CSUK Service Agreement for IT Support Services

Definitions

For the purposes of this 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).
Change Request	A written request from an authorised representative of the Customer to change the Services or the charges under the Customer Services Agreement. Change Requests are not support tickets.
Contracted Hours	The hours during which CSUK will endeavour to respond to and resolve faults, as specified in Appendix 2.
Core Hours	09:00 to 17:30 UK time, Monday to Friday, excluding public holidays in England and Wales.
Customer Services Agreement	The agreement signed by the Customer that itemises the Services, the Service Tier, the supported items and the charges.
Incident	A Service Failure or other fault affecting a supported item that is reported to, or detected by, CSUK.
Planned Maintenance	A maintenance period scheduled in advance with the Customer to minimise disruption to the Customer's business.
Primary Customer Contact	The person nominated by the Customer as the primary point of contact with CSUK's service desk.
Professional Services	Installation or site support services delivered under an agreed Statement of Work and subject to CSUK's 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 and 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 and the point where a CSUK agent, employee or representative is actively involved in resolving it. This is measured by a timed ticket raised on CSUK's system.
Service	The services described in Appendices 1 and 2, at the Service Tier stated in the Customer Services Agreement.

Term	Definition
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 in its ticketing system to the point at which the Service is fully restored.
Service Request	A request for something new or for a change, rather than a fault. Common examples are new users, changes to existing set-ups and non-emergency leavers.
Service Tier	The level of service selected by the Customer (Bronze, Silver or Gold), as described in Appendix 1 and stated in the Customer Services Agreement.
Standard Rates	CSUK's prevailing Professional Services rates, as published on the CSUK website or otherwise notified to the Customer.
Working Day	Monday to Friday, excluding UK bank and public holidays.

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 that hardware, software and configurations are documented and approved as supportable by CSUK (any identified issues will be brought to the Customer's attention before services begin); and
- deploying remote monitoring, management and automation technology on the included equipment.

The Customer must nominate a Primary Customer Contact, who 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 the set-up activities with the Primary Customer Contact. The plan shall set out the activities to be performed by each party and the sequence and dates in which they shall be performed. Dependent Customer site or end-user actions shall be planned by the Primary Customer Contact.

Each party shall use reasonable endeavours to perform its activities in accordance with the dates set out in the plan. Either party may revise a date in the plan on reasonable advance written notice to the other party in the event of any default or delay by a relevant third party, or for any other reason relating to the plan that is outside that party's reasonable control.

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

- providing up-to-date information and documentation about the IT services at each site, as reasonably requested by CSUK;
- giving CSUK the access it needs to install the monitoring software on the relevant devices;
- ensuring the Primary Customer Contact is available when required; and

- 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; and
- entitled to terminate this Agreement without liability at any time within 40 days following the Service Commencement Date if 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 used in connection with the delivery of the Services, and to all test and other data relating to them, 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 Working Days of receipt of the Order.

1.3 The Customer must provide CSUK with accurate end-user and system data, maintain the accuracy of this data during the term of the Service and notify CSUK of any changes to it.

1.4 The Customer agrees to inform CSUK of any modification, installation or service performed on the system by individuals not employed by CSUK, so that CSUK can provide an efficient and effective support response. Failure to do so may result in missed response times or additional charges. Should CSUK identify equipment on the Customer's network that is not listed in the Customer Services Agreement, it may send a change notice to the Customer for the additional charges. If tickets are logged for the additional equipment, the charge will also be added automatically 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 scheduled and emergency maintenance may result in service interruptions. CSUK shall give the Customer reasonable prior notice of any scheduled maintenance. All maintenance (except emergency maintenance) shall take place outside Core Hours.

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

CSUK shall take all reasonable steps to make the Services available in accordance with this Agreement, but the Customer acknowledges that the Services and their performance are subject to the uncertainties of 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 and Resolution

(a) CSUK shall endeavour to respond to 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 service levels above shall not apply if any of the following conditions contribute, wholly or partly, to a failure to achieve the stated target:

(i) failure during any period of Planned Maintenance, other than maintenance caused by CSUK service delivery errors;

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

(iii) failure of the Customer to comply with CSUK's stated procedures for reporting Incidents; or

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

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

(d) CSUK will aim to meet the service levels above, but they are targets only and CSUK shall have no liability for a failure to meet them.

3. Support Services

The Customer can raise tickets through CSUK's Service Portal, which is CSUK's preferred route, or by email or telephone using the contact details CSUK provides. All tickets raised by email are treated as P3 (Medium) priority. Telephone is recommended for urgent or critical issues affecting business operations.

(a) Each Incident or Service Request is entered into the support system as a ticket, and the caller's entitlement to support is validated. Each ticket is assigned to an owner within the support group, and the system maintains an audit trail of activities relating to it.

(b) The ticket is then investigated by a support engineer. If it is not resolved, it will be escalated to technical specialists where necessary.

(c) CSUK will work remotely with the Customer by telephone, email and remote connection to investigate and resolve an issue. On-site support is not included, except where the Customer's Service Tier is Gold (see Appendix 2, section 6.9) or an on-site visit is agreed as an Additional Service.

(d) Tickets are managed according to the priority of the issue. The priority levels are set out in Appendix 2, section 7.

(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 Standard Rates and CSUK shall have no liability in respect of the fault in question.

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

(g) Any ticket with the status "On hold – Customer" will close automatically after 30 days and will receive no further input from support (that is, where CSUK has been waiting 30 days for the Customer to respond).

(h) Change Requests, for example adding or removing supported users, devices, sites or services under the Customer Services Agreement, are handled separately from support tickets. They must be made in writing by an authorised representative of the Customer, as set out in CSUK's IT Support Commercial Terms, and the response and resolution targets in Appendix 2 do not apply to them. Setting up an account for a new user is a Service Request; adding that user to the Customer Services Agreement is a Change Request.

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. Where hardware vendor liaison is included in the Customer's Service Tier, CSUK will liaise with that supplier to resolve suspected hardware faults.

Appendix 1 – Service Structure

The Service Tier selected determines which services are included and what is covered. A customer can have services on one Service Tier only. For example, if users have Bronze support, the Customer's servers and network equipment must also have Bronze support. If a device is not on CSUK's supported list, it is not supported and the Services do not apply to it.

This appendix summarises what each Service Tier does and what it covers. The services themselves, including exclusions, are described in Appendix 2, and the section numbers below refer to that appendix.

1. Service Tiers

The Customer Services Agreement states which Service Tier applies.

Service Tier	What CSUK does
Bronze	CSUK monitors the supported users, devices, servers and network, keeps operating systems and third-party software patched and carries out scheduled preventative maintenance. It resolves issues remotely, whether they are raised by the Customer's users or found by CSUK's monitoring. Bronze also covers user account changes, set-up of new equipment bought from CSUK, Cloud Tenant Support for 10 or more users, the virtual CIO advice line and standard reporting.
Silver	Everything in Bronze. In addition, CSUK manages and protects the Customer's infrastructure: managed server backup and, for users on user-based support, Office 365 backup, managed endpoint detection and response and the other best-practice security services, maintenance of key server applications (SQL, Exchange and Active Directory) and configurations, application support, device lifecycle services, infrastructure documentation, licence and asset reporting, printer support, and liaison with hardware vendors and warranty management.
Gold	Everything in Silver. In addition, CSUK provides on-site support for supported devices, loan laptops, preferential call-outs and ticket

Service Tier	What CSUK does
	allocation, functional testing of server backups, and quarterly vulnerability scanning of servers against Cyber Essentials Plus (Managed Compliance).

2. Supported Items

The Customer Services Agreement states which items, and how many, are covered.

Supported item	What is covered	Appendix 2
User	All company-owned devices used by that user, at the same Service Tier. Devices not owned by the company are covered on a best-efforts basis only.	Section 1
Desktop and Mobile	An individual Windows or Mac desktop or laptop, or a supported mobile device.	Section 3
Server	A physical server, a physical host running virtual servers (Hyper-V or equivalent), or a virtual server (Hyper-V or Azure).	Section 4
Network	A simple network (firewall, switch and access point), priced per site, or a complex network, priced per device (access points, switches and other network equipment).	Section 5
Cloud Tenant Support	One Office 365 or Google Workspace tenant. Included for customers with 10 or more users on support.	Section 2

3. Features by Service Tier

The table below shows which services each Service Tier includes, grouped by what they do.

Feature	Appendix 2	Bronze	Silver	Gold
Monitoring and maintenance				
Security software, patch and hardware monitoring	3.4, 4.4	Yes	Yes	Yes
Server performance and network performance monitoring	4.4, 5.4	Yes	Yes	Yes
Operating system and third-party patch management	3.4, 4.4	Yes	Yes	Yes
Scheduled preventative maintenance	3.4, 4.4, 5.4	Yes	Yes	Yes
Key application maintenance (SQL, Exchange and Active Directory)	4.4	–	Yes	Yes
Configuration maintenance of cloud and on-premise infrastructure	6.5	–	Yes	Yes
Support				

Feature	Appendix 2	Bronze	Silver	Gold
Unlimited remote support, including resolving issues found by monitoring	3.4, 4.4, 5.4	Yes	Yes	Yes
Internet, email and network issues	3.4, 4.4	Yes	Yes	Yes
VPN management	5.4	Yes	Yes	Yes
Virtual CIO advice line	3.4, 4.4, 5.4	Yes	Yes	Yes
Printer issues	3.4	–	Yes	Yes
Application support for cloud or single-server applications	6.3	–	Yes	Yes
Hardware vendor liaison and warranty management	3.4, 4.4, 5.4	–	Yes	Yes
Preferential call-outs and ticket allocation	3.4, 4.4, 5.4	–	–	Yes
On-site support	6.9	–	–	Yes
Users and devices				
User management: adds, moves and changes	6.1	Yes	Yes	Yes
New user equipment set-up	6.2	Yes	Yes	Yes
Cloud Tenant Support (10 or more users)	2	Yes	Yes	Yes
Device lifecycle services	6.4	–	Yes	Yes
Loan laptops	6.10	–	–	Yes
Security and backup				
Managed server backup (daily, 7-year retention)	4.4	–	Yes	Yes
Office 365 backup (users on user-based support)	6.7	–	Yes	Yes
Managed endpoint detection and response (EDR)	3.4, 4.4, 6.6	–	Yes	Yes
Email security (DMARC), security awareness training and password manager	6.6	–	Yes	Yes
Server backup testing (monthly start-up test)	4.4	–	–	Yes
Managed Compliance (quarterly vulnerability scanning of servers against Cyber Essentials Plus)	4.4	–	–	Yes
Reporting and planning				

Feature	Appendix 2	Bronze	Silver	Gold
Standard reporting	3.4, 4.4, 5.4	Yes	Yes	Yes
Licence and asset reporting	3.4, 4.4	–	Yes	Yes
IT infrastructure design and documentation	6.8	–	Yes	Yes
Service levels				
Response and resolution targets, measured in Core Hours	7	Yes	Yes	Yes

4. A La Carte Services

The following services can be added, subject to an additional Order. They are not included unless stated in the Customer Services Agreement. The Availability column shows the Service Tiers at which each one can be added.

4.1 Security and Compliance

Service	Description	Availability
Managed EDR	Endpoint detection and response, with managed configuration, reporting and response to detected threats.	Bronze (included in Silver and Gold)
Awareness, Training and Compliance	Security awareness, training and compliance services for users. Required before Phishing Testing and Training can be added.	Bronze (security awareness training is included in Silver and Gold)
Phishing Testing and Training	Scheduled phishing tests, with training for users who fail to spot threats. Normally delivered once a month. Priced per user, based on all users in the Office 365 tenant (all users must be licensed).	Bronze (included in Silver and Gold)
PAM – Local Admin Solution	A privileged access management (PAM) solution for controlling local administrator access on supported devices.	All tiers (not included in any Service Tier)
Password Manager	Business password manager licences for users.	All tiers (included in Silver and Gold for users on user-based support)
Domain Management	Annual management of a domain name, including hosting.	All tiers
Cyber Essentials (Level 1)	Cyber Essentials certification service, priced by organisation size (micro, small, medium or large).	All tiers

Service	Description	Availability
Cyber Essentials Plus (Level 2)	Cyber Essentials Plus certification service, priced by organisation size. Also available as a bundle with Level 1.	All tiers
Cyber Essentials Plus Pre-Assessment Health Check	A health check before a Cyber Essentials Plus assessment, priced by organisation size.	All tiers
Cyber Essentials Plus In-Person Audit	An in-person audit for Cyber Essentials Plus.	All tiers

4.2 Backup

Service	Description	Availability
Server Backup	Backup of a physical or virtual server with a 24-hour, 4-hour or 1-hour recovery point objective (RPO).	24-hour RPO: Bronze (included in Silver and Gold). 4-hour and 1-hour RPO: all tiers
Managed Workstation Backup	Backup for one workstation with a 24-hour RPO. A workstation is a device with a non-server operating system (for example, Windows 11).	All tiers
Document Backup	Twice-daily backup of documents held locally on one workstation, kept for 28 days (see Appendix 2, section 3.4).	All tiers
Office 365 Backup	Per-user backup of Exchange email, OneDrive, SharePoint and Teams (see Appendix 2, section 6.7). All users must be licensed.	Bronze, and Silver or Gold device-based support (included in Silver and Gold for users on user-based support)

4.3 Users, Devices and Lifecycle

Service	Description	Availability
Virtual Desktop User Support	Support for users of virtual desktops (VDI or RDS), in addition to the infrastructure support. Included where per-user support is purchased.	All tiers
Hardware and IT Asset Management	Pre-configuration and storage of the Customer's laptops and other devices, for shipping direct to the Customer's site or to home addresses. Delivery is not included.	Bronze (device lifecycle services are included in Silver and Gold)

Service	Description	Availability
Device Lifecycle Charges	Delivery, collection with sanitising and resetting, and shipping of packaging to the EU, for laptops, monitors, headsets and small peripherals. A monthly stocking fee per item applies where storage is not included in the Service Tier (storage is included in Silver and Gold).	All tiers
Collection, Return and Wipe of Laptop	Collection of a Windows or Mac laptop, its return to CSUK and wiping.	All tiers
Device Wipe	Wiping of a Windows or Mac device.	All tiers
Warranty Replacement or Repair	Arranging a warranty replacement or repair of a device.	All tiers
AppleCare+ Application	Applying for Apple warranty cover (AppleCare+) for a device.	All tiers
Configuration of Devices Not Purchased from CSUK	Set-up of Windows or Mac computers and iOS or Android mobile devices that were not purchased from CSUK (see Appendix 2, section 6.2).	All tiers

4.4 Applications, Infrastructure and On-site

Service	Description	Availability
Multi-server Application Support	Support for multi-server, on-premise or self-hosted applications. Always priced on application.	All tiers
Cloud Tenant Support	Support for an Office 365 or Google Workspace tenant where it is not included in the Service Tier (fewer than 10 users), or for additional tenants.	All tiers
Office 365 Licence Support	Support for Office 365 licences, priced by plan type (Business or Enterprise) or per individual service.	All tiers
Virtual Desktop Host	Support for a host running virtual desktops (VDI or RDS).	All tiers
Phone System Helpdesk Support	Helpdesk support for the Customer's phone system users.	All tiers
Scheduled On-site Visits	Pre-booked on-site visits: one day every quarter, two half days a year, or by the technician hour.	Bronze and Silver (on-site support is included in Gold)

Appendix 2 – Services

CSUK will monitor, patch and maintain the supported items as described in this Appendix. The specific checks, scan intervals, warning and failure thresholds, patch and maintenance schedules, and other operational details shown are indicative, and CSUK may change them at its discretion to best deliver the Service.

1. User Support

Where the Customer Services Agreement states that a user is supported, all company-owned devices that the user uses to access company equipment are covered at the Service Tier set out in the Customer Services Agreement. Devices that are not company-owned but are used to access company services are covered on a best-efforts basis only, and no management of those devices will take place. User support does not cover infrastructure equipment or services such as servers, network equipment or cloud services.

2. Cloud Tenant Support

This section describes support for cloud tenants, which can be Microsoft Office 365 or Google Workspace. Only one tenant per customer is supported unless more are stated in the Customer Services Agreement. Additional tenants are chargeable at CSUK's standard price for Cloud Tenant Support. Cloud Tenant Support is included in the Bronze, Silver and Gold Service Tiers for customers with 10 or more users on support, and can be purchased separately by customers with fewer than 10 users.

2.1 Scope of Services

The following items are included in the support and maintenance of Office 365 tenants.

User Management

- Creation, modification and deactivation of user accounts
- Management of user licences and subscriptions
- Password resets and account recovery assistance

Email Management

- Configuration and management of mailboxes
- Email flow troubleshooting and resolution
- Management of email security and compliance settings

SharePoint and OneDrive

- Set-up and configuration of existing SharePoint sites and OneDrive accounts
- Permissions management and access control
- Troubleshooting sync issues and document co-authoring problems

Teams and Collaboration Tools

- Configuration and management of Microsoft Teams
- Support for Teams meetings, channels and integrations

- Troubleshooting issues with collaboration tools

Security and Compliance

- Monitoring and management of security alerts and incidents
- Configuration of compliance policies and data loss prevention settings
- Support for multi-factor authentication (MFA) and Conditional Access

Backup and Recovery

- Support for Office 365 Backup where it is included in the Service Tier or purchased separately (see section 6.7)
- Assistance with data recovery processes

Updates and Maintenance

- Regular updates and patch management for Office 365 applications
- Monitoring of service health and incident management
- Access to the support team for issue resolution and assistance
- Proactive monitoring and alerting for potential issues

2.2 Exclusions

The following items are not included in Cloud Tenant Support:

- licences, including replacement licences (licence costs are charged separately);
- user training, approval of permissions, password management (other than password resets and account recovery assistance) and deciding the Customer's policies (see section 6.11), except the email security and awareness training (phishing testing) and password manager included at Silver and Gold (see section 6.6);
- hardware or software upgrades outside the Office 365 environment; and
- creating new SharePoint sites.

3. Desktop and Mobile Support

This section describes the technical services delivered to support desktop infrastructure. The service is available at the Bronze, Silver and Gold Service Tiers, and the Customer Services Agreement states which applies.

Mobile support provides the same services as desktop support, to the extent that the mobile device and CSUK's monitoring software allow. A list of supported mobile devices is available from CSUK.

The following services are not included in Desktop and Mobile Support:

- hardware or replacement parts;
- user training, permissions approvals, password management and deciding the Customer's policies (see section 6.11), except the email security and awareness training (phishing testing) and password manager included at Silver and Gold (see section 6.6);

- hardware or software upgrades;
- relocation services; and
- any item not explicitly included in the scope of services.

Out-of-scope activities will be billed at Standard Rates.

3.1 Bronze

Desktop and Mobile – Bronze includes the following services:

- Security Software and Patch Monitoring
- Basic Hardware Monitoring
- OS and Third-Party Patch Management
- Unlimited Remote Support
- Internet, Email and Network Issues
- Scheduled Preventative Maintenance
- Standard Reporting
- Virtual CIO Advice Line
- User Management, New User Equipment Set-up and Cloud Tenant Support (see sections 2, 6.1 and 6.2)

3.2 Silver

Desktop and Mobile – Silver includes the Bronze services and adds:

- Printer Issues
- Managed Endpoint Detection and Response (EDR)
- Licence and Asset Reporting
- Hardware Support Where a Valid Service Contract with the Vendor Exists
- Warranty Management
- the Silver features described in section 6, including Office 365 Backup for users on user-based support

3.3 Gold

Desktop and Mobile – Gold includes the Silver services and adds:

- Preferential Call-outs and Ticket Allocation
- On-site Support (see section 6.9)
- Loan Laptops (see section 6.10)

3.4 Service Descriptions

Security Software and Patch Monitoring

Monitoring of supported endpoint detection and response (EDR) or other security software, and its patch level. If the security software or its definitions are out of date, the patch status is 7 days out of date or critical patches have not been applied, an Incident will be raised and the Customer notified.

OS Software Patch Monitoring

Monitoring of Windows and Linux operating systems and their patch level. If the operating system has not been updated and is 7 days out of date, or a critical operating system service has not been running for more than an hour, an Incident will be raised and the Customer notified.

Basic Hardware Monitoring

CSUK monitors the health of the Customer's workstations and identifies issues that may affect their performance. Identified issues will be categorised by severity and, where required, an Incident will be raised and the Customer notified. Services monitored include disk space, patch status, connectivity, CPU, RAM and I/O load.

OS and Third-Party Patch Management

CSUK will scan computers periodically throughout the day to identify whether the operating system or installed programs need patching. The current, indicative procedure is as follows; CSUK may change it at its discretion:

- patch installation: 07:00, 11:00, 14:00, 17:00 and 20:00 every day;
- patch pre-download: immediately; and
- patch reboot prompt: 06:00, 11:00, 17:00 and 20:00 every day.

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

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

CSUK will patch all supported operating systems and software from more than 30 third-party vendors. As these are subject to change, a list is available on request.

Unlimited Remote Support

CSUK will remediate issues relating to the covered devices, whether identified through monitoring and notification or raised by contacting the service desk. In both cases, a ticket will be created and prioritised based on severity. The service desk will attempt to resolve the issue remotely, escalating to level 2 and then level 3 engineers as required.

Internet, Email and Network Issues

CSUK will investigate desktop email and desktop networking issues where needed and will identify where escalation is required if CSUK does not supply the service.

Scheduled Preventative Maintenance

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

- disk defragmentation;
- deleting temporary files;
- ChkDsk;
- synchronising time with the domain controller;
- changing the local administrator password;
- cleaning the Windows Update cache;
- backing up the registry;
- creating a restore point;
- enabling or disabling UAC;
- running CleanManager; and
- enabling or disabling Windows Firewall.

Standard Reporting

CSUK will provide standard reporting on infrastructure and service delivery to a named customer contact, which may include the asset and patch status of managed devices. The content and frequency of reports vary and are not a contractual commitment. Sample reports are available on request.

Virtual CIO Advice Line

CSUK will provide a virtual CIO advice service where required. This is a best-efforts service and is provided remotely only. If an on-site presence is required, it is charged at Standard Rates.

Printer Issues

CSUK will investigate desktop printing issues where needed and will identify where escalation is required, if CSUK does not supply the service or if hardware support is required. The Customer is expected to maintain its own hardware support contract if this is desired.

Managed Endpoint Detection and Response (EDR)

CSUK's managed EDR solution provides managed configuration, monitoring, reporting and response to detected threats on all managed devices. Managed EDR includes:

- signature and software updates;
- status and threat monitoring;
- scheduled scans;
- automated removal of threats detected by the EDR software;
- status and threat reporting (indicative, normally at least once a quarter); and

- remediation of issues preventing the installation or performance of the EDR software.

Where the Customer's Microsoft licensing includes Microsoft Defender (for example, Microsoft 365 Business Premium, E3 or E5), CSUK will support it at no additional charge, including its automated malware removal. Manual removal of malware or virus infection, and any root cause analysis or triage requested by the Customer, are not included and will be billed at Standard Rates.

Document Backup

Document Backup is a separate backup product, available at all Service Tiers by additional Order (see Appendix 1, section 4.2). Where it is taken, CSUK will back up requested documents held locally on the workstation twice a day, with copies held for 28 days. The maximum single document size is 50 MB.

Licence and Asset Reporting

CSUK will audit the software licences and assets included in the contract, reporting on current status, changes and potential violations. The following reports will normally be delivered to the Primary Customer Contact at least once a quarter; their content and timing are indicative:

- Executive Summary Report;
- Hardware Asset Report; and
- Software Licence Report.

Hardware Support Where a Valid Service Contract with the Vendor Exists

CSUK will liaise with hardware vendors if support is required. The Customer is expected to maintain its own hardware support contract if this is desired.

Warranty Management

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

Preferential Call-outs and Ticket Allocation

CSUK will prioritise P3 (Medium) and P4 (Low) tickets and Service Requests from Gold customers above P3 and P4 tickets and Service Requests from other customers. This does not affect the target response and resolution times.

Hourly Rates

Any services not included within the scope of this Service will be billed at Standard Rates.

4. Server Support

This section describes the technical services delivered to support server infrastructure. The service is available at the Bronze, Silver and Gold Service Tiers, and the Customer Services Agreement states which applies.

The following services are not included in Server Support:

- all hardware or replacement parts;

- user training, permissions approvals, password management and deciding the Customer's policies (see section 6.11), except the email security and awareness training (phishing testing) and password manager included at Silver and Gold (see section 6.6);
- hardware or software upgrades;
- relocation services; and
- any item not explicitly included in the scope of services.

Out-of-scope activities will be billed at Standard Rates.

4.1 Bronze

Server – Bronze includes the following services:

- Security Software and Patch Monitoring
- Basic Hardware Monitoring
- Advanced Performance Monitoring
- OS and Third-Party Patch Management
- Unlimited Remote Support
- Internet, Email and Network Issues
- Scheduled Preventative Maintenance
- Standard Reporting
- Virtual CIO Advice Line
- the Bronze features described in section 6

4.2 Silver

Server – Silver includes the Bronze services and adds:

- Key Application Maintenance
- Managed Endpoint Detection and Response (EDR)
- Managed Backup
- Licence and Asset Reporting
- Hardware Support Where a Valid Service Contract with the Vendor Exists
- Warranty Management
- the Silver features described in section 6

4.3 Gold

Server – Gold includes the Silver services and adds:

- Backup Testing

- Managed Compliance
- Preferential Call-outs and Ticket Allocation
- On-site Support (see section 6.9)

4.4 Service Descriptions

Security Software and Patch Monitoring

Monitoring of supported endpoint detection and response (EDR) or other security software, and its patch level. If the security software or its definitions are out of date, the patch status is 7 days out of date or critical patches have not been applied, an Incident will be raised and the Customer notified.

OS Software Patch Monitoring

Monitoring of Windows and Linux operating systems and their patch level. If the operating system has not been updated and is 7 days out of date, or a critical operating system service has not been running for more than an hour, an Incident will be raised and the Customer notified.

Basic Hardware Monitoring

CSUK monitors the health of the Customer's servers and identifies issues that may affect their performance. Identified issues will be categorised by severity and, where required, an Incident will be raised and the Customer notified.

Advanced Performance Monitoring

CSUK monitors the health of the Customer's servers and identifies issues that may affect their performance. Identified issues will be categorised by severity and escalated to CSUK's Network Operations Centre (NOC) for resolution. Services monitored include the following; scan intervals and thresholds are indicative:

Monitor	Scan interval	Warning	Failed
CPU usage	15 minutes	80% to 95%	90% to 100%
Disk space	15 minutes	96% to 98%	99% to 100%
Disk I/O	15 minutes	–	–
Memory utilisation	15 minutes	80% to 95%	90% to 100%
Patch status	15 minutes	1 to 4 missing critical patches	5 or more missing critical patches
Connectivity	5 minutes	N/A	No connectivity

OS and Third-Party Patch Management

CSUK will scan servers periodically throughout the day to identify whether the operating system or installed programs need patching. The current, indicative maintenance windows are as follows; CSUK may change them at its discretion:

Server group	Patch installation	Patch pre-download	Patch reboot prompt
Host Servers Group 1	02:00 and 20:00 every day	Immediately	03:00 every day
Host Servers Group 2	01:00 and 21:00 every day	Immediately	02:00 every day
Server Group 1	03:00 and 23:00 every day	Immediately	04:00 every day
Server Group 2	04:00 and 19:00 every day	Immediately	05:00 every day

During onboarding, CSUK will work with the Customer to decide which servers will be in which group.

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

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

CSUK will patch all supported operating systems and software from more than 30 third-party vendors. As these are subject to change, a list is available on request.

Unlimited Remote Support

CSUK will remediate issues relating to the covered devices, whether identified through monitoring and notification or raised by contacting the service desk. In both cases, a ticket will be created and prioritised based on severity. The service desk will attempt to resolve the issue remotely, escalating to level 2 and then level 3 engineers as required.

Internet, Email and Network Issues

CSUK will investigate server email and server networking issues where needed and will identify where escalation is required if CSUK does not supply the service.

Scheduled Preventative Maintenance

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

- Windows patch management;
- third-party patch management;
- testing shared folder availability;
- disk defragmentation;
- cleaning the Windows Update cache;
- synchronising time with the domain controller;
- backing up the Windows event log;
- deleting temporary files;

- emptying the recycle bin;
- backing up the registry;
- clearing RDP client history;
- removing wallpaper; and
- disabling SCA.

Standard Reporting

CSUK will provide standard reporting on infrastructure and service delivery to a named customer contact, which may include the asset and patch status of managed devices. The content and frequency of reports vary and are not a contractual commitment. Sample reports are available on request.

Virtual CIO Advice Line

CSUK will provide a virtual CIO advice service where required. This is a best-efforts service and is provided remotely only. If an on-site presence is required, it is charged at Standard Rates.

Key Application Maintenance

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

SQL maintenance:

- reorganising, rebuilding or defragmenting indexes;
- checking database integrity;
- shrinking the database;
- updating statistics;
- cleaning up history;
- backing up the database (full, differential or transaction logs); and
- running the maintenance clean-up task.

Exchange maintenance:

- querying for disconnected mailboxes, with the option to purge;
- querying for the largest mailboxes (by size);
- checking Exchange message queues;
- verifying public folder replication;
- modifying database size limits;
- defragmenting the Exchange database;
- disabling circular logging (for backup and restoration purposes); and

- email RBL checks (checking the public IP address against RBL lists).

Active Directory maintenance:

- identifying disabled AD objects;
- identifying locked AD objects;
- identifying expired AD objects; and
- purging empty groups.

Managed Endpoint Detection and Response (EDR)

CSUK's managed EDR solution provides managed configuration, monitoring, reporting and response to detected threats on all managed devices. Managed EDR includes:

- signature and software updates;
- status and threat monitoring;
- scheduled scans;
- automated removal of threats detected by the EDR software;
- status and threat reporting (indicative, normally at least once a quarter); and
- remediation of issues preventing the installation or performance of the EDR software.

Manual removal of malware or virus infection, and any root cause analysis or triage requested by the Customer, are not included and will be billed at Standard Rates.

Managed Backup

CSUK's integrated backup solution allows its NOC to actively monitor, manage and update deployed devices, so that the Customer's critical data is protected and available for restore and recovery. Managed Backup includes:

- a daily backup of each supported server (a 24-hour recovery point objective);
- 7-year backup retention;
- backup status monitoring;
- backup reporting (indicative, normally at least once a quarter); and
- remediation of issues preventing the installation or performance of Managed Backup.

Restoring data or a server from a backup is included, except where the restore requires the server hardware to be rebuilt; that work is charged at Standard Rates. Backup storage is subject to fair use (see section 6.6).

Licence and Asset Reporting

CSUK will audit the software licences and assets included in the contract, reporting on current status, changes and potential violations. The following reports will normally be delivered to the Primary Customer Contact at least once a quarter; their content and timing are indicative:

- Executive Summary Report;
- Hardware Asset Report; and
- Software Licence Report.

Hardware Support Where a Valid Service Contract with the Vendor Exists

CSUK will liaise with hardware vendors if support is required. The Customer is expected to maintain its own hardware support contract if this is desired.

Warranty Management

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

Backup Testing

CSUK will carry out a functional test of each supported server's backup every month, by restoring the backup and checking that the server starts. The test confirms only that the server starts from the backup. It does not confirm that the data in the backup is complete or free from corruption.

Managed Compliance

CSUK will perform a vulnerability scan every quarter, designed to identify potential security threats. The quarterly report will consist of:

- a summary of identified vulnerabilities;
- a summary of actions taken to resolve identified vulnerabilities; and
- a comparison of the results against the Cyber Essentials Plus requirements.

This comparison does not provide Cyber Essentials Plus certification, which is available separately (see Appendix 1, section 4.1).

Preferential Call-outs and Ticket Allocation

CSUK will prioritise P3 (Medium) and P4 (Low) tickets and Service Requests from Gold customers above P3 and P4 tickets and Service Requests from other customers. This does not affect the target response and resolution times.

5. Network Support

This section describes the technical services delivered to support the Customer's LAN infrastructure. Unless explicitly stated, CSUK is not responsible for any WAN connections or for the security of any network. The service is available at the Bronze, Silver and Gold Service Tiers for both simple networks (priced per site) and complex networks (priced per device), and the Customer Services Agreement states which applies.

The following services are not included in Network Support:

- all hardware or replacement parts;
- user training, permissions approvals, password management and deciding the Customer's policies (see section 6.11), except the email security and awareness training (phishing testing) and password manager included at Silver and Gold (see section 6.6);

- hardware or software upgrades;
- configuration file comparisons;
- lifecycle management of network equipment;
- relocation services; and
- any item not explicitly included in the scope of services.

Out-of-scope activities will be billed at Standard Rates.

5.1 Bronze

Network – Bronze includes the following services:

- Core Performance Monitoring
- Unlimited Remote Support
- VPN Management (if applicable)
- Scheduled Preventative Maintenance
- Standard Reporting
- Virtual CIO Advice Line
- the Bronze features described in section 6

5.2 Silver

Network – Silver includes the Bronze services and adds:

- Hardware Support Where a Valid Service Contract with the Vendor Exists
- Warranty Management
- the Silver features described in section 6

5.3 Gold

Network – Gold includes the Silver services and adds:

- Preferential Call-outs and Ticket Allocation
- On-site Support (see section 6.9)

5.4 Service Descriptions

Core Performance Monitoring

The CSUK NOC monitors the health of the Customer's network devices and identifies issues that may affect their performance. Identified issues will be categorised by severity and escalated to the NOC for resolution. Services monitored include the following; scan intervals and thresholds are indicative:

Monitor	Scan interval	Warning	Failed
CPU usage	15 minutes	80% to 95%	90% to 100%

Monitor	Scan interval	Warning	Failed
Memory	15 minutes	80% to 95%	90% to 100%
Syslog	15 minutes	96% to 98%	99% to 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	2,400 to 5,000	4,900 or more
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 minute	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 issues relating to the covered devices, whether identified through monitoring and notification or raised by contacting the service desk. In both cases, a ticket will be created and prioritised based on severity. The service desk will attempt to resolve the issue remotely, escalating to level 2 and then level 3 engineers as required.

VPN Management (if applicable)

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

Scheduled Preventative Maintenance

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

- monitoring of logs;
- backing up configurations;
- setting a configuration baseline;

- traffic monitoring;
- interface health;
- change management (version and configuration);
- reviewing unusual activity;
- checking for security updates;
- firmware updates;
- for switches, verifying the number of network ports available (capacity planning); and
- copying the running configuration to FTP (where possible).

Standard Reporting

CSUK will provide standard reporting on infrastructure and service delivery to a named customer contact, which may include the status and performance of managed devices. The content and frequency of reports vary and are not a contractual commitment. Sample reports are available on request.

Virtual CIO Advice Line

CSUK will provide a virtual CIO advice service where required. This is a best-efforts service and is provided remotely only. If an on-site presence is required, it is charged at Standard Rates.

Hardware Support Where a Valid Service Contract with the Vendor Exists

CSUK will liaise with hardware vendors if support is required. The Customer is expected to maintain its own hardware support contract if this is desired.

Warranty Management

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

Preferential Call-outs and Ticket Allocation

CSUK will prioritise P3 (Medium) and P4 (Low) tickets and Service Requests from Gold customers above P3 and P4 tickets and Service Requests from other customers. This does not affect the target response and resolution times.

6. Service Tier Features

This section describes features of the Service Tiers that apply across supported items. Appendix 1 shows which Service Tier includes each feature.

6.1 User Management (Bronze, Silver and Gold)

CSUK will carry out adds, moves and changes for users. This is limited to the creation, modification and deactivation of user accounts.

6.2 New User Equipment Set-up (Bronze, Silver and Gold)

CSUK will set up new laptops, desktops and mobile devices for users. This covers devices purchased from CSUK only. Devices not purchased from CSUK are subject to an additional charge.

6.3 Application Support (Silver and Gold)

CSUK will support cloud applications and applications running on a single on-premise server, provided the Customer has a support agreement with the application vendor. Examples include Sage, Xero, CAD licensing services, and single-server or standalone SQL databases. Support for multi-server, on-premise or self-hosted applications is available as an a la carte service and is always priced on application.

6.4 Device Lifecycle Services (Silver and Gold)

CSUK will store, deploy and collect end-user hardware. Storage is included at no extra charge. Delivery and collection are chargeable, as is certified wiping of devices.

6.5 Configuration Maintenance (Silver and Gold)

CSUK will maintain the Customer's existing cloud and on-premise infrastructure to improve its performance and uptime and make it easier to maintain, in support of existing deployed applications and services. This does not include deploying new releases or installing new infrastructure.

6.6 Best Practice IT and Security Services (Silver and Gold)

CSUK will provide software and services to cover best-practice IT and security, comprising:

1. Managed Backup of servers (see section 4.4) and, for users on user-based support, Office 365 Backup (see section 6.7);
2. Managed Endpoint Detection and Response (EDR) for all managed devices and infrastructure;
3. email verification and security software (DMARC) for one domain, with additional domains chargeable;
4. email security and awareness training (phishing testing) for all users on user-based support; and
5. a password manager for all users on user-based support.

Backup is subject to these terms and to fair use. Each Customer has two separate backup storage pools, and storage cannot be shared between them:

Server and workstation backup: each backed-up server adds 500 GB of selected data and 1 TB of used storage to the pool, and each backed-up workstation adds 100 GB of selected data and 200 GB of used storage. Selected data is the amount of the Customer's data selected for backup; used storage is the storage the backups take up, including retained copies.

Office 365 Backup: each Office 365 Backup user licence adds 1 TB of storage to the pool.

Allowances are pooled across all of the Customer's backed-up items in each pool. If usage exceeds a pool, additional storage can be purchased. A different RPO for servers is also available for an additional charge.

The software supplied will be CSUK's standard solution, and the list of software is subject to change. CSUK will not support a non-CSUK-provided alternative. If CSUK withdraws a software package, it will provide migration to an equivalent solution or, if none is available, supply the data in a format that can be used with a new solution.

6.7 Office 365 Backup (Silver and Gold)

Office 365 Backup is provided per user. CSUK will back up each licensed user's Exchange mailbox and OneDrive, and the Customer's SharePoint and Teams sites, at least four times a day. Data is retained for 7 years, provided the user remains licensed. If a user's licence is removed, their backup will no longer be retained. All users must be licensed. Longer retention periods are available on request.

Office 365 Backup is included in the Silver and Gold Service Tiers for users on user-based support. It is not included with device-based support. Bronze customers, and customers on device-based support, can add it per user (see Appendix 1, section 4.2).

6.8 IT Infrastructure Design and Documentation (Silver and Gold)

CSUK will recommend iterative improvements to the Customer's policies, apply the improvements the Customer approves (see section 6.11) and update existing documentation, for example by updating network diagrams and preparing them for existing sites. Substantial changes or roll-outs are treated as projects. Designing new architecture based on new applications or major business change is not included.

6.9 On-site Support (Gold)

Where an Incident affecting a supported device cannot be resolved remotely, CSUK will send an engineer to the Customer's site. CSUK will decide, acting reasonably, whether an on-site visit is needed. Where a visit is needed, CSUK will aim to have an engineer on site by the end of the next Working Day, within Core Hours.

The Gold Service Tier includes an annual on-site allowance of 12 days (90 hours) for every 20 supported users (or, for device-based support, every 20 supported desktops and laptops), calculated pro rata, with a minimum of 6 days (45 hours) a year. The allowance runs for each 12-month period from the Service Commencement Date, and unused time does not carry over. Travel time does not count towards the allowance.

On-site support is subject to fair use and engineer availability. The allowance is intended to cover the Customer's needs across the year; if a large part of it is requested in a short period, CSUK may agree a schedule for non-urgent visits with the Customer.

If the allowance is likely to be exceeded, CSUK will tell the Customer before any chargeable time is incurred. On-site time above the allowance is charged at Standard Rates. On-site support covers the Customer's sites in mainland UK, and travel expenses for sites more than 50 miles from CSUK's Reading office are charged as incurred.

If a visit turns out to be for a device or application that CSUK does not support, the visit will be charged at Standard Rates.

6.10 Loan Laptops (Gold)

If a supported laptop stops working because of a hardware fault that cannot be fixed remotely, CSUK will provide a loan laptop until the device is repaired or replaced.

The Customer can have one loan laptop at any one time for every 20 supported users, with a minimum of one. Further loan laptops may be provided at an additional charge, subject to availability.

CSUK will aim to configure the loan laptop and dispatch it within 8 Core Hours of confirming the fault, using a next-Working-Day delivery service. A fault confirmed early in a Working Day will normally mean the loan laptop arrives on the next Working Day; a fault confirmed later in the day will normally mean delivery on the second Working Day. Delivery is to addresses in mainland UK.

The loan laptop is supplied with CSUK's standard configuration and the Customer's standard applications. Data held only on the faulty laptop is not transferred. The Customer must return the loan laptop within 5 Working Days of receiving the repaired or replacement laptop. CSUK may charge for a loan laptop that is lost, damaged (other than through fair wear and tear) or not returned.

6.11 Customer Policies (Bronze, Silver and Gold)

The Customer is responsible for deciding its own policies, for example its security, access, password, device and data-handling policies. CSUK does not decide policies on the Customer's behalf, but can provide policy templates and guidance to help the Customer decide them.

Where the Customer has decided a policy, CSUK will apply it to the supported cloud tenant and supported devices, provided the work fits within the Customer's Service Tier. At the Bronze Service Tier, this covers minor policy changes only. At the Silver and Gold Service Tiers, which include Configuration Maintenance (see section 6.5), it also covers larger policy changes, although substantial changes or roll-outs are treated as projects (see section 6.8). Policy work beyond what the Customer's Service Tier covers will be quoted before it is carried out.

APPENDIX 2 -SUPPORT TIMEFRAMES

1 Target Response and Resolution Times

Contracted Hours are Core Hours for all Service Tiers. All timeframes below are targets, not guarantees (see clause 2.2), and apply to all tickets. They do not apply to Change Requests.

Priority	Target Response Time	Target Resolution Time
P1 – Critical	Within 2 hours	Within 4 hours
P2 – High	Within 4 hours	Within 8 hours
P3 – Medium	Within 8 hours	Within 24 hours
P4 – Low	Within 6 Working Days	Within 12 Working Days

All times are measured during Core Hours (09:00 to 17:30, Monday to Friday, excluding public holidays in England and Wales). For example, a 24-hour target equates to approximately three Working Days.

2 Priority Definitions

Priority	Description of fault or issue
P1 – Critical	Any issue that impacts all users, preventing them from performing critical daily activities.
P2 – High	Any issue that impacts most users and/or prevents a single critical activity.
P3 – Medium	Any issue that impacts a single user and/or impacts the performance of a critical business activity.
P4 – Low	Any issue that does not relate to a critical business activity.

3 On-site Call-outs for Faults or Issues

Where an on-site presence is requested, CSUK will aim to respond in accordance with the target times in section 7.1. For Gold customers, the on-site attendance target is set out in section 6.9.

4. Additional Support Services

The following Additional Services are available. They are not included in the Service unless stated in the Customer Services Agreement:

1. support services performed at the Customer's request outside the Contracted Hours;
2. on-site visits (except where On-site Support is included in the Gold Service Tier);
3. configuration of applications to the Customer's specific requirements;
4. training the Customer in the operation and maintenance of the system or the Service; and
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.

The service desk is open during Core Hours only, so work the Customer requests outside Core Hours is chargeable at Standard Rates.

Additional Services will be billed on an hourly basis at Standard Rates. Travel time for Additional Services will be charged at the hourly rate for those 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) for Additional Services will be charged as incurred.