

CSUK Service Agreement for IT Support Services

Definitions

For the purposes of this Services Agreement the following terms have the following meanings:

Term	Definition
Additional Services	Services additional to the Service which CSUK may agree to provide (subject to receipt of an additional valid Order).
Contracted Hours	The hours during which CSUK will endeavour to respond to and resolve faults as specified in Appendix 2.
Core Hours	Is defined as being between the hours of 09:00 and 17:30 UK time Monday through to Friday excluding public holidays in England and Wales.
Professional Services	Installation or site support services delivered under an agreed Statement of Work and subject to CSUKs Professional Services Terms and Conditions.
Resolution Time	The elapsed time, during Contracted Hours, between a report of a Service Failure or support request being received by CSUK, to the time when that Service Failure or support request is resolved.
Response Time	The elapsed time, during Contracted Hours, between a report of a Service Failure or support request being received by CSUK to the point where a CSUK agent, employee or representative is actively involved in resolving the call. This is to be measured by a timed ticket raised on CSUK system.
Service	The services which are described in Appendix 1.
Planned Maintenance	A maintenance period that is scheduled in advance with the client to minimize disruption to the clients business.
Service Failure	The period during which the Service is not available or is only partially available. The duration of a service failure is measured from the point at which CSUK registers the fault within the ticketing system to the point at which Service Availability is fully restored.

1. SERVICE OUTLINE

1.1 Setup and Installation

The CSUK Service set-up activities shall be as specified in the Statement of Work. The set-up services will include:-

- Ensuring hardware, software, and configurations are documented and approved as supportable by CSUK. Any identified issues will be brought to the customer's attention before initiating services.
- Deploying remote monitoring, management and automation technology on the included equipment.

A Primary Customer Contact must be nominated. The Primary Customer Contact will be the primary point of contact with CSUK's service desk.

As soon as reasonably practical CSUK shall document and agree a plan for activities with the Primary Customer Contact. The plan shall set out the respective activities to be performed by each party and the sequence and performance dates when such activities shall be performed. Dependent customer site or end user actions shall be planned by the Primary Customer Contact.

Each party shall use their reasonable endeavours to perform their activities in accordance with the relevant performance dates set out in the plan. Either party may revise an Implementation Plan performance date on reasonable advance written notice to the other party in the event of any default or delay by a relevant third party or due to any other reason or cause relating to the plan outside the relevant parties' reasonable control.

The Customer is responsible for activities that may include but not be limited to:

- Providing such up to date information and documentation about the IT services at each site as reasonably requested by CSUK;
- Installing the monitoring software onto the relevant devices;
- Ensuring the Customer's Nominated Representative is available when required;
- Ensuring that each site provides all features and facilities necessary for the proper installation, performance and operation of the Services;

CSUK shall be:

- under no obligation to provide the Services unless and until it agrees that the set-Up activities have been successfully completed;
- entitled to terminate this Agreement without liability at any time within 40 days following the Service Commencement Date in the event that it determines that the Services are not reasonably capable of being delivered in accordance with normal industry performance standards due to any factor beyond its control.

The Customer shall act reasonably to co-operate with CSUK and comply with all requests made by CSUK for access to all items and systems comprised in or utilised in connection with the delivery of the Services and all test and other data relating thereto including (without limitation) for the purposes of evaluating the quality of delivery of the Services.

1.2 CSUK will aim to advise the customer whether or not it accepts any Order within three Business Days of receipt of the Order.

1.3 The Customer must provide CSUK with accurate End-User and system data and maintain the accuracy of this during the term of the Service, notifying CSUK of any changes to such data.

1.4 The Customer agrees that it will inform CSUK of any modification, installation, or service performed on the system by individuals not employed by CSUK in order to assist CSUK in providing an efficient and effective support response. Failure to do so may result in missed response times or additional charges. Should CSUK identify additional equipment not listed in the Commercial Agreement on the Customer Network it may send a change notice to the Customer for the additional charges. In the event that calls are logged for the additional equipment the charge will also be automatically added to the monthly direct debit.

2. THE SERVICE, FAULT RESPONSE, RESOLUTION AND SERVICE LEVELS

2.1 The Service

In accordance with good industry practice CSUK shall undertake scheduled maintenance of its systems. From time to time it may be necessary to carry out emergency maintenance of the systems. The Customer acknowledges that such scheduled and emergency maintenance may result in service interruptions. CSUK shall ensure that the Customer is given reasonable prior notice of any scheduled maintenance. All maintenance services shall (except for emergency maintenance) take place outside Company normal working hours.

The Customer shall ensure that it maintains the confidentiality of, and shall not disclose to third parties, any confidential information relating to the access and use of the monitoring software.

CSUK shall take all reasonable steps to make available the Services in accordance with this Agreement but the Customer acknowledges that the Services and their performance are subject to the uncertainties comprised in distributed technology and to variations, outages and other factors affecting deliverability, quality and operational consistency none of which can be guaranteed at any specific time.

2.2 FAULT RESPONSE & RESOLUTION

(a) CSUK shall endeavor to respond and resolve Service Failures within the timeframes and Contracted Hours stated in Appendix 2. The target is to meet the timeframes as stated therein 100% of the time for severity Critical issues and >90% of the time for severity levels Major and Minor.

(b) The above Service Levels shall not apply if any of the following conditions contribute either wholly or partly to a failure to achieve the stated target:

(i) failure during any period of Planned Maintenance, other than such maintenance caused by CSUK Service Delivery errors;

(ii) a failure of, or fault of, equipment not covered by the defined Service;

(iii) failure of the Customer to comply with the stated CSUK procedures for the reporting of incidents;

(iv) a Force Majeure Event, or the other provisions of this Services Addendum including changes made to the system by non-CSUK staff;

(c) Where the cause of a fault is attributable to causes (ii), (iii) or (iv) above; CSUK reserves the right to make a reasonable charge for any assistance which it provides.

(d) CSUK will aim to meet the foregoing Service Level, but these are targets only and CSUK shall have no liability for a failure to meet them.

3 SUPPORT SERVICES

(a) The issue is entered into the support system as a “Service Request” and the caller’s entitlement to support is validated. Each Service Request is assigned to an owner within the support group and the system maintains an audit trail of activities relating to it.

(b) The Service Request is then assigned to, and investigated by, a support engineer. If the Service Request is not resolved then it continues to escalate and it will be escalated to technical specialists where necessary.

(c) CSUK will work remotely with the Customer via telephone and email and remote connection to investigate an issue and to resolve it. The support services do not include on-site support services.

(d) Service Requests are managed according to the priority of the issue. The priority levels are detailed in the table at Appendix 2.

(e) Where the origin of a fault is unclear, CSUK will assist in fault identification. If it is confirmed that the fault does not lie with CSUK or its sub-contractors, any further assistance requested may be charged at consultancy rates and CSUK shall have no liability in respect of the fault in question.

(f) The Customer is responsible for ensuring that the contact information is accurately provided and accurately maintained.

(g) Any ticket with the status ‘on hold-Customer’ will auto-close after 30 days and will receive no more input from support – i.e. where CSUK is waiting for 30 days for the Customer to respond.

4. SERVICE CREDITS

No Service Credits are provided in respect of this Service.

5. HARDWARE SUPPORT

5.1 The customer shall be responsible for procuring, and notifying CSUK of, a break fix hardware support supplier. If applicable to the service level CSUK will liaise with that supplier for the resolution of suspected hardware faults.

APPENDIX 1 - SERVICES

1. User Support

Where a contract references that a user is being supported, all company owned devices that the user uses to access company equipment will be covered by the support level set out in your commercial document. All non-company owned devices that are used to access company services will be covered on a best efforts basis and no management will take place. User support does not cover infrastructure equipment or services such as Servers, Network Equipment or Cloud Services.

2. Desktop and Mobile Support

This document describes the technical services delivered to support the desktop infrastructure. The solution is available three tiers:-

- Desktop - Monitoring
- Desktop - Proactive
- Desktop - Managed

Your commercial document will state which is applicable

The following services are not included in the Desktop plan:

- Any hardware or replacement parts
- User Training, permissions approvals, password management and policy setting
- Hardware or software upgrades
- Relocation services
- Any unexpected item not explicitly included in the scope of services

Out of scope activities will be billed at our hourly rate.

Mobile Support provides the same services as Desktop support to extent that the mobile device and the CSUK monitoring software allow it. A list of the supported mobile devices is available from CSUK.

2.1 Desktop - Monitoring includes the following services

- AV Software & Patch Monitoring
- OS Software Patch Monitoring
- Basic Hardware Monitoring

2.2 Desktop - Proactive includes the Desktop - Monitoring services and adds:-

- Unlimited Remote Support
- OS & 3rd party patch management
- Internet, Email & Network Issues
- License & Asset Reporting
- Scheduled Preventative Maintenance
- Advice over telephone available for any IT needs

2.3 Desktop - Managed includes the Desktop - Proactive services and adds:-

- Printer Issues
- Managed Antivirus
- Hardware support where valid service contract with vendor exists
- Managed Data Backups
- Warranty Management
- Monthly Reporting on Patch & Asset Status
- Preferential call outs & Ticket allocation

AV Software & Patch Monitoring

Monitoring of certain antivirus software packages and patch level. If the definitions have not been updated or the patch status is 7 days out of date or there are critical patches that have not been applied an incident will be raised and the customer notified.

OS Software Patch Monitoring

Monitoring of Windows & Linux OS's and patch level. If the OS has not been updated and is 7 days out of date or there is a critical OS service not running for more than an hour an incident will be raised and the customer notified.

Basic Hardware Monitoring

CSUK monitors the health of your workstation and identifies issues that may impact its performance. Identified issues will be categorized by severity and an incident will be raised and the customer notified if required.

Services monitored include disk space, patch status, connectivity, CPU, RAM and I/O Load.

Unlimited Remote support

CSUK will remediate issue related to the covered devices, identified either via monitoring & notification, or those initiated through contacting the Service Desk. In both cases, a service ticket will be created and prioritized based on severity. The service desk will attempt to resolve the issue remotely, escalating to level 2, then level 3 engineers as required.

OS & 3rd Party Patch Management

CSUK will scan computers periodically throughout the day to identify if the operating system or installed programs need patching. The current procedure is as follows, CSUK reserves the right to alter the following procedure and schedule as required:

Patch Installation: 7:00 AM, 11:00 AM, 2:00 PM, 5:00 PM and 8:00 PM every day of every month.

Patch Pre-Download: Immediately

Patch Reboot Prompt: 6:00 AM, 11:00 AM, 5:00 PM and 8:00 PM every day of every month.

Where possible CSUK will configure a customer server to cache patches locally to reduce the amount of download bandwidth used.

Security and Critical patches for managed software are installed at the earliest possible opportunity. All other types of patch are tested by CSUK on agreed customer test equipment before roll out and would normally be deployed 2-15 days after release.

CSUK will patch all supported OS's and 30+ vendors of 3rd party software, as these are subject to change a list is available on request.

Internet, Email & Network Issues

CSUK will investigate Desktop Email and Desktop Networking issues where needed and detail where escalation is required if CSUK don't supply the service.

License & Asset Reporting

We will audit software licenses & assets included in the contract; reporting on current status, changes, and potential violations. On a quarterly basis, the following reports will be delivered to the Primary Customer Contact:

- Executive Summary Report
- Hardware Asset Report
- Software License Report

Scheduled Preventative Maintenance

CSUK will undertake regular preventative maintenance required to maintain the basic operation of windows workstations, including:

- Disk Defragmentation
- Delete Temp files
- ChkDsk
- Sync-time with DC
- Change Local Admin Password
- Clean Windows Update Cache
- Backup Registry
- Create Restore Point
- Enable/Disable UAC
- Run CleanManager
- Enable/Disable Windows Firewall

Advice over telephone available for any IT needs

CSUK will provide a virtual CIO service where required, this is a best efforts service and is remote only. If onsite presence is required, this is charged at standard day rates

Printer Issues

CSUK will investigate Desktop printing issues where needed and detail where escalation is required is CSUK don't supply the service or if hardware support is required. The customer is expected to maintain their own hardware support contract if this is desired.

Managed Anti-Virus

CSUKs integrated Anti-Virus solution allows our NOC to actively monitor, manage, and update deployed devices, ensuring that your business is protected and secure. Managed Anti-Virus includes

- Signature updates
- Status & Threat monitoring
- Scheduled scans
- Software updates
- Quarterly Status & Threat reporting
- Remediation of issues preventing the installation or performance of Managed Anti-Virus

Please note, manual removal of malware/virus infection is not included and will be billed at CSUK's hourly rate.

Hardware support where valid service contract with vendor exists

CSUK will liaise with Hardware Vendors if support is required. The customer is expected to maintain their own hardware support contract if this is desired.

Managed Data Backups

If requested CSUK will backup any requested documents held locally on the workstation twice a day and copies will be held for 28 days. The maximum single document size is 50MB.

Longer retention periods and additional services are available on request.

Warranty Management

CSUK will provide reporting and recommendation when warranty periods on existing hardware expire and manage the purchase of new contracts if requested.

Monthly Reporting on Patch & Asset Status

CSUK will provide reporting to a named customer contact that details the asset and patch status of all managed devices, sample reports are available on request.

Preferential call outs & Ticket allocation

CSUK will prioritise Normal and Informational tickets and service requests from Desktop-Managed customers above Normal and Informational requests from other customers. This does not affect SLA times.

Hourly Rates

Any services not included within the scope of this program will be billed at the hourly rate listed on the CSUK website.

3. Server Support

This document describes the technical services delivered to support the server infrastructure. The solution is available three tiers:-

- Server - Monitoring
- Server - Proactive
- Server - Managed

Your commercial document will state which is applicable.

The following services are not included in the Server plan:

- All hardware or replacement parts
- User Training, permissions approvals, password management and policy setting
- Hardware or software upgrades
- Relocation services
- Any unexpected item not explicitly included in the scope of services

Out of scope activities will be billed at CSUK hourly rate

3.1 Server – Monitoring includes the following services

- AV Software & Patch Monitoring
- OS Software Patch Monitoring
- Basic Hardware Monitoring

3.2 Server - Proactive includes the Server – Monitoring services and adds:-

- Advanced Performance Monitoring
- Unlimited Remote Support
- OS & 3rd party patch management
- Internet, Email & Network Issues
- License & Asset Reporting
- Scheduled Preventative Maintenance
- Key Application Maintenance
- Advice over telephone available for any IT needs

3.3 Server - Managed includes the Server - Proactive services and adds:-

- Managed Anti-Virus
- Managed Backup
- Managed Compliance
- Hardware support where valid service contract with vendor exists
- Warranty Management
- Monthly Reporting on Patch & Asset Status
- Preferential call outs & Ticket allocation

AV Software & Patch Monitoring

Monitoring of certain antivirus software packages and patch level. If the definitions have not been updated or the patch status is 7 days out of date or there are critical patches that have not been applied an incident will be raised and the customer notified.

OS Software Patch Monitoring

Monitoring of Windows & Linux OS's and patch level. If the OS has not been updated and is 7 days out of date or there is a critical OS service not running for more than an hour an incident will be raised and the customer notified.

Basic Hardware Monitoring

CSUK monitors the health of your Server and identifies issues that may impact its performance. Identified issues will be categorized by severity and an incident will be raised and the customer notified if required

Advanced Performance Monitoring

CSUK monitors the health of your server and identifies issues that may impact that server's performance. Identified issues will be categorized by severity and escalated to our Network Operations Center for resolution.

Services monitored include:

	Scan Interval	Warning	Failed
CPU Usage	15 Minutes	80% - 95%	90% - 100%
Disk Space	15 Minutes	96% - 98%	99% - 100%

Disk I/O	15 Minutes		
Memory Utilization	15 Minutes	80% - 95%	90% - 100%
Patch Status	15 Minutes	1 – 4 Missing Critical Patches	5+ Missing Critical Patches
Connectivity	5 Minutes	N/A	No Connectivity

Unlimited Remote support

CSUK will remediate issue related to the covered devices, identified either via monitoring & notification, or those initiated through contacting the Service Desk. In both cases, a service ticket will be created and prioritized based on severity. The service desk will attempt to resolve the issue remotely, escalating to level 2, then level 3 engineers as required.

OS & 3rd Party Patch Management

CSUK will scan Servers periodically throughout the day to identify if the operating system or installed programs need patching. The current maintenance windows and procedures are as follows, CSUK reserves the right to alter the following procedure and schedule as required:

Host Servers Group 1:

Patch Installation: 2:00 AM and 8:00 PM every day of every month.

Patch Pre-Download: Immediately

Patch Reboot Prompt: 3:00 AM every day of every month.

Host Servers Group 2:

Patch Installation: 1:00 AM and 09:00 PM every day of every month.

Patch Pre-Download: Immediately

Patch Reboot Prompt: 2:00 AM every day of every month.

Server Group 1:

Patch Installation: 3:00 AM and 11:00 PM every day of every month.

Patch Pre-Download: Immediately

Patch Reboot Prompt: 4:00 AM every day of every month.

Server Group 2:

Patch Installation: 4:00 AM and 7:00 PM every day of every month.

Patch Pre-Download: Immediately

Patch Reboot Prompt: 5:00 AM every day of every month.

During onboarding CSUK will work with you to determine which servers will be in which group.

Where possible CSUK will configure a customer server to cache patches locally to reduce the amount of download bandwidth used.

Security and Critical patches for managed software are installed at the earliest possible opportunity. All other types of patch are tested by CSUK on agreed customer test equipment before roll out and would normally be deployed 2-15 days after release.

CSUK will patch all supported OS's and 30+ vendors of 3rd party software, as these are subject to change a list is available on request.

Internet, Email & Network Issues

CSUK will investigate Sever Email and Server Networking issues where needed and detail where escalation is required if CSUK don't supply the service.

License & Asset Reporting

We will audit software licenses & assets included in the contract; reporting on current status, changes, and potential violations. On a quarterly basis, the following reports will be delivered to the Primary Customer Contact:

- Executive Summary Report
- Hardware Asset Report
- Software License Report

Scheduled Preventative Maintenance

Regular preventative maintenance required to maintain the basic operation of windows servers, including:

- Windows Patch Management
- 3rd Party Patch Management
- Test Shared Folder Availability
- Disk Defragmentation
- Clean Windows Update Cache
- Sync Time with DC
- Backup Windows Event Log
- Delete Temp Files
- Empty Recycle Bin
- Backup Registry
- Clear RDP Client History
- Remove Wallpaper
- Disable SCA

Key Application Maintenance

Monthly maintenance will delivered to business critical server applications, including SQL, Exchange and Active Directory.

SQL Maintenance

- Reorganizing, Rebuilding or Defragmenting Indexes
- Check Database Integrity
- Shrink Database
- Update Statistics
- Clean Up History
- Backup Database (Full, Differential or Transaction Logs)
- Maintenance Cleanup Task

Exchange Maintenance

- Query for disconnected mailboxes option of Purge
- Query for largest mailboxes (size)
- Exchange Message Queues
- Verify Public Folder Replication

- Modify Database Size Limits
- Defragment Exchange Database
- Disable circular logging (for backup/restoration purposes)
- E-Mail RBL Checks (pull public IP and check existence on RBL lists)

Active Directory Maintenance

- Get Disabled AD Objects
- Get Locked AD Objects
- Get Expired AD Objects
- Purge empty groups

Advice over telephone available for any IT needs

CSUK will provide a virtual CIO service where required, this is a best efforts service and is remote only. If onsite presence is required, this is charged at standard day rates

Managed Anti-Virus

CSUKs integrated Anti-Virus solution allows our NOC to actively monitor, manage, and update deployed devices, ensuring that your business is protected and secure. Managed Anti-Virus includes

- Signature updates
- Status & Threat monitoring
- Scheduled scans
- Software updates
- Quarterly Status & Threat reporting
- Remediation of issues preventing the installation or performance of Managed Anti-Virus

Please note, manual removal of malware/virus infection is not included and will be billed at CSUKs hourly rate.

Managed Backup

CSUKs integrated Backup solution allows our NOC to actively monitor, manage, and update deployed devices, ensuring that your business's critical data is protected and available for restore & recovery.

Managed Backup includes:

- Backup status monitoring
- Quarterly backup test
- Quarterly backup reporting
- Remediation of issues preventing the installation or performance of Managed Backup

Please note, restoration and recovery of a backup is not included and will be billed at CSUK's hourly rate.

Managed Compliance

CSUK will perform a vulnerability scan on a quarterly basis, designed to identify any potential security threats that may exist. Quarterly report will consist of:

- Summary of identified vulnerabilities
- Summary of actions taken to resolve identified vulnerabilities
- Regulatory report for HIPAA, SOX, GLB, PCI as required

Hardware support where valid service contract with vendor exists

CSUK will liaise with Hardware Vendors if support is required. The customer is expected to maintain their own hardware support contract if this is desired.

Warranty Management

CSUK will provide reporting and recommendation when warranty periods on existing hardware expire and manage the purchase of new contracts if requested.

Monthly Reporting on Patch & Asset Status

CSUK will provide reporting to a named customer contact that details the asset and patch status of all managed devices, sample reports are available on request.

Preferential call outs & Ticket allocation

CSUK will prioritise Normal and Informational tickets and service requests from Server-Managed customers above Normal and Informational requests from other customers. This does not affect SLA times.

4 Network Support

This document describes the technical services delivered to support the LAN Network infrastructure. Unless explicitly stated CSUK is not responsible for any WAN connections or the security of any network. The solution is available three tiers:-

- Network - Monitoring
- Network - Proactive
- Network - Managed

Your commercial document will state which is applicable.

The following services are not included in the Network plan:

- All hardware or replacement parts
- User Training, permissions approvals, password management and policy setting
- Hardware or software upgrades
- Configuration file comparisons
- Lifecycle management
- Relocation services
- Any unexpected item not explicitly included in the scope of services

Out of scope activities will be billed at CSUK hourly rate

4.1 Network – Monitoring includes the following services

- Core Performance Monitoring

4.2 Network - Proactive includes the Network – Monitoring services and adds:-

- Unlimited Remote Support

- VPN Management (if applicable)
- Scheduled Preventative Maintenance
- Advice over telephone available for any IT needs

4.3 Network - Managed includes the Network - Proactive services and adds:-

- Hardware support where valid service contract with vendor exists
- Warranty Management
- Monthly Reporting
- Preferential call outs & Ticket allocation

Core Performance Monitoring

The CSUK NOC monitors the health of your Network devices and identifies issues that may impact that devices performance. Identified issues will be categorized by severity and escalated to our Network Operations Center for resolution.

Services monitored include:

	Scan Interval	Warning	Failed
CPU Usage	15 Minutes	80% - 95%	90% - 100%
Memory	15 Minutes	80%-95%	90% - 100%
Syslog	15 Minutes	96%-98%	99%-100%
Traffic	15 Minutes	Multiple monitors for incoming and outgoing traffic	Multiple monitors for incoming and outgoing traffic
Query Ports	15 Minutes	N/A	Port not open
Connections	15 Minutes	2400-5000	4900+
Interface Health	5 Minutes	Multiple monitors for inbound and outbound errors and discarded packets	Multiple monitors for inbound and outbound errors and discarded packets
Connectivity	1 Minutes	5	Failed
Fan Status	5 Minutes	N/A	Degraded function
Critical Processes	5 Minutes	N/A	Not Running
VPN Status	15 Minutes	N/A	Failed Tunnels
Stack Status	5 Minutes	N/A	No Redundancy
Wireless access point	15 Minutes	N/A	Failed

Unlimited Remote support

CSUK will remediate issue related to the covered devices, identified either via monitoring & notification, or those initiated through contacting the Service Desk. In both cases, a service ticket will be created and prioritized based on severity. The service desk will attempt to resolve the issue remotely, escalating to level 2, then level 3 engineers as required.

VPN Management (if applicable)

CSUK will monitor the status of VPN's that linked to the monitored equipment and perform remedial action where necessary. CSUK is not responsible for training users on how to use or VPN best practice.

Scheduled Preventative Maintenance

Regular preventative maintenance required to maintain the basic operation of network devices, including:

- Monitoring of Logs
- Backup Configurations
- Set Configuration Baseline
- Traffic Monitoring
- Interface Health
- Change Management – version and configuration
- Review Unusual Activity
- Check for Security updates
- Firmware updates
- Switches – verify number of network ports available (capacity planning)
- Running Configuration to a FTP – (where possible)
- Set Configuration Baseline

Advice over telephone available for any IT needs

CSUK will provide a virtual CIO service where required, this is a best efforts service and is remote only. If onsite presence is required, this is charged at standard day rates

Hardware support where valid service contract with vendor exists

CSUK will liaise with Hardware Vendors if support is required. The customer is expected to maintain their own hardware support contract if this is desired.

Warranty Management

CSUK will provide reporting and recommendation when warranty periods on existing hardware expire and manage the purchase of new contracts if requested.

Monthly Reporting

CSUK will provide reporting to a named customer contact that details the status and performance of all managed devices, sample reports are available on request.

Preferential call outs & Ticket allocation

CSUK will prioritise Normal and Informational tickets and service requests from Network-Managed customers above Normal and Informational requests from other customers. This does not affect SLA times.

APPENDIX 2 -SUPPORT TIMEFRAMES

Support Timeframes Resolution

Severity	Target Response Time	Target Restoration Time
Emergency	< 2 hours	< 4 hours
Critical	< 4 hours*	< 8 hours*
Normal	< 8 hours*	< 24 hours*
Informational	6 working days*	N/A

* Core Hours, Monday to Friday, excluding bank holidays, 8:30am to 5.30pm

SEVERITY DEFINITIONS

Priority	Description of fault or issue
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Emergency: Any issue that impacts all users, preventing them from performing critical daily activities.

Critical: Any issue that impacts most users, and/or prevents a single critical activity.

Normal: Any issue that impacts a single user, and/or impacts the performance of a critical business activity.

Informational: Any issue that does not relate to a critical business activity.

Additional Support Services available

1. Support Services performed at the Customers request outside of the Contracted Hours.
2. On-site visits.
3. Configuration of applications to Customer specific requirements.
4. Training the Customer in the operation and maintenance of the system or the Service.
5. Media recovery, professional services, modifications, alterations, specification changes, engineering changes, enhancements, and other forms of extra work, including, without limitation, relocating, and adding or removing accessories, wiring or devices.

Additional Services will be billed on an hourly basis. Travel time with respect to Additional Services will be charged at the hourly rate for such Additional Services applicable to the day and hour in which the travel takes place. Travel expenses (including, without limitation, mileage, tolls, parking and other out-of-pocket costs) with respect to Additional Services will be charged as incurred.