

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

REMOTE ASSIST (TIME BASED) provides a reliable remote support service for the Customer in convenient pre-paid blocks of time (in hours) which are valid for 12 months, so that when an Incident is experienced, the Customer can call for support with the knowledge and comfort they will be covered for agreed Supported Products.

Incidents will be logged as a Ticket with the time taken to resolve the issue deducted from the Time Bundle Account.

The minimum call off will be one hour for each Incident, with subsequent time incrementing in one hourly intervals. For example, if an Incident takes less than an hour to resolve, an hour will be deducted from the Time Bundle Account, and if it takes between one and two hours to resolve, two hours will be deducted, etc.

Unless instructed before, bluesource will notify the Customer when the total Time Balance Account has only a couple of hours remaining.

Should the Customer's Time Bundle Account have a zero balance, the Customer can purchase additional bundles of time, which will be required to provide support for new Incidents. A minimum of 15 hours may be purchased.

For the purpose of this Service Schedule, the following additional 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.
“Supported Products”	the product/s agreed between the Parties to be supported under this Service, as detailed in the Work Order.
“Ticket”	a ticket raised for bluesource to resolve an Incident for Customer.
“Time Bundle Account”	the Customer's account with bluesource, which records a running balance of the number of hours the Customer has remaining.

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 and will terminate when the Services/Goods detailed within are provided in full unless terminated in accordance with Clause 9.5 of the Master Terms and Conditions. Clauses 9.3 and 9.4 of the Master Terms and Conditions do not apply to this Service Schedule.

The Time Bundle Balance can only be used within twelve (12) months of the Service Start Date and after this time, any unused time will expire and may no longer be used. The Customer will be contacted prior to the expiry of the Service to see whether they wish to discuss renewing the Service for another term.

At any time, should the Customer's Time Bundle Account record a negative number, bluesource may suspend the provision of Service, pending the purchase of additional time. A minimum of 15 hours may be purchased as a Work Order.

Except where the Customer is in breach of the Agreement, should bluesource terminate or suspend the provision of the Service, in accordance with the Agreement, bluesource will refund the amount of time in credit on the Time Bundle Account.

Except where bluesource is in breach of this Agreement, should the Customer wish to cancel this Service Schedule for convenience within the Initial Term or any Renewal Term, Clause 9.8 of the General Terms and Conditions shall be applicable and bluesource shall not be required to refund any payments previously made pursuant to such Service Schedule.

3 Service Availability

The Service is available 24x7x365 for Incidents with Supported Products.

Should Workers assess a Ticket and deem it to be project-based, the Customer will be advised it is out of scope of this Service and a professional services engagement will need to be taken out.

This Service is not available for problems, change or informational requests.

4 Service Levels

When an Incident is received and logged as a service ticket, they are assigned a priority based on bluesource's experience, which has associated targeted response time ("**Target Response Time**"), as below:

Initial Response:	
15 Minutes	
Priority	Target Response Time
P1 – Critical Business Impact	1 hour
P2 – Severe Business Impact	3 hours
P3 – Inconvenient Business Impact	5 hours

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

The Target Response Time for P2 and P3 classified Incidents 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:

<p>P1 - Priority Critical / Severity 1</p> <p>Any reported or detected Incident where the majority of the end-users for a particular IT component or service are severely affected. The Incident has high visibility and materially affects the client's ability to perform its business, and there is no workaround.</p>
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<p>P2 - Priority High / Severity 2</p> <p>Any reported or detected Incident where the majority of the end-users for a particular IT component or service are affected. The Incident has high visibility and moderately impacts the client's ability to perform its business (i.e. performance is degraded, or functions limited).</p>
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<p>P3 - Priority Medium / Severity 3</p> <p>Any report or detected Incident where a small percentage of end-users for a particular IT component or service are moderately affected, or a single end-user is severely affected. The Incident has limited business impact.</p>

5 Raising a Ticket

A Ticket can be raised by a Designated Contact by calling the SMC on **0345 3192200**, or by emailing **support@bluesource.co.uk**

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

P2 and P3 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.

6 Customer obligation

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 as Designated Contacts.
- Maintain relevant Third-Party support and maintenance contracts for Supported Products.
- Communicate up to date Customer contact information and ensure that bluesource is informed of any such changes.

7 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/privacy-and-governance/>, 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.