order/Agreement.

For the purpose of this Service Schedule, in addition to those in the General Terms and Conditions, the following definitions apply:

“Incident”	a technical issue associated with any related software or hardware that bluesource is supporting for the Customer. The technical issue is opened by bluesource’s service desk with a unique case ID and placed in bluesource’s Incident management system.
“Service Start Date”	the date the Service commences, as specified in a Work Order, or where this is not detailed, the date the Work Order is placed.
“SMC”	bluesource’s global service management centres providing personnel responsible for delivery of the Services.
“Ticket”	a ticket raised for bluesource to resolve an Incident for Customer.

2 Term and Termination

This Service Schedule shall commence on the Service Start Date and shall continue for the Initial Term stated in the Work Order subject to the provisions of clause 9 (Term and Termination) of the General Terms and Conditions. Thereafter this Service Schedule shall automatically renew for additional 12-monthly Renewal Terms, unless terminated in advance in accordance with clauses 9.3 or 9.4 of the General Terms and Conditions.

For the avoidance of doubt, the Customer is required to provide at least 90 days’ written notice in advance of the end date of any Term in order to terminate the Services on the end date of that Term. The Renewal Term Fee shall be payable in full at the same billing frequency as the Initial Term unless otherwise agreed in advance.

In accordance with clause 11.1 of the General Terms and Conditions, should the Agreement be terminated for any reason, any agreed sums owing, including any remaining balance of the Fee or Renewal Term Fee shall be due for payment in full by the Customer.

Where bluesource has been required to enter a Third-Party contract to facilitate the Service, as detailed in the relevant Agreement if applicable, clause 11.1.3 of the General Terms and Conditions shall apply.

3 Service Availability

The SMC will be available 24 hours a day, 7 days a week, for Priority 1 and 2 incidents/problems. It will be available for Priority 3 and 4 incidents/problems/service requests during Business Days and outside of these hours, logged the next Business Day.

4 Service Inclusions

Service Description	Support Service
24x7x365 remote support/remediation for escalated Incidents by the Customer	Included
Incident prioritisation and classification	Included
Escalation of Incidents to vendors (subject to support agreements)	Included
Up to 4 Named Callers	Included

5 Service Levels

When an Incident is escalated to bluesource it is received and logged as a Ticket, assessed and then assigned a priority based on bluesource's experience. An engineer will be assigned to start working on the ticket within a targeted response time ("Target Response Time") as below:

Priority	Target Response Time
P1 – Critical Business Impact	15 minutes
P2 – Severe Business Impact	60 minutes
P3 – Inconvenient Business Impact	1 Business Day (within 10 hrs)
P4 – Minor Business Impact	Next Business Day (within 20 hrs)

The Target Response Time for P1 and P2 classified Incidents applies 24/7/365.

The Target Response Time for P3 and P4 classified Incidents only applies during the Business Day.

If the Customer needs to raise the priority of a service ticket for any reason it should contact the SMC who will endeavour to review the assigned priority on a case-by-case basis.

The Priority definitions are:

P1 - CRITICAL BUSINESS IMPACT with no workaround, where the use of a critical system is impossible in the production environment, or severely risks critical business operations.

examples:

- Complete loss of service
- Loss of connectivity in the live environment
- Hardware failure in the live environment, causing a major business impact
- Server "Out of disk space" in the live environment
- Server down and unresponsive, impacting business

P2 - SEVERE BUSINESS IMPACT with no workaround, where major functionality is severely affected or restricted, but not causing immediate work stoppage, and operation can continue in a restricted fashion.

examples:

- High server processor utilisation
- Issue with server log file size
- Journaling not working
- Whole Department outage

P3 - INCONVENIENT BUSINESS IMPACT, where there is a moderate loss or degradation of services but work can reasonably continue in an impaired manner.

examples:

- Errors encountered when upgrading supported software which is affecting service, but not crippling the live environment
- Error reported opening vaulted items

P4 - MINOR BUSINESS IMPACT, where there is a minor loss or degradation of services but work can reasonably continue in an impaired manner, or a query regarding a product/service.

examples:

- Minor Changes
- General queries
- Monitoring configuration adjustment
- Upgrades
- Patching

6 Raising a Ticket

A Ticket can be raised by a Designated Contact by calling the SMC on **0345 319 2200**, or by emailing: **support@bluesource.co.uk**.

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

P2, P3 and P4 classified Incidents may be reported by either telephone, or email.

Outside of the Business Day, issues may be reported via email and will be logged the following Business Day.

Where necessary to troubleshoot and resolve an Incident, bluesource may, with the Customer's permission and supervision, have to remote on to the Customer's environment using appropriate software, such as "LogMeIn", or similar.

7 Customer Obligations

The Customer shall:

- Provide reasonable and relevant access necessary for bluesource to troubleshoot and resolve the Incident;
- Provide any relevant documentation reasonably required for bluesource to provide the Service;
- Provide a list and contact details of authorised personnel, who can engage with bluesource support;
- Maintain relevant Third-Party support and maintenance contracts;
- Communicate up to date Customer contact information and ensure that bluesource is informed of any such changes.

8 Data Processing

Personal Data provided by the Customer shall, unless otherwise agreed in writing by both Parties, be processed in accordance with bluesource's Data Processing Policy, available at <https://www.bluesource.co.uk/data-privacy-and-processing/> and the relevant Agreement, including this Service Schedule.

Where a Subcontractor is engaged to deliver all or part of the Service, the Subcontractor may process Personal Data as reasonably required to deliver the Service, without any further processing and for any other purpose.

If the Work Order includes services for Veritas NetBackup and backup technologies, the following Subcontractor will deliver such services on behalf of bluesource as their trusted partner:

- **Harbor Solutions**
bluesource partner located at Hamilton House, Mabledon Place, Bloomsbury, London WC1H 9BB, providing managed backup services and support on behalf of bluesource.

Purpose of processing: providing professional services, 24/7/365 support, monitoring and managed services. Personal Data relating to contacts and support issues may be processed to provide the services and raise service tickets and process backup data.