

Managed IT Services – Service Schedule

1.0 SCOPE OF SUPPLY

In accordance with the Order Form which shall detail the services being ordered by The Customer, Class Networks shall provide:

1.0 Solution Components

- a. Cloud Lite – a version of Microsoft web only licences and user support.
- b. Cloud Plus- a version of Microsoft installed software included licences and user support.
- c. Cloud Secure – a version of Microsoft Enterprise Mobility and Security Licences
- d. Cloud Connect – Microsoft 365 backup solution
- e. Cloud Control – End user Anti-Virus software.

1.1 SharePoint Build

- f. Agree with the customer how the file and folder structure should be built in SharePoint.
- g. Agree any permissions that should be assigned to each user, file, and/or folder.
- h. Build out the structure in SharePoint as per the agreed design.

1.2 File Migration Services

- a. Use appropriate software to sync files from a server to a new location (such as SharePoint or OneDrive), or any other platform that has been agreed.
- b. Run reports on the migration to establish any files or folders that have not been migrated.
- c. Provide manual intervention to migrate any files or folders that have not been migrated with the sync software.
- d. Advise the customer of any files or folders that have been unsuccessful in migrating.

1.2 Mobility and Security Setup and Enrolment

- a. Implement multi-factor authentication on required user accounts
- b. Agree and build Intune policies for device management
- c. Agree and build security policies on files and or folders
- d. Setup user directory sync (if required) from on prem directory server such as Microsoft Active Directory to Azure Active Directory.

1.3 Microsoft (Office) 365 Build and user creation

- a. Create the Microsoft 365 tenancy
- b. Create users and grant them access
- c. Add email addresses and aliases
- d. Add and configure any domain names required
- e. Build security groups
- f. Add tenancy to partner portal for remote access support
- g. Ensure mail is flowing correctly

1.4 Mailbox Migration

- a. Use appropriate software to sync email from the existing location to Microsoft 365
- b. Change DNS records at cut over date to ensure mail flows via Microsoft 365.
- c. Change users email addresses to a standard format if required, and add old email addresses as aliases.

1.5 Site Support

- a. Provide adds, moves and changes to the Microsoft 365 admin portal
- b. Install a monitoring agent on on-prem servers for remote access and 24/7 monitoring of services, event logs, performance metrics and patch status.
- c. Pro-active fix when alerts are generated by the monitoring agent.
- d. Support for critical network devices in the “customer IT system”
- e. Locking user accounts and wiping devices at the customer's request.

1.6 User Support

- a. User support is included in the cloud package components Cloud Lite, and Cloud Plus.
- b. Install a monitoring agent on one Windows device per user.
- c. Remote access to user Windows devices for diagnostics and support.
- d. Monitor anti-virus and patch status.
- e. Remote software deployment when using Cloud Secure

1.7 User Software Deployment

- a. Install agreed software on specified devices.

2.0 SCOPE OF SUPPLY SPECIFIC EXCLUSIONS

2.1 Exclusions:

- a. Class Networks will not provide hardware upgrades or repairs to any devices under this agreement.
- b. Class Networks will not be responsible for resolving incidents arising as a result of the specification of the equipment, hardware, or software level being used by the client, whether the equipment, hardware, or software level has been supplied by Class Networks or not. Class Networks will investigate the issue and inform the client if we believe that the problem or fault will be resolved by upgrading or replacing the equipment or hardware. It is the customers responsibility to decide whether to follow this advice. Class Networks reserve the right to close the incident if we believe the underlying issue is the specification of the hardware, equipment or software level. For the avoidance of doubt it is the customers responsibility to purchase any hardware, equipment or software that is required to resolve the fault.
- c. Class Networks will not be responsible for supporting home and remote workers IT environment, software or hardware unless specified as a site or additional site on the order form.
- d. Microsoft charges and credits are subject to Microsoft's prevailing rates and may be subject to change. Class will charge Microsoft's sell price.
- e. Any hardware or software warranties or any hardware or software replacements.
- f. Any major re-configurations changes requested by the client may be chargeable at Class Networks sole discretion. Class Networks will advise the client of any possible charges before undertaking the work.
- g. Where any data migration services are sold Class Networks accept no liability for any data deemed corrupt, missing or unavailable or not migrated on the source or destination software or hardware following the migration.
- h. The client is responsible to dispose of any hardware, and ensure that data has been destroyed satisfactorily.
- i. Class Networks are not liable for any consequential loss resulting from any data breach of the "Customer IT System".
- j. The Customer is responsible for reporting any data breaches to the relevant compliance authorities.
- k. The Customer is responsible for reporting and communicating with any third-party providers whose service may be impacting the "Customer IT System".
- l. Class Networks will not make any changes or provide support on hardware or applications maintained or supported by a third party unless requested to do so by the client.
- m. The Customer is responsible for renewing any licence agreements with third party providers.

3.0 CLIENT OBLIGATIONS

To enable Class Networks to provide the agreed Services the Customer shall:

- a. Provide full Administrator access to the Customer's current systems.
- b. Provide login details to any web portals that the supplier requires access to in order to provide support.
- c. Notify Class Networks in a timely manner of any problems or faults.
- d. Notify Class Networks of any changes to the IT environment.
- e. By signing this agreement, the Customer agrees that Class Networks are authorised to install and configure software as documented in the "Customer IT system" in section 7.1.
- f. Ensure that Customer equipment adheres to the minimum hardware and software requirements as set out by the manufacturer.
- g. Ensure appropriate Antivirus is installed on Customer equipment.
- h. Bring to Class Networks' attention any procedures, policies or guidelines that the Customer needs our staff to follow for legal or practical reasons.
- i. Provide notice of any legal or environmental conditions that might affect installation.
- j. Provide a primary contact authorised to make decisions or representations on the Customer's behalf.
- k. To ensure staff are sufficiently trained on the software and / or hardware that they are using.

4.0 EXCEPTIONS

- a. This contract does not cover IT system problems caused by using equipment, software or service(s) in a way that is not recommended.
- b. If the client has made unauthorised changes to the configuration or set up of equipment, software or services, this agreement may not apply and additional charges may apply to resolve.
- c. If the client has prevented the supplier from performing required maintenance and updates, there may be a delay in resolving issues.
- d. Any 3rd party licenses sold by Class including but not limited to Microsoft licenses are subject to the manufacturers prevailing rate and may be subject to price fluctuations both up and down throughout the contract term.
- e. Any on-going support tickets logged that are determined to be as a result of insufficient user training, then Class reserves the right to refuse to support until the customer has taken steps to ensure that staff are sufficiently trained. For example, but not limited to how features of Word, Excel, PowerPoint work.

5.0 SERVICE SUPPORT (SITE SUPPORT AND USER SUPPORT)

Support is provided by telephone or email on standard working days, Monday – Friday 0900-1700hrs, excluding bank holidays. Faults reported before 9am are treated as received at 9am, and faults reported after 5pm are treated as received at 9am the next working day. Site visits over and above those included within the scope of this agreement and order form are chargeable at Class’s prevailing rates.

5.1 Fault Handling

Any suspected faults should be reported to Class Networks’ Customer Services using the procedures detailed in the Service Handover Document to be provided on the Ready For Service Date. When reporting a fault, the Customer should identify the affected Service and provide details of the fault.

5.2 Time to Repair

- a. Class Networks aims to resolve faults causing loss of Service within four (4) business hours in a standard working day, provided access to the affected Customer Site, if required, is available. Class Networks will provide the Customer with progress updates every two (2) hours, unless otherwise agreed.
- b. Where the fault arises from any Third Party, Class Networks shall endeavour to manage the resolution of the fault with the Third Party as soon as reasonably practicable.

Priority	Example	Response Time	Target Resolution Time
1	More than 51% of users unable to work as a result of a problem or incident with the “Customer IT system” documented in section 7.1	30 mins	4 hours
2	A User is prevented from working; Normally there will be a temporary 'work around' for this problem.	1 hour	1 day
3	Problems of a 'non urgent' nature, where the effect on the User is not significantly impacting work. Also Requests such as new users, changes to email distribution groups, printer settings etc.	1 hour	3 days
4	These would be routine request to the Service Desk (like purchase of new equipment which has been budgeted for) or Change Requests	1 day	1 Week
5	Projects. The scheduling and project plan for each individual project would be agreed with the client.	1 day	Agreed at time

6.0 SITE SUPPORT

Class networks will maintain and support the “customer IT system”, the specification of which is documented in section 7.1 by undertaking the following tasks and services.

Activity	Frequency	Notes
Document Hardware and Software Changes	As Required	
Send the customer a log of any work performed	As Required	
Check Backups are running properly	Daily	We will respond to any alerts of failed backups and take action to resolve.
Maintain core services uptime	Constantly	If any core services are unavailable, Class will investigate why and take action, and / or implement work arounds to alleviate the symptoms.
Install service packs, system updates, software patches, or any other updates.	As required.	Updates that incur costs are not covered by this agreement, but will be negotiated separately with the customer. Updates will be implemented during standard business hours. Out of hours updates may incur additional charges.
Install software upgrades	As required.	Updates that incur costs are not covered by this agreement, but will be negotiated separately with the customer. Updates will be implemented during standard business hours. Out of hours updates may incur additional charges.
Monitor and review event logs	As required	
Monitor available storage space	Constantly	When storage is becoming full we will recommend a solution to the customer.
Perform system, server, and service reboots and restarts.	As required	We will agree a convenient time within normal business hours.
Let the customer know about any potential problems.	As required.	Internet connectivity impacting user experience Disk Space running low

		CPU / RAM upgrades required Critical server alarms
Create, remove, and maintain customer user accounts, permissions and policies.	As required.	New starters / leavers End user requires access to new services Folder permissions
Create, remove and manage customers mailboxes.	As required.	New email addresses Change allocated storage space
Enforce Password Policies	As required.	
Disaster recovery of core system services.	As Required.	In the event of a significant IT failure or problem, Class will do best endeavours to restore the service.
Raise support tickets with 3 rd party suppliers.	As Required.	As standard the client should raise tickets and incidents with third party providers. Class Networks may agree to undertake this where it is determined it is in the best interests of both Class Networks and / or the client.
Fix user errors / mistakes	As Required.	Accidental file deletion & recovery Forgotten passwords.
Assist Users with Support queries	As Required.	How to connect to a service. Why isn't the service performing as expected.
Roll out applications to new devices	As Required	Class Networks will deploy applications to users. Note that some deployments may be chargeable such as configuring devices for new users.
Support the performance of desktop / laptop devices / mobile devices.	As Required	If the performance of the software or the application is service affecting, but is related only to a specific device, and not the core service, Class will investigate and endeavour to provide an explanation and / or suggest a solution.
Support the performance of mobile and tablet devices	As Required	If the performance of the software or the application is service affecting, but is related only to a specific device, and not the core service, Class will investigate.

6.1.5 Support Tiers

Tier 1- All support incidents begin at tier 1. The issue is clearly logged, and Class will perform basic troubleshooting.

Tier 2- If the incident cannot be resolved by tier 1, the issue will be raised to tier 2. At this point Class will provide more complex support using specialist staff where appropriate.

Tier 3- Issues that cannot be resolved by tier 2 are escalated to tier 3. At this level support is provided by Class's most experienced staff who can draw on a range of expertise across multiple platforms and products. This includes bringing in expertise from 3rd parties and managing the triage.

6.2 SITE SUPPORT, USER SUPPORT AND FAIR USE

- At Class Networks sole discretion, we may determine that the client has a high service desk utilisation. In this instance Class Networks will advise the client that this is the case. Class Networks will suggest remedial action to resolve this issue and bring the utilisation to an acceptable level.
- If the service desk utilisation continues after remedial action has been suggested, Class Networks may at their sole discretion increase the cost of site support with 1 months' notice.
- Class reserves the right to charge additional travel expenses for any tasks undertaken in delivering the support outlined in this document.

7.0 EQUIPMENT, SOFTWARE AND SERVICES COVERED BY THIS AGREEMENT

7.1 Customer IT System

This contract covers the equipment, software and services listed in the table below, subject to the exclusions, exceptions and client obligations outlined in this contract. Any additions will be included in the notes section of the order form. For the avoidance of doubt, any equipment, software or service not listed in section 7.1 is not covered by this agreement. The equipment, software and services listed below are collectively known as the "Customer IT system".

Item Type	Notes
Core Cloud Infrastructure Services	
Microsoft Office 365 Exchange Admin Portal	
Microsoft Enterprise Mobility Admin Portal	
Microsoft One Drive Admin Portal	
Microsoft Intune Admin Portal	
Microsoft SharePoint Admin Portal	
Microsoft On prem Active Directory Sync to cloud	
Microsoft Azure Active Directory	
Microsoft Azure RD Licencing Server	
Microsoft Azure RD Broker Server	
Microsoft Azure RD Web Gateway	
Microsoft Azure RD Web Access Server	
Microsoft Azure RD Session Host	
Microsoft Azure File Server	
Microsoft Azure File Storage	
Cloud Backup	
Core On-Prem Infrastructure Services	
Active Directory Server	
File Server	
Firewall	
Wireless Access Points	
DNS Server	
Network Switches	
Routers	
NAS / Storage Drives	
On Site Backup	
Other Core Services	
Internet Connectivity	
Domain Management	
Cloud Storage	
SSL Certificate Management	
Printers	Connectivity only. Class do not provide printer servicing on issues such as paper jam, ink issues, printing quality.
Applications	
Microsoft Office Suite (Word, Excel, Outlook, PowerPoint, One Drive)	
Microsoft Intune	
Microsoft Enterprise Mobility	
Sage / Accounting Software	Advice on connectivity only. The client should take a separate support contract.
Customer CRM system	Advice on connectivity only. The client should take a separate support contract.
Hardware	
Desktop Computers	
Laptop Computers	
Tablets	

Thin Clients	
Mobile Handsets	
Printers	

8.0 COMMENCEMENT AND RENEWAL

- a. The support and contract commencement date is the date that site support is invoiced.
- b. The duration of maintenance is for the Period shown, and the Period renews automatically on the anniversary of the commencement date unless cancelled either by Class Networks or the Customer.
- c. The support charge for the new Period may increase and Customer will be advised in writing no less than 60 days in advance of the end of the current Period.
- d. Customer renewal cancellations should be received no less than 90 days in advance of the end of the current Period and sent by e-mail to support@classnetworks.com

8.0 Additional Conditions

- a. Quotes are valid for 30 days.
- b. Rental will be charged monthly in advance commencing as individual services go live.
- c. Delivery charges may apply in addition to any hardware costs specified in the quotation.
- d. Minimum contract term is specified on the order form. Users can be amended, added or removed throughout the contract period. However, a minimum of 80% of the user licences (solution component licences) will be charged for the duration of the term.
- e. All invoices are subject to 30 day payment terms. Invoices paid late could be subject to interest and or suspension of services.