Product Terms for SMB Cloud Service Standard Package

The following Product Terms apply if the relevant Services are included within your Quotation In the event of a conflict between the Product Terms and the applicable Terms and Conditions, these Product Terms shall prevail, but only to the extent of such conflict. Any capitalised terms used in this document shall have the meanings set out in the applicable Terms and Conditions (save where expressly provided otherwise below) and any additional definitions outlined below shall also apply.

1. Services Description

Normal Business Hours = 9:00 -17:30, Monday to Friday (excluding bank holidays)
Working Day – 8.5 Normal Business Hours
24x7 = 24 hours a day, 7 days a week

Service	Service Description	Service Hours
Incident Management		
Service Desk - Non Business Critical Faults	The Company provides access to advisory support with Customer Portal access to the Company Service Desk for non-critical system/service down and/or affected scenarios (P2/P3/P4).	Normal Business Hours
Service Desk - Business Critical faults	The Company provides 24/7 access to advisory support with relevant phone contact details to the Company Service Desk for critical system down scenarios (P1) only.	24 x 7
Priority Escalation to Vendor for faults	Priority escalation to vendors.	Normal Business Hours
High Priority Escalation to Vendor	High Priority escalation to vendor for Priority 1 business critical faults.	24 x 7
Change Management & Advisory		
"How To" Support	The Company provides access to "How To" support for: • Configuration • Platform Best Practice • Architecture and Design Best Practice	Normal Business Hours
Task Automation	Access to the Company's resources for automation of repeatable tasks covering resource provisioning / de-provisioning / restarting and modifying of supported cloud resources.	24 x 7
Strategic Review	The Company's Customer Success Architects will review the cloud environment annually against vendor best practice.	Normal Business Hours
Monitoring & Event Management		
Platform Monitoring	The Company will monitor the platform providing thresholds, availability and performance.	24 x 7

Governance			
Asset Register	Cloud Resource asset register collected continuously for all cloud-based assets within accounts under ANS service.		24 x 7
Event Log	Continuous event log collection of all actions performed on cloud platform through GUI, API or automation.		24 x 7
Continuous Documentation	Company will deliver automatic generation of cloud environment diagrams, including resources and their dependencies		Normal Business Hours
Consumption Insights Report	Consumption Insight Reporting will be distributed at regular intervals. The Report will cover the previous period and be based on available data dimensions		Normal Business Hours
Service Operations			
Customer Portal Access	Customer access to ANS Customer portal providing visibility of all Service related tickets, alerts and performance dashboards.		24 x 7
Customer Success	The Company will provide access to the Customer Success Management Office mailbox.		Normal Business Hours
Service Management Reporting	Service Management Reporting will be distributed at regular intervals. The Report will cover the previous period.		Normal Business Hours

There is no hard limit on the number of support requests, but excessive usage will be queried by the Company and future requests may be chargeable. Daily requests for a period of greater than 10 days or a support request taking in excess of 30 minutes to complete will be chargeable. Charges for excessive usage will be calculated at our standard hourly rate of £125.00 plus VAT.

2. Incident Management

Affect	Business Impact		
	Minor	Moderate	Major
System/Service Down	P3	P2	P1
System/Service Affected	P4	P3	P2
User Down/Affected	P5	P4	P3

Priority	Target Response KPI	Specialist Review	Escalation Manager	Escalation Vendor	Notification Frequency
P1	30 Minutes	1 Hour	Immediate	Immediate	Hourly Email
P2	1 Hour	2 Hours	4 Hours	6 Hours	Customer Portal
P3	4 Hours	1 Day	2 Days	None	Customer Portal

P4	1 Day	Never	Never	None	Customer Portal
P5	2 Days	Never	Never	None	Customer Portal

All Response Times for the purposes of the Target Response KPI are only applicable to Support Requirements raised through a phone call from the Customer or an alert from the ANS monitoring system or a ticket being logged within the Customer portal.

The Customer is expected to provide ANS with accurate and prompt notification of any problem and assist as ANS may reasonably require to diagnose problems and implement any agreed resolution.

3. Service Level Targets

Category	Service Level Target
P1 Incidents	100% of Incidents responded to within 30 minutes – 24x7 Service Hours.
P2 Incidents	100% of Incidents responded to within 1 Normal Business Hour.
P3Incidents	100% of Incidents responded to within 4 Normal Business Hours.
P4 Incidents	100% of Incidents responded to within 1 Working Day.
P5 Incidents	100% of Incidents responded to within 2 Working Days.

4. Exclusions

The following are listed as exclusions, but this list shall not be considered complete or exhaustive and the Agreement should be consulted.

For the purpose of these sections "Customer Supported Assets" means the Cloud solution provided to the Customer and supported by ANS pursuant to these Product Terms.

"Demarcation Zone" means infrastructure or solutions not being Customer Supported Assets.

a. Issues resulting from misconfiguration, other act or omission by the Customer resulting in impact to the Customer Supported Assets
b. Issues resulting from failures in maintenance/administration by the Customer outside of the Demarcation Zone resulting in impact to the Customer Supported Assets
c. Issues resulting from Unauthorised Access by the Customer of Customer Supported Assets
d. End User or 1st Line support
e. Technical Advice to any persons not listed as a Named Contact
f. Failure to meet KPI due to Public Cloud provider outages
g. Change management is excluded from the Services and will be subject to Additional Service Charges. Project Changes are recorded within the Customer Portal for Informational and approval purposes only
h. Resources without accurate services information for on-boarding the service will be removed from scope and excluded from on-boarding

5. Customer Responsibilities

Including but not limited to:

a. The Customer shall have an established end user support function that may be validated by the Company

b. Where required, the Customer shall make available appropriately skilled employees while an Incident is being managed
c. The Customer is required to undertake an initial Impact Assessment before logging the Incident with the Company. Such Impact Assessment is to include:
    a. Affected Services
    b. Business Impact
    c. Number & Type of users affected
    d. Recent changes on Supported Assets (regardless of perceived impact)
    e. The Customer shall check hardware onsite and ensure the hardware has power and cables are connected as expected
    f. The Customer shall check LED status of equipment where required onsite
d. The Customer shall provide full administrative access to the Company to all the services outlined in the Impact Assessment and any subsequently identified services or provide persons with adequate access to allow investigations to proceed
e. The Customer is required to ensure that all Customer Supported Assets are appropriately licenced and have Company recommended hardware and vendor support in place.
f. The Customer is responsible for all configuration backups outside of the Supported Assets without exception.
g. The Customer is responsible for all data and configuration backups without exception. The Company does not backup any Customer data.
h. The Customer is responsible for completing a request in accordance with the Company's Change Management Process
i. The Customer shall ensure that all relevant Customer employees have access to and have read the Company's Managed Services Handbook
j. The Customer shall ensure an on-going availability of suitable Internet connection (if not provided by the Company)
k. The Customer shall ensure 24x7x365 availability of a suitable Escalation Contact should the Company need to gain approval for an Emergency Change or to engage other aspects of the Customer's support functions
l. The Customer shall provide suitable notice to any planned/scheduled maintenance that could affect the Customer Supported Assets including environmental changes. Failure to do so may result in Additional Service Charges.
m. The Customer shall request permission from the Company in writing in the event that the Customer wishes to change the location of the Customer Assets and/or Company Assets from the address specified in the Contract. Any asset that has been moved without notification to ANS will be subject to additional service charges.
n. If the Customer requires the Company to provide onsite hands and eyes support then this will be subject to Additional Service Charges.
o. It should be noted that the Customer shall report Business Critical Incidents via telephone only.
p. The Customer must be able to provide the Company with accurate application and services information in order for the Company to successfully on-board the service

6. Assumptions

a. All Customer Supported Assets and Production AWS and Azure Accounts within the Demarcation Zone within the Agreement are covered by a valid software maintenance and support agreement in line with the Agreement's Service Levels
b. All Customer Supported Assets are in a Valid Supported Configuration at the commencement of the Initial Term
c. All Customer specific pre-requisites have been completed before commencement of the Initial Term.
d. The Customer will provide a suitable specification platform, operating system for the Enterprise Monitoring collector server
e. The Customer will provide resource to work with the Company to on-board the service

1. Pre-Requisites

a. On-Boarding Health Check and Documentation
b. Platform and where applicable WMI access for all monitored services
c. Registered Partner of Record and/or AWS Associated Partner registration
d. Administrative Access Permissions for ANS Engineers on supported Subscriptions / Accounts

2. Partner of Record

ANS' Managed Cloud for Azure incorporates Microsoft Signature Cloud Support for any issues that require escalation to Microsoft. In order for this to be able to be fulfilled, Microsoft leverage information collected from the Partner of Record (PoR) system to assign back end support rights. As such ANS must be registered as the digital PoR on any Subscriptions that contain or contribute to assets under support or management for the entire duration of the agreement. Consequently, the Customer shall, prior to the Commencement Date arrange for ANS to be registered as the PoR on all Subscriptions that contain or contribute to assets under support or management for the entire duration of this agreement. The Customer will grant ANS 24 x 7 operational control and management of a customer's Azure resources via any of the following options

• ANS Global Administrator permissions within Customer's Azure Active Directory Tenant

• Azure Lighthouse Delegated resource management

• Directory or Guest Users or Service Principals

3. Amazon AWS Associated Partner

Amazon AWS' partnership status is heavily reliant on demonstrating working relationships with AWS consumers, Amazon leverage information collected from the associated partner system to assign partnership status. As such ANS must be registered as the associated partner on any accounts that contain or contribute to assets under support or management for the entire duration of the agreement. Consequently, the Customer shall, prior to the Commencement Date arrange for ANS to be registered as the associated partner on all accounts that contain or contribute to assets under support or management for the entire duration of this agreement