

GENERAL CONDITIONS

1. DEFINITIONS AND INTERPRETATION

- 1.1 WORDS AND PHRASES WITH CAPITAL LETTERS USED IN THIS AGREEMENT AND NOT OTHERWISE DEFINED SHALL HAVE THE MEANINGS SET OUT IN **SCHEDULE 1 (DEFINITIONS)** OR **ANNEX 1** OF THE APPLICABLE **SERVICE SCHEDULE**.
- 1.2 IN THIS AGREEMENT, HEADINGS AND BOLD TYPE ARE FOR CONVENIENCE OF REFERENCE ONLY AND ARE NOT INTENDED TO BE PART OF OR TO AFFECT THE MEANING OR INTERPRETATION OF THIS AGREEMENT, UNLESS THE CONTEXT OTHERWISE REQUIRES.
- 1.3 WORDS DENOTING THE SINGULAR SHALL INCLUDE THE PLURAL AND VICE VERSA AND WORDS DENOTING ANY GENDER SHALL INCLUDE ALL GENDERS, AND THE TERM '**INCLUDE(S)**', '**INCLUDING**' OR '**IN PARTICULAR**' ARE DEEMED TO HAVE THE WORDS '**WITHOUT LIMITATION**' FOLLOWING THEM.
- 1.4 IN THE CASE OF CONFLICT OR AMBIGUITY, THE ORDER OF PRECEDENCE FOR THIS AGREEMENT AND ANY DOCUMENTS ATTACHED TO OR REFERRED TO IN IT WILL BE AS FOLLOWS, IN DESCENDING ORDER OF IMPORTANCE:
- 1.4.1 THE **ORDER** ("**ORDER**");
- 1.4.2 THE **SOW** (WHERE APPLICABLE);
- 1.4.3 ANY **SERVICE SCHEDULE(S)** (WHERE APPLICABLE);
- 1.4.4 ANY ADDITIONAL AND/OR THIRD PARTY OR LICENSE TERMS AND CONDITIONS RELATING TO SPECIFIC SERVICES (WHERE APPLICABLE AS PER THE **SCHEDULE**);
- 1.4.5 THESE **GENERAL CONDITIONS**;
- 1.4.6 THE **TARIFFS** (WHERE APPLICABLE); AND
- TOGETHER, THESE DOCUMENTS SET FORTH THE AGREEMENT BETWEEN THE CUSTOMER AND THE SUPPLIER. ALL TERMS AND CONDITIONS ARE AVAILABLE AT https://app.cyberlab.co.uk/terms_conditions/.
- THE SUPPLIER AGREES TO FULFIL THE ORDER IN ACCORDANCE WITH ITS TERMS AND CONDITIONS REFERRED TO ABOVE TO THE EXCLUSION OF ALL OTHER TERMS AND CONDITIONS, INCLUDING ANY TERMS COMMUNICATED TO THE SUPPLIER AT ANY TIME PRIOR TO, WITH OR AFTER ACCEPTANCE OF THE ORDER. WHERE THE CUSTOMER PROVIDES THE SUPPLIER WITH A PURCHASE ORDER IN RESPECT OF THE SERVICES STATED ON THE ORDER, THE CUSTOMER WILL BE DEEMED TO HAVE ACCEPTED THE ORDER AND THE APPLICABLE TERMS AND CONDITIONS OF THE SUPPLIER TO THE EXCLUSION OF ALL OTHERS IN THE SAME WAY IT WOULD HAD THE CUSTOMER SIGNED THE ORDER.

2 COMMENCEMENT

- 2.1 Subject to the terms of the applicable **Service Schedule**, site survey and credit check by the Supplier, the Agreement shall become effective on the date the **Order** is accepted by the Customer, whether by e-signature or otherwise.

3 HARDWARE

- 3.1 The quantity, quality and description of and any specification for the Hardware shall be those as further described in the Order or Third-Party Suppliers and/or manufacturers technical and operational instructions as may be amended from time to time.
- 3.2 The Supplier shall use commercially reasonable endeavours to deliver the Hardware to the Customer on the date and to the address specified in the Order, if no date is specified, within a reasonable period from the date of this Agreement. However,

time shall not be of essence in respect of any delivery of Hardware.

- 3.3 Risk in and liability for the Hardware shall pass to the Customer on delivery of each item thereof, however title to the Hardware shall not pass to the Customer until the Customer has paid the Supplier in full for the Hardware.
- 3.4 The Supplier shall warrant that upon delivery and for a period of twelve (12) months from the date of delivery "**Warranty Period**" the Hardware shall:
- 3.4.1 conform in all material respects with the description
- 3.4.2 be free from material defects in design, material and workmanship; and
- 3.4.3 be of satisfactory quality
- where additional warranties are provided by Third-Party Suppliers and/or manufacturers of the Hardware, the Supplier shall use reasonable endeavours to notify the Customer as soon as reasonably practicable.
- 3.5 The Customer shall be responsible for installing and supporting the Hardware, unless otherwise specified in the Order or where installation and support is provided by way of Professional Services or Support Services being provided by the Supplier and the Supplier shall not be liable for any loss or damage caused by or repairs required because of, installation or misuse of, or damage to any Hardware.
- 3.6 The Customer hereby agrees that it shall maintain the Hardware in good operating condition, subject to normal wear and tear and shall undertake repairs and preventative maintenance on the Hardware in accordance with the manufacturer's instructions, including warranty terms and conditions, to maintain the Hardware to its published specifications, unless otherwise included in **Service Schedules** which are being provided by the Supplier.

4 SERVICES

- 4.1 The Supplier shall with effect from the **Commencement Date** provide to the Customer the **Services** set out in the **Order** as further detailed in the **Service Schedules** for the duration of any applicable **Minimum Term** and any **Successive Term**. Use of the **Services** or payment of the **Services** is deemed as acceptance of the terms of this Agreement.

5 THE PARTIES OBLIGATIONS

- 5.1 The Supplier shall provide the **Services** in accordance with the terms of this Agreement and the **Services** will be performed:
- 5.1.1 with all due skill, care and diligence;
- 5.1.2 in compliance with the **Service Levels** and **Good Industry Practice**; and
- 5.1.3 so as to conform with all **Applicable Law** relating to the provision of the **Services**.
- 5.2 The Supplier will not be liable under this clause 5 or be required to remedy any problem arising from or caused by the Customer's use of the **Services** in a manner other than in accordance with this Agreement or as directed by the Supplier.
- 5.3 The Supplier does not warrant, guarantee, or represent that the **Services** will be continuously available or free from errors and interruptions and the Supplier may be dependent upon Third-Party Suppliers when providing the **Service**.
- 5.4 Notwithstanding any other provisions of this Agreement but subject to clause 10.2, the Supplier shall not be liable to the Customer in contract, tort (including negligence) or otherwise for the actions of any Third-Party Supplier that affect or otherwise impact upon the provision of the **Services**.

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- 5.5 The Customer shall be responsible for the safe keeping and proper use of the Services and Equipment and the Customer undertakes in particular:
- 5.5.1 to use the Services in accordance with the terms of this Agreement, manufacturers recommendations and any reasonable operating instructions as may be notified to the Customer by the Supplier from time to time;
 - 5.5.2 to comply with Applicable Law and Good Industry Practice;
 - 5.5.3 not to use the Services fraudulently or in connection with a criminal offence or in any way that is unlawful;
 - 5.5.4 at its own expense, obtain all relevant licences, permissions, authorisations, registrations and approvals required in connection with or necessary for the use of the Services from the appropriate legislative, regulatory or advisory body and shall provide copies of the same upon reasonable request.
- 5.6 The Customer acknowledges and agrees that it is the sole responsibility of the Customer to set up and maintain appropriate security measures for use of the Services and/or Equipment, including but not limited to:
- 5.6.1 protecting all passwords and mitigating exposure to any suspected or known security breach by resetting passwords, requesting that accounts are disabled and reporting incidents to the Supplier;
 - 5.6.2 maintaining security and confidentiality of authentication details for online service portals and other services;
 - 5.6.3 employing security devices, including virus checking software;
 - 5.6.4 adequate resilience to protect against loss or connectivity of Services, such as backing up all data, disaster recovery procedures and appropriate power supply; and
 - 5.6.5 secure implementation and management of the Customer's systems including any Customer Equipment to identify and mitigate exposure to theft, fraud and/or deception.
- 5.7 Where the Customer is or becomes aware of any matters which it knows or ought reasonably to be expected to know constitutes a threat or breach of security, theft, fraud and/or deception (whether actual or attempted) in relation to the use of the Services and/or Equipment, the Customer will immediately advise the Supplier of such matters and where necessary shall report such incidents to the Police.
- ## 6 SERVICE LIMITATIONS
- 6.1 If any element of the Services is provided over MyPortal or any Third-Party Supplier portal or contact platform the following terms shall apply:
- 6.1.1 the Customer acknowledges that neither the internet nor the server through which the Supplier and/or Third-Party Suppliers provide the internet enables elements of the Services are secure;
 - 6.1.2 the Supplier shall use reasonable endeavours to keep the internet enabled elements of the Services secure, however the Supplier cannot guarantee the security or privacy of the information available through such elements; and
 - 6.1.3 any Software or Documentation provided by the Supplier in connection with the provision of the Services shall be subject to the provisions these General Conditions and any applicable **Service Schedule** and terms and conditions referenced within the **Service Schedule**.
- 6.2 The Supplier and/or a Third-Party Supplier shall be entitled to modify MyPortal or any other portal or contact platform element of the Services from time to time if the Supplier considers such modification and/or replacement is reasonably necessary for the continued provision of the Services.
- 6.3 THE CUSTOMER ACKNOWLEDGES AND ACCEPTS THAT:
- 6.3.1 THE SUPPLIER CANNOT GUARANTEE AND DOES NOT WARRANT THAT THE SERVICES WILL BE FREE FROM INTERRUPTIONS OR WILL BE FREE FROM SERVICE FAULTS;
 - 6.3.2 THERE MAY BE DEGRADATIONS OF THE QUALITY OF THE SERVICE DUE TO MATTERS BEYOND THE REASONABLE CONTROL OF THE SUPPLIER; AND
 - 6.3.3 THE SUPPLIER MAY CHANGE THE TECHNICAL SPECIFICATION OF THE SERVICES OR INTERRUPT THE SERVICES TO MAINTAIN THE QUALITY OF THE SERVICES, FOR OPERATIONAL OR HEALTH AND SAFETY REASONS, OR WHERE THERE IS AN EMERGENCY.
- 6.4 THE SUPPLIER SHALL USE REASONABLE ENDEAVOURS TO KEEP SUCH RESTRICTIONS AND/OR LIMITATIONS TO A MINIMUM AND SHALL USE COMMERCIALY REASONABLE ENDEAVOURS TO NOTIFY THE CUSTOMER IN ADVANCE OF SUCH RESTRICTIONS AND/OR LIMITATIONS, HOWEVER THE SUPPLIER SHALL NOT BE LIABLE FOR ANY LOSS OR DAMAGE INCURRED BY THE CUSTOMER SHOULD THE SERVICES BE INTERRUPTED OR RESTRICTED FROM TIME TO TIME.
- ## 7 CHARGES AND PAYMENT
- 7.1 The Charges for the Services and/or Hardware will be invoiced in accordance with the **Order** and **Services Schedules**, and as varied pursuant to the terms of this Agreement. Where Charges are not stated within the Order, the Supplier will invoice Charges for the Services in accordance with the **Tariff** applicable from time to time.
- 7.2 Unless otherwise stated in the **Order**, **SOW** or **Service Schedule**, the Customer shall pay, by direct debit, each undisputed invoice (or such undisputed part thereof) within seven (7) days of the date of the invoice without any set-off or deduction.
- 7.3 All amounts payable by the Customer under this Agreement are exclusive of value added tax, which the Customer shall be additionally liable to pay the Supplier.
- 7.4 The Customer acknowledges and agrees that where the Services (or any part thereof, including each Site) are being upgraded or replaced with a different Service, the Supplier shall reserve the right to invoices for both the existing Services, where they remain Connected as well as the new Services from their Commencement Date.
- 7.5 Subject to clause 7.17, the Customer agrees to pay the Supplier in full, without any set-off, counterclaim or deduction, all sums due to the Supplier under this Agreement.
- 7.6 The Customer may request a paper invoice or an alternative payment method to direct debit, subject to payment of a reasonable administration fee. Invoices paid by credit card shall incur an additional charge of 1.8% of the payment value.

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- 7.7 The Customer acknowledges and agrees that the Supplier can vary the amount, frequency, and time of any direct debit to such level as the Supplier deems reasonably appropriate to:
- 7.7.1 take account of either an increase or decrease in the provision of the Services;
 - 7.7.2 to reduce such indebtedness of the Customer to the Supplier, and/or;
 - 7.7.3 such other operational matter effecting the Service as the Supplier shall in its discretion deem reasonable.

7.8 The Supplier shall notify the Customer of such variation by giving not less than five (5) Working Days written notice, such notice to be given either on the invoice or on <https://cyberlab.co.uk> and continued use of the Service is deemed acceptance of the variation.

7.9 THE SUPPLIER MAY VARY THE CHARGES AT ANY TIME BY NOTIFYING THE CUSTOMER BY POST, EMAIL, ON THE CUSTOMER PORTAL, ON THE CUSTOMER'S INVOICE OR ON WWW.CYBERLAB.CO.UK AND THE REVISED CHARGES WILL APPLY TO ALL SERVICES PROVIDED THIRTY (30) DAYS AFTER THE EFFECTIVE DATE OF THE NOTICE.

7.10 The Supplier may invoice the Customer for any Services used under this Agreement at any time following the date on which the Services were used.

7.11 The Charges payable shall be calculated by reference to data recorded by the Supplier or its Third-Party Supplier and not by reference to any data recorded by the Customer. The Supplier shall be entitled to estimate the Charges where relevant data is not available to the Supplier in a timely manner and such estimated Charges will be reconciled on a subsequent invoice.

CREDIT LIMIT/SECURITY

7.12 The Supplier may carry out a credit check on the Customer at any time, prior to the Customer and Supplier entering into this Agreement, and throughout the term of this Agreement where there is:

- 7.12.1 a material adverse change in the financial position of the Customer; or
- 7.12.2 recent or subsequent non-payment or partial non-payment.

7.13 The Supplier may impose a Credit Limit on a Customer's account proportionate to the amount of Charges payable under this Agreement and/or require the Customer to pay a deposit or other form of security as a condition in providing the Services and/or Equipment.

7.14 The Supplier may amend any Credit Limit imposed without prior notice to the Customer and if the Customer exceeds such Credit Limit the Supplier may demand immediate payment of all unpaid Charges, whether invoiced or not. The Customer shall remain responsible for all Charges incurred including those exceeding the Credit Limit.

7.15 The Customer acknowledges and accepts that the Supplier may share payment history information with third party credit agencies and by entering into this Agreement hereby provides the authorisation necessary for the Supplier to use payment history information for this purpose.

DISPUTES

7.16 If the Customer in good faith disputes the Charges, the Customer shall give written notice to the Supplier of the amount in dispute and the reason for the dispute within seven (7) days from receipt of the invoice, prior to the Customer not paying any amount to the Supplier. Notwithstanding any dispute raised, the Customer must make payment of the

undisputed part of the invoice in accordance with this clause 7.

7.17 Any rectification or amendment of such disputed Charges already paid are limited to six (6) months prior to the written notice being received and remains at Supplier's sole discretion not to be unreasonably withheld.

7.18 Notice under clause 7.17 must be received prior to the Customer not paying any amounts due to the Supplier, failure of which shall be deemed a material breach of this Agreement and clause 9.1.1 shall apply, together with clause 7.20 in respect of the entire balance.

REMEDY FOR NON-PAYMENT

7.19 Without limiting any other right or remedy of the Supplier:

7.19.1 if the Customer fails to make any payment due to the Supplier by the due date, the Supplier has the right to charge the Customer (i) an administration fee, late payment fee and/or statutory compensation at the prevailing rates and (ii) interest (both before and after judgement) on the overdue amount at the rate of 8% per annum above Barclays Bank base rate from time to time, until payment in full is made;

7.19.2 if a direct debit is dishonoured or cancelled, the Supplier has the right to charge the Customer a reasonable administration fee; and

7.19.3 Supplier may set off any amount owing to it or its Affiliates by the Customer against any amount payable by the Supplier to the Customer.

7.20 Time for payment is of the essence of this Agreement and a failure to pay on time, a returned or cancelled direct debit, and failure to pay all amounts not in dispute in accordance with clause 7.17 shall be a material breach and the Supplier may terminate this Agreement immediately.

8 SUSPENSION OF SERVICES

8.1 The Supplier may at its sole discretion, without prejudice to any other right under this Agreement and upon giving the Customer written notice electronically, suspend the provision of one or more of the Services under this Agreement, without compensation, until further notice in the following circumstances:

8.1.1 the Customer is in material breach of this Agreement;

8.1.2 the Supplier, its subcontractors and/or Third-Party Supplier in providing the Services to the Customer is obliged to comply with any Applicable Legislation, including but not limited to an order, instruction or request of government, regulatory authority, emergency services organisation or other competent authority;

8.1.3 the Customer exceeds the Credit Limit, fails to give any deposit or other form of security under clause 7.13, or in the reasonable opinion of the Supplier is deemed a debt risk; or

8.1.4 the Supplier has reasonable grounds to believe that the Customer is in breach of its obligations under clause 3.6.

8.2 Where the Supplier exercises its rights under clause 8.1 as a consequence of the breach, fault, act or omission of the Customer, the Charges will continue to be payable to the Supplier and the Customer shall pay to the Supplier all reasonable costs and expenses (including any Third-Party Supplier costs and expenses) incurred by the implementation of such suspension and recommencement of the provision of Services.

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8.3 The Supplier reserves the right to suspend, replace or withdraw the Services or any part thereof at any time for business, operational or technical reasons, where the Supplier is no longer able to provide the Service, including but not limited to:

- 8.3.1 the suspension, termination or expiry of the agreement in place with its Third-Party Supplier, which the Supplier requires to provide the Services under this Agreement to the Customer;
- 8.3.2 the withdrawal or significant changes to the technology used to provide the Services; or
- 8.3.3 as the Charges to the Customer are not, in the reasonable opinion of the Supplier, sufficient to ensure that the provision of Services continue to be commercially viable for the Supplier;

and for which the Supplier is unable to find a replacement Third-Party Supplier having used its reasonable commercial endeavours, the Supplier may terminate this Agreement in accordance with clause 9.3.

9 TERMINATION

9.1 Either party shall be entitled to terminate this Agreement immediately by giving written notice to the other party if:

- 9.1.1 the other party commits a continuing or material breach of this Agreement and, if the breach is capable of remedy, fails to remedy such breach within fourteen (14) days after written notice giving full particulars of the breach and requiring it to be remedied;
- 9.1.2 an event under clause 10.9 prevents the performance of the whole or a substantial part of the other party's obligations in relation to that Service for a continuous period of ninety (90) days after the date on which it should have been performed;
- 9.1.3 an administrator takes possession, or a receiver is appointed over any of the property or assets of the other party, the other party makes a voluntary arrangement with its creditors or becomes subject to an administration order, the other party becomes bankrupt or goes into liquidation (except for the purposes of a solvent amalgamation, reconstruction or other reorganisation and where the company resulting from the reorganisation effectively agrees to be bound by or to assume the obligations of the other party under this Agreement); or
- 9.1.4 the other party ceases, or threatens to cease, to carry on business.

9.2 For the purposes of clause 9.1, a breach shall be considered capable of remedy if the party in breach can comply with the provision in question in all respects other than as to the time of performance (provided that time of performance is not of the essence).

9.3 The Supplier may terminate this Agreement immediately by giving notice in writing to the Customer if:

- 9.3.1 any licence, approval, agreement or any approval under which the Supplier has the right to provide the Services under this Agreement is revoked, amended or otherwise ceases to be valid;
- 9.3.2 where the Supplier has exercised its rights in accordance with clause 8.3 and has not been able to appoint a replacement Third-Party Supplier;
- 9.3.3 where the Supplier is instructed by any competent legal or regulatory authority to cease provision of the Services to the Supplier;

9.3.4 in the reasonable opinion of the Supplier, the Customer is suspected of involvement with fraud or attempted fraud in connection with the use of the Services and/or Equipment or this Agreement;

9.3.5 if the Customer is in breach of this Agreement in such a way that the Supplier may be in breach of any Applicable Law and/or in breach of any agreements with its third-party providers required to provide the Services;

9.3.6 where the Customer commits persistent non-material breaches (which in aggregate amount to a material breach);

9.3.7 the Customer fails to pay the Supplier, or the Supplier reasonably suspects that the Customer is unable to pay or is refusing to pay the Charges in accordance with this Agreement; and

9.3.8 a Change of Control takes place or is proposed.

9.4 A waiver by either party of a breach of a provision of this Agreement shall not be considered as a waiver of a subsequent breach of the same or another provision.

9.5 Unless otherwise stated in the applicable **Service Schedule**, the Customer may terminate this Agreement for convenience before the end of the Minimum Term or Successive Term by giving the Supplier not more than ninety (90) days but not less than thirty (30) days written notice.

9.6 WHERE THE CUSTOMER HAS PROVIDED NOTICE TO TERMINATE FOR CONVENIENCE UNDER CLAUSE 2.1.1 (OR AS OTHERWISE EXPRESSLY PROVIDED FOR IN THE APPLICABLE SERVICE SCHEDULE OR OTHERWISE STATED IN THE AGREEMENT), BUT FAILS TO TRANSFER THE SERVICES AWAY FROM THE SUPPLIER WITHIN 30 DAYS FROM EXPIRY OF THE MINIMUM TERM OR SUCCESSIVE TERM, OR PROVIDE WRITTEN CONFIRMATION THAT SERVICES ARE TO BE CEASED UPON EXPIRY OF SUCH NOTICE, THE CUSTOMER'S CONDUCT SHALL BE DEEMED ACCEPTANCE BY THE CUSTOMER OF A CONTINUING AGREEMENT WITH THE SUPPLIER FOR A SUCCESSIVE TERM OR SUBSEQUENT SUCCESSIVE TERM AND CONSTITUTE WITHDRAWAL OF THE NOTICE OF TERMINATION.

9.7 IF THIS AGREEMENT IS TERMINATED PRIOR TO THE EXPIRY OF THE **MINIMUM TERM** OR **SUCCESSIVE TERM** OTHER THAN WHERE THE CUSTOMER TERMINATES UNDER CLAUSE 9.1, AND WHERE THE SUPPLIER TERMINATES UNDER CLAUSES 9.3.1 TO 9.3.3, THE SUPPLIER MAY INVOICE THE CUSTOMER **TERMINATION CHARGES**.

9.8 THE CUSTOMER AGREES THAT THE **TERMINATION CHARGES** ARE A FAIR ASSESSMENT OF THE LOSSES AND DAMAGE THAT THE SUPPLIER WILL SUFFER AS A RESULT OF THE TERMINATION.

9.9 Where the Customer has terminated the Agreement in whole or in part or has cancelled Services but continues to use the Service(s) or part thereof pending the Customer being transferred to a new Supplier or otherwise, the Supplier shall be entitled to amend the Charges payable by the Customer to its standard published Tariffs for Services provided after the date of termination.

9.10 Any Services used by the Customer during any notice period in accordance with clause 2 and 9 will be chargeable, and any Third-Party Supplier costs (including termination fees) incurred by the Supplier within this notice period if the Service is terminated outside of the prescribed timescales set forth in these General Condition or the applicable **Service Schedule**.

CONSEQUENCES OF TERMINATION

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9.11 In the event of termination by either party for any reason, the Supplier shall be entitled to recover from the Customer:

9.11.1 any outstanding unpaid invoices and interest and, in respect of the Services supplied but for which no invoice has been submitted, the Supplier may submit an invoice, which shall be payable immediately on receipt;

9.11.2 all liabilities, claims, costs, losses and expenses incurred and/or accrued by the Supplier;

9.11.3 any committed costs or losses payable to a Third-Party Supplier incurred as a result of such termination, which the Supplier cannot reasonably mitigate;

9.11.4 the Customer shall not be entitled to reimbursement of any aspect of the Charges as shall have been paid in advance and relate to the Services;

continued use of the Service following termination will result in the Supplier levying its standard published Tariffs for all Services used, which shall be payable immediately upon demand by the Supplier.

9.12 Termination of this Agreement shall not affect any rights, remedies, obligations or liabilities of the parties that have accrued up to the date of termination or expiry, including the right to claim damages in respect of any breach of this Agreement which existed at or before the date of termination or expiry.

9.13 Termination of this Agreement for whatever reason shall not operate to affect any provisions that expressly or by implication survive termination.

9.14 The termination of one or more element of the Services shall not affect the continuing in effect of the remaining Services, including but not limited to the Supplier's obligation to perform the remaining Services and the Customer's obligation to perform its responsibilities and make payment of the Charges in accordance with the applicable **Service Schedule**.

10 LIMITATION AND EXCLUSION OF LIABILITY

10.1 EXCEPT AS EXPRESSLY STATED IN THIS AGREEMENT, ALL WARRANTIES AND CONDITIONS WHETHER EXPRESS OR IMPLIED BY STATUTE, COMMON LAW OR OTHERWISE ARE HEREBY EXCLUDED TO THE EXTENT PERMITTED BY LAW.

10.2 NOTHING IN THIS AGREEMENT SHALL EXCLUDE OR RESTRICT IN ANY WAY THE LIABILITY OF EITHER PARTY ARISING FROM OR IN CONNECTION WITH:

10.2.1 DEATH OR PERSONAL INJURY CAUSED BY ITS NEGLIGENCE, OR THAT OF ITS EMPLOYEES, AGENTS OR SUB-CONTRACTORS (AS APPLICABLE); OR

10.2.2 FRAUD, FRAUDULENT ACTIVITY OR FRAUDULENT MISREPRESENTATION BY IT OR ITS EMPLOYEES, AGENTS OR SUB-CONTRACTORS (AS APPLICABLE); OR

10.2.3 ANY OTHER LIABILITY WHICH CANNOT BE EXCLUDED OR LIMITED BY APPLICABLE LAW.

10.3 SUBJECT TO CLAUSE 10.2, NEITHER PARTY SHALL BE LIABLE TO THE OTHER PARTY IN CONTRACT, TORT OR OTHERWISE FOR ANY:

10.3.1 LOSS OF BUSINESS;

10.3.2 LOSS OF REVENUE;

10.3.3 LOSS OF PROFIT;

10.3.4 LOSS OF USE OR CORRUPTION OF SOFTWARE, DATA OR INFORMATION;

10.3.5 LOSS OF CONTRACTS;

10.3.6 WASTED EXPENDITURE;

10.3.7 LOSS OF ANTICIPATED SAVINGS;

10.3.8 INDIRECT, CONSEQUENTIAL, PUNITIVE OR SPECIAL, INCIDENTAL LOSS OR DAMAGE; OR

10.3.9 LOSS ARISING FROM THE LOSS OR DEGRADATION OF DATA.

10.4 EACH PARTY'S LIABILITY IN TORT, CONTRACT OR OTHERWISE ARISING OUT OF OR IN CONNECTION WITH THE PERFORMANCE OF ITS OBLIGATIONS UNDER THIS AGREEMENT SHALL BE LIMITED IN AGGREGATE TO A SUM EQUAL TO THE CHARGES PAYABLE UNDER THIS AGREEMENT DURING THE CALENDAR YEAR WHICH THE RELEVANT CLAIM ARISES OR TWO MILLION POUNDS (£2,000,000) WHICHEVER IS THE LOWER.

10.5 THE SUPPLIER'S LIABILITY TO PAY OR CREDIT ANY SERVICE CREDITS TO THE CUSTOMER WILL BE COUNTED AND CALCULATED FOR THE PURPOSE OF THE SUPPLIER'S MAXIMUM LIABILITY UNDER CLAUSE 10.4 AND SHALL BE THE CUSTOMER'S SOLE REMEDY FOR THE SUPPLIER'S FAILURE TO MEET THE SERVICE LEVELS.

10.6 THE CUSTOMER SHALL INDEMNIFY THE SUPPLIER AND KEEP THE SUPPLIER FULLY AND EFFECTIVELY INDEMNIFIED IN FULL ON DEMAND AGAINST ALL COSTS, CHARGES, DAMAGES AND OR ANY LOSSES SUSTAINED OR INCURRED BY IT ARISING DIRECTLY OR INDIRECTLY FROM THE CUSTOMER'S FAILURE TO PERFORM OR DELAY IN THE PERFORMANCE OF ITS OBLIGATIONS UNDER THIS SCHEDULE OR FROM ANY FRAUDULENT OR NEGLIGENT ACT OR OMISSION OR WILFUL MISCONDUCT OF THE CUSTOMER, ITS END USERS, EMPLOYEES, AGENTS OR SUBCONTRACTORS.

10.7 THE SUPPLIER SHALL NOT BE LIABLE TO THE CUSTOMER FOR ANY LOSS ARISING OUT OF ANY FAILURE BY THE CUSTOMER TO KEEP FULL AND UP TO DATE SECURITY COPIES OF THE COMPUTER PROGRAMS AND DATA IT USES IN ACCORDANCE WITH GOOD INDUSTRY PRACTICE.

10.8 THE SUPPLIER SHALL HAVE NO LIABILITY FOR ANY DEGRADED, INCOMPLETE, OR FAILED SERVICE DELIVERY WHICH MAY RESULT FROM CUSTOMER'S FAILURE TO COMPLY WITH ITS OBLIGATIONS AS DETAILED IN THIS AGREEMENT.

FORCE MAJEURE

10.9 NEITHER PARTY SHALL BE LIABLE FOR ANY FAILURE OR DELAY IN PERFORMANCE OF THIS AGREEMENT WHICH IS CAUSED BY CIRCUMSTANCES BEYOND THE REASONABLE CONTROL OF A PARTY, INCLUDING WITHOUT LIMITATION, ANY ACT OF GOD, LIGHTENING, FLOOD, EXCEPTIONALLY SEVERE WEATHER, SUBSIDENCE, FIRE, EXPLOSION, WAR, CIVIL DISORDER, ACTS OF TERRORISM, NUCLEAR, BIOLOGICAL OR CHEMICAL INCIDENT, NATIONAL OR LOCAL EMERGENCY, STATUTORY OBLIGATION, FAILURE OR SHORTAGE OF POWER SUPPLIES, TRADE DISPUTE, ANY ACT OR OMISSION OF ANY COMPETENT LEGAL OR REGULATORY AUTHORITY, OR SUPPLY OF SERVICES BY THIRD PARTIES.

10.10 IN THE EVENT THAT ANY OF THE CIRCUMSTANCES UNDER CLAUSE 10.9 CONTINUES FOR A PERIOD OF NINETY (90) DAYS, THE OTHER PARTY WILL HAVE THE RIGHT TO TERMINATE IN ACCORDANCE WITH CLAUSE 9.1.2.

11 DATA PROTECTION

COMPLIANCE WITH DATA PROTECTION LEGISLATION

11.1 The parties acknowledge and agree that the Customer is the Controller, the Supplier is the Processor for the purposes of Processing Personal Data pursuant to this Agreement.

11.2 The Customer shall at all times comply with all Data Protection Legislation in connection with the Processing of Personal Data

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and shall ensure that all instructions given to by the Supplier in respect of Personal Data (including the terms of this Agreement) shall at all times be in accordance with Data Protection Legislation.

- 11.3 The Supplier shall process Personal Data in compliance with the obligations placed on it under Data Protection Legislation and the terms of this Agreement.

INSTRUCTIONS

- 11.4 The Supplier shall:

11.4.1 use Personal Data where needed for the purposes, duration and in accordance with the terms, of this Agreement, or where the Processing is in the Supplier's legitimate interest as further detailed within its Privacy Policy;

11.4.2 only process (and shall ensure Supplier personnel only process) the Personal Data as a Processor for the purposes described in this Agreement, in accordance with the Supplier's Privacy Policy or as otherwise provided by the Data Protection Legislation, in which case the Supplier will inform the Customer of that legal requirement before Processing (unless Applicable Law prohibits the Supplier from doing so on important grounds of public interest);

11.4.3 ensure that all Supplier personnel Processing Personal Data are bound by duties of confidentiality, and shall only Process the same as is necessary for the purposes of this Agreement;

TECHNICAL AND ORGANISATIONAL MEASURES

- 11.5 The Supplier shall, taking into account the state of technical development and the nature of Processing, implement and maintain appropriate technical and organisational measures to protect the Personal Data against unauthorised or unlawful Processing, destruction or accidental loss, alteration, or unauthorised disclosure of the Personal Data.

SUB - PROCESSING

- 11.6 The Supplier shall:

11.6.1 not permit, except where necessary by a Third-Party Supplier for the provision of Services, any Processing of Personal Data by any agent, sub-contractor or other third party (except its Sub-Processors' own employees in the course of their employment that are subject to an enforceable obligation of confidence with regards to the Personal Data) except as stated in the Privacy Policy;

11.6.2 in the event the Customer consents to the use of a Sub-Processor pursuant to sub-clause 11.6.1 above, prior to the relevant Sub-Processor carrying out any Processing activities in respect of the Personal Data, appoint each Sub-Processor under a written contract containing materially the same obligations as under this clause 11 that is enforceable by the Supplier and ensure that each Sub-Processor complies with all such obligations; and

11.6.3 remain liable to the Customer under this Agreement for all the acts or omissions of each Sub-Processor as if they were its own;

11.6.4 ensure that all persons authorised by the Supplier or any Sub-Processor to process Personal Data are subject to a binding written contractual obligation to keep the Personal Data confidential.

CO-OPERATION

- 11.7 The Supplier shall (at the Customer's cost):

11.7.1 assist the Customer with the Customer's obligations pursuant to Articles 32 and 36 of the GDPR (and any similar obligations under applicable Data Protection Legislation) taking into account the nature of the Processing and the information available to the Supplier; and

11.7.2 taking into account the nature of the Processing, assist the Customer (by appropriate technical and organisational measures), in so far as is possible, for the fulfilment of the Customer's obligations to respond to requests for exercising the Data Subjects' rights under Chapter III of the Data Protection Legislation in respect of any Personal Data.

NOTIFICATION OF BREACHES

- 11.8 The Supplier shall where required by law:

11.8.1 notify the Customer without undue delay and in writing on becoming aware of any Personal Data Breach in respect of any Personal Data; and

11.8.2 co-operate with the Customer and provide assistance as may be reasonably required in the investigation, remediation and mitigation of the Personal Data Breach.

AUDIT

- 11.9 The Supplier shall, in accordance with Data Protection Legislation, make available to the Customer such information that is in its possession or control as is necessary to demonstrate the Supplier's compliance with the obligations placed on it under this clause 10 and to demonstrate compliance with the obligations on each party imposed by Article 28 of the GDPR and allow for and contribute to audits, including inspections, by the Customer (or another auditor mandated by the Customer) for this purpose (subject to a maximum of one (1) audit request in any 12 month period under this clause 11.9.

CONSEQUENCES OF TERMINATION

- 11.10 Upon termination or expiry of this Agreement, at the Customers' cost and the Customers' option, the Supplier shall either return all the Protected Data to the Customer or securely dispose of the Protected Data (and thereafter promptly delete all existing copies of it) except to the extent that any Applicable Law requires the Supplier to store such Protected Data. This clause 11.10 shall survive termination and expiry of the Agreement.

INTERNATIONAL TRANSFERS

- 11.11 The Supplier shall not transfer or otherwise process Personal Data outside the UK or EEA unless:
- 11.11.1 the Supplier is processing Personal Data in a territory which is subject to a current finding by the UK under Data Protection Legislation that the territory provides adequate protection for the privacy of individuals; or
- 11.11.2 the Supplier transfers Personal Data under the UK's Standard Contractual Clauses or the ICO International Data Transfer Agreement approved for the transfer of Personal Data outside the EEA and the UK; or
- 11.11.3 the transfer otherwise complies with Data Protection Legislation.

GENERAL CONDITIONS

12 INTELLECTUAL PROPERTY

SUPPLIER IPR

- 12.1 Unless otherwise expressly agreed in this Agreement or as set out below, no Intellectual Property Rights of either Party are transferred or licensed as a result of this Agreement.
- 12.2 Subject to any other terms expressly agreed by the Parties, each Party grants the other a licence of such Intellectual Property Rights as are necessary to enable the other Party to fulfil its obligations under this Agreement and provide or make use of the Services supplied under this Agreement (as the case may be) but not otherwise.
- 12.3 The Supplier hereby grants to the Customer a non-exclusive, non-transferable royalty free licence to use the Supplier's Intellectual Property Rights within the United Kingdom, subject to the Customer's compliance with the terms of this Agreement, solely as necessary for the use of the Services and/or Documentation.
- 12.4 The Customer shall not at any time have the right under this Agreement to sub-license, assign or otherwise transfer the rights granted in clause 12.2.
- 12.5 Unless otherwise agreed, all Intellectual Property Rights arising from or relating to Tools, Deliverables, Documentation and Bespoke Software shall remain the exclusive property of the Supplier.
- 12.6 If this Agreement is terminated for whatever reason, this licence will automatically terminate.
- 12.7 If any part of the Services provided by the Supplier to the Customer, infringes or is alleged to have infringed the Intellectual Property Rights of any third party, the Supplier will at its own expense, as soon as it is reasonably practicable:
- 12.7.1 procure for the Customer the right to continue using and possessing the Deliverables; or
 - 12.7.2 modify or replace the infringing part of the Deliverables, to avoid the infringement or alleged infringement

unless such infringement or alleged infringement is from the use of Customer Materials.

CUSTOMER IPR

- 12.8 The Customer shall indemnify and keep indemnified and hold harmless the Supplier from and against any losses, damages, liability, costs (including legal fees) and expenses incurred by the Supplier as a result or in connection with any action, demand or claim that the proper use or possession of any Customer Materials, infringes the Intellectual Property Rights of any third party.

THIRD PARTY IPR

- 12.9 Where the Customer has procured Third Party Software for use with the Services, the Customer warrants as follows:
- 12.9.1 it has entered into and has fully complied (and shall at all times fully comply) with the terms of the applicable Licence Agreement for any Third Party Software;
 - 12.9.2 the Supplier and its subcontractors are permitted to use, modify, adapt, install and alter the Third-Party Software for the purpose of providing the Services, and;

- 12.9.3 it has consent to such use, modification, adaptation, installation and alteration by the Supplier has been obtained by the relevant Third-Party Licensor.

13 CONFIDENTIALITY

- 13.1 Neither party will disclose the other party's Confidential Information to any person, except such of its employees, officers, representatives or advisers who need to know the relevant Confidential Information for the purposes of the performance of any obligations under this Agreement, except as permitted by clause 13.2.
- 13.2 Nothing in clause 13.1 shall prevent the use or disclosure of any information which:
- 13.2.1 is or becomes generally available to the public other than as a result of a breach of an obligation under this clause 13.2;
 - 13.2.2 is acquired from a third party who owes no obligation of confidence in respect of the information;
 - 13.2.3 is or has been independently developed by the recipient without use of the other party's Confidential Information; or
 - 13.2.4 is required by any court, governmental or regulatory authority, relevant stock exchange or where there is a legal duty or requirement to disclose such Confidential Information.
- 13.3 This clause 13 will bind the parties during the term of this Agreement and for a period of two (2) years following termination of this Agreement.

14 DISPUTE RESOLUTION

- 14.1 The parties shall use all reasonable endeavours to resolve any dispute or claim in accordance with the Customer Complaints Code and in good faith.
- 14.2 Where a dispute or claim arises between the parties that cannot be resolved between the parties as set forth in the Customer Complaints Code, either party may:
- 14.2.1 escalate the dispute to the Director's Office; and
 - 14.2.2 if the dispute is not resolved under clause 14.2.1, either party may refer the dispute to an alternative dispute resolution method, which is agreed as appropriate.
- 14.3 Where the Customer is a Microenterprise or Small Enterprise Customer or a Non-for-Profit Customer, the Customer shall have the right to take unresolved complaints to an approved alternative dispute resolution agency eight (8) weeks after the complaint was made. CISAS is an independent approved alternative dispute resolution agency which provides this service free of charge.

15 NOTICES

- 15.1 Unless provided for elsewhere in this Agreement, all formal written notices or instructions given under this Agreement shall be in writing and shall be sent by:
- 15.1.1 the Supplier to the Customer by post to its principal place of business or such other address as may at the relevant time have been notified pursuant to this clause 15 to the Supplier, and shall be deemed as served on the second day after the same has been posted, on the Customer's invoice, by email, on the Customer Portal or on its website www.cyberlab.co.uk; or
 - 15.1.2 the Customer to the Supplier by recorded delivery to its principal place of business or such other address as

GENERAL CONDITIONS

may at the relevant time have been notified pursuant to this clause 155 to the Customer and shall be deemed as served at the time of delivery.

16 ASSIGNMENT AND SUBCONTRACTING

16.1 The Customer shall not assign, subcontract or encumber any right or obligation under this Agreement, in whole or in part, without the Supplier's prior written consent (such consent not to be unreasonably withheld or delayed).

16.2 The Supplier may at any time:

16.2.1 assign, mortgage, charge, declare a trust over or deal in any other manner with any or all of its rights under this Agreement, and/or

16.2.2 provide the Services to the Customer directly and/or through its Affiliates, suppliers, subcontractors and agents,

without prior written notice of such dealing to the Customer, provided that the Supplier remains primarily liable for the acts and omissions of its Affiliates, suppliers, subcontractors and agents.

17 AMENDMENTS

17.1 NOTWITHSTANDING CLAUSE 7.9, THE SUPPLIER RESERVES THE RIGHT AT ITS SOLE DISCRETION TO CHANGE THE SERVICE, ANY FEATURES OF THE SERVICE, EQUIPMENT, CHARGES AND/OR THE TERMS AND CONDITIONS OF THIS AGREEMENT BY GIVING THE CUSTOMER NOT LESS THAN THIRTY (30) DAYS' NOTICE, BY POST, EMAIL, BY PUBLISHING A NOTICE ON THE CUSTOMER'S INVOICE, THE CUSTOMER PORTAL AND/OR ON ITS WEBSITE AT https://app.cyberlab.co.uk/terms_conditions.

18 SUPPLIER PERSONNEL

18.1 The Customer shall not, without the prior written consent of the Supplier, at any time during the Minimum Term of this Schedule nor for a period of six (6) months following its expiry or termination for any reason, solicit or entice away from the Supplier or employ any person who is, or has been, engaged as an employee of the Supplier at any time during such period. Any consent given by the Supplier shall be subject to the Customer paying the Supplier a sum equivalent to one hundred per cent (100%) of the then current annual remuneration of the Supplier's employee.

18.2 The Customer acknowledges and agrees that TUPE shall not apply to the Services and prior to the Commencement Date, all considerations, claims, actions or otherwise have been provided to the Supplier in relation to the effects, actions or claims of any TUPE and that the Customer indemnifies in full and holds the Supplier harmless of any such actions or claims of TUPE against the Supplier for business transfers or service provision changes for the Term of this Schedule and for a period of six (6) months following expiry or termination of this Schedule.

19 THIRD PARTIES

19.1 Except as expressly provided for in this Agreement, a person who is not a party to this Agreement shall not have any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any of the provisions of this Agreement.

20 WAIVER

20.1 A waiver by either Party of a breach of a provision of this Agreement shall not be considered as a waiver of a subsequent breach of the same or another provision of this Agreement.

20.2 No failure, delay or omission by either party in exercising any right, power or remedy provided under this Agreement or by law shall operate as a waiver of that or any other right or remedy, nor shall it preclude or restrict any future exercise of that or any other right or remedy.

20.3 The Customer must bring any legal proceedings against the Supplier in connection with this Agreement within twelve (12) months from the date which the Customer first became aware or ought reasonably to have become aware of the facts giving rise to the liability or potential liability of the Supplier or within the statutory limitation period, whichever is the earlier.

21 SEVERANCE

21.1 If any provision of this Agreement (or part of any provision) is held by a court or other competent authority to be invalid or unenforceable in whole or in part, the validity and enforceability of any other provision of this Agreement and the remainder of the provision shall not be affected.

22 ENTIRE AGREEMENT

22.1 The terms and conditions of this Agreement, together with any terms set out in the Order and/or Schedules constitute the entire agreement between the parties, supersede any previous agreement or understanding and, subject to clause 7.9 and clause 17, may not be varied except in writing and signed by the Supplier.

22.2 All other terms, express or implied by statute or otherwise, are excluded to the fullest extent permitted by law.

22.3 In entering into this Agreement, the Customer acknowledges and agrees that it does not rely on any representations which are not confirmed in the terms and conditions of this Agreement, but nothing in this Agreement affects the liability of either party for fraudulent representation.

23 GOVERNING LAW AND JURISDICTION

23.1 This Agreement shall be governed by and construed in accordance with the laws of England and Wales, and the Customer agrees to submit to the exclusive jurisdiction of the courts of England and Wales.

SCHEDULE 1 - DEFINITIONS

Affiliate means, in relation to either Party, a company which is a subsidiary or holding company of it, or any company which is in same Group of companies, "holding company" and "subsidiary" having the meanings ascribed to them in section 1159 Companies Act 2006;

Agreement means the agreement between the Customer and Supplier, as described at clause 1.4 of these **General Conditions**;

Applicable Law means any legislation, authorisations, permissions, rules, regulations, codes of practice, orders and guidelines relating to the provision and/or use of the Services, including any directives or other requirements issued by any regulator from time to time;

Change of Control means in relation to the Customer where there is a material change in the exercise, control or holding of the voting shares (unless this is due to an internal group reorganisation)

Bespoke Software means any computer software, applications or programmes which have been developed by the Supplier for the Customer;

Charges means the fees payable for the Services, Support Services and/or Equipment as set out in the Order, the applicable **Service Schedules**, or as published on the Supplier's website at www.cyberlab.co.uk;

Confidential Information means any information of a confidential nature whether disclosed in writing or orally, is expressly stated to be confidential or can reasonably be expected to have been considered confidential, including without limitation, information in relation to a Party's affairs or business or method of carrying on business and the terms of this Agreement;

Commencement Date means either;

- (a) the date the Customer is notified by the Supplier that the Service (or any part of the Service, including each Site) will be ready to use, or;
- (b) where Service comprises of multiple Connections, a Connection will be Connected to the Network, or;
- (c) if earlier, the date upon which the Customer first uses the Service (or any part of the Service, including each Site) or Connection;

Connection means the connection of the Services (or any part thereof, including each Site) to the Network and "Connected" shall be construed accordingly;

Controller, Data Subject, Personal Data, Processor and Processing shall have the respective meanings given to them in applicable Data Protection Legislation from time to time (and related expressions, including process, processed, processing and processes shall be construed accordingly) and international organisation and Personal Data Breach shall have the respective meanings given to them in the GDPR;

Customer Complaints Code shall mean the Supplier's complaints code available at www.cyberlab.co.uk as may be amended from time to time;

Data Protection Legislation means, as binding on either party or the Services:

- (i) the UK General Data Protection Regulation ("GDPR"), the Data Protection Act 2018, and the Privacy and Electronic Communications (EC Directive) Regulations 2003;
- (ii) any laws which implement such laws; and
- (iii) any laws or regulations which replace, extend, re-enact, consolidate or amend any of the foregoing.

Documentation means the documentation made available to the Customer by the Supplier or by its suppliers or licensors via MyPortal or such other website address notified to the Customer by the Supplier from time to time, which sets out a technical description of the Services together with manufacturers recommendations and instructions for use of the Services;

Equipment means the Customer Equipment or Hardware, as listed in the **Order**, (as applicable);

General Conditions means these terms and conditions;

Good Industry Practice means in relation to any undertaking and any circumstances, the exercise of that degree of skill and care which could be reasonably expected of a highly skilled and experienced professional;

Hardware means physical equipment purchased or provided free of charge by the Customer from the Supplier;

Industry Regulations means rules and regulations set by relevant industry governing bodies which control and/or govern specific business activities;

Intellectual Property Rights means any copyright, patent, registered design, design rights, utility models, trademarks, trade secrets, know how, database rights, Confidential Information or any other registered or unregistered intellectual property rights of whatever nature subsisting anywhere in the world;

"**License Agreement**" shall mean any license or terms under which the Customer is permitted to use Third Party Software;

Minimum Term means the initial period of this Agreement as specified in the Order and if not specified shall be the period calculated in accordance with clause 2.1;

MyPortal means the Customer's online access to the provision of the Services available through the Supplier's website at <https://cyberlab.co.uk>;

Normal Working Hours means 09:00hrs to 17:30hrs on a Working Day;

Privacy Policy shall mean the Supplier's privacy policy available at www.cyberlab.co.uk/ as may be amended by the Supplier from time to time;

Professional Services, as specified in the Order and further detailed in **Schedule 3 (Professional Services)**;

Quality Standards shall mean a series of documents that provide requirements, specifications, guidelines or characteristics that are used consistently to ensure that materials, products, processes and services meet good quality, such as ISO 9001 Quality Management Systems;

Recurring Charges means the Charges for the Services which are invoiced repeatedly in every billing period, either as set out in the **Order** or the **SOW** and as varied under the Agreement from time to time;

Schedule 1 Definitions means this Schedule 1.

Schedule 2 Software Services means a series of sub-schedules (including any annex thereto) describing the relevant Services provided under this Agreement;

Schedule 3 Professional Services means a series of sub-schedules (including any annex thereto) describing the relevant Professional Services provided under this Agreement;

Schedule 4 Managed Support Services means a series of sub-schedules (including any annex thereto) describing the relevant Managed Support Services provided under this Agreement;

Services means the provision of services provided by Supplier to the Customer and as set forth in the Service Schedules;

Service Credits means the amount payable (if any) by the Supplier to the Customer in accordance with the applicable Services as set forth in Service Schedules;

Service Levels mean the standard of performance (if any) in relation to the Service in accordance with the applicable Services as set forth in Service Schedules;

Service Schedules means the numbered **Schedules 2 to 4** which detail the Service specific terms and conditions and which are incorporated into the Agreement pursuant to clause 1.4 of these General Conditions;

SCHEDULE 1 - DEFINITIONS

Site(s) means (where applicable) a physical location as specified in the Order and where the Equipment shall be located and/or to which the Service will be provided;

Supplied Software means the software to be licensed to the Customer as specified in an Order or Schedule together with any imbedded software, which is necessary for the provision of Services and/or use of the Equipment and may also include Third-Party Software;

Software means the Supplied Software, Bespoke Software and the Third Party Software;

Supplier means Cyberlab Consulting Limited, whose registered office is at Bridgford House, Heyes Lane, Alderley Edge, Cheshire SK9 7JP, company registration number 12392586, unless otherwise specified on the Order as an Affiliate of Cyberlab Consulting Limited.

Support Services means the provision of support services, provided by Supplier to the Customer as specified in the Order and further detailed in Schedule 3 (Support Services);

Tariffs means the applicable tariffs as referred to in this Agreement and the Order for the provision of the Services available on the Supplier's website www.cyberlab.co.uk and as periodically updated from time to time or amended under clause 7.9 above;

Termination Charges mean any compensatory charges payable by the Customer to the Supplier upon termination of this Agreement, in whole or part, in accordance with clause 9.7 of the General Conditions and as set out in the applicable Order, or if not specified then an amount equal to 100% of the Recurring Charges for all remaining months for the Minimum Term or Successive Term, together with any waived one off charges or Installation Charges;

Third-Party Supplier means a third-party supplier, provider or supplier of services over which the Supplier may utilise for provision of the Services under this Agreement;

Third-Party Software means any Software, the licence terms of which are governed by a separate agreement with the licensor of such software, typically by means of a 'click wrap' or 'shrink wrap' licence agreement;

Third Party Licensor means any third party with which the Customer has entered into a Licence Agreement in the terms of which the Customer uses software

Third Party Software means the any Software, created by a Third-Party Licensor and licensed pursuant to the terms of a License Agreement between the Third-Party Licensor and the Customer;

TUPE means the Transfer of Undertakings (Protection of Employment) Regulations 2006;

Working Day means Normal Working Hours any day other than Saturdays, Sundays, public or bank holidays in the United Kingdom.

SCHEDULE 2 – SOFTWARE SCHEDULE

1. THIRD PARTY SOFTWARE PRODUCTS

- 1.1 The Supplier is authorised by several Third-Party Licensor's to sub-license the Products. Products are licensed, not sold.
- 1.2 Where stated on the **Order**, the Supplier shall provide the Customer with a license to use the **Products**, subject to the terms of the Agreement and the **Third-Party Licensor's End User Terms**. By placing an Order with the Supplier, the Customer shall be deemed to have read, understood, and accepted the terms of this **Schedule**, the **General Conditions**, and the applicable **Third Party Licensor's End User Terms**.
- 1.3 Notwithstanding anything to the contrary in this Schedule, the Customer acknowledges and agrees that:
 - 1.3.1 Third Party Licensor's may vary, Update or discontinue Products, Product versions, Product features, Support and support for Third Party Software (including without limitation operating systems and platforms) from time to time for reasons including but not limited to changes in demand, security and technology;
 - 1.3.2 Third Party Licensor's may modify or update the Managed Security Services from time to time without materially reducing or degrading its overall functionality; and

the Supplier may modify or update this Schedule at any time to accurately reflect the Services by giving notice in accordance with clause 16.1 of the **General Conditions**.

2. COMMENCEMENT AND DURATION

- 2.1 This paragraph 3 shall supersede clause 2.1 of the **General Conditions**. The Products can be purchased on an **Advanced Subscription**, **Pay Annually Subscription** or **Pay-Monthly Subscription** basis as applicable.
- 2.2 Where the Customer purchases an **Advanced License Subscription**, this Agreement shall become effective on the date of the **Order**. It shall continue for the minimum period stated on the **Order** from the Commencement Date ("**Minimum Term**") unless terminated in accordance with clause 8 of the **General Conditions**. Upon expiry of the Minimum Term both the Agreement and Subscription automatically expire and do not renew.
- 2.3 Where the Customer purchases a **Pay Monthly Subscription**, this Agreement shall become effective on the date of the **Order**. It shall continue for the minimum period stated on the **Order** from the Commencement Date ("**Minimum Term**"), and thereafter unless terminated:
 - 2.3.1 by the Customer giving the Supplier not less than 90 days' written notice; or
 - 2.3.2 in accordance with clause 8 of the **General Conditions**.
- 2.4 Where the Customer purchases a **Pay Annually Subscription** this Agreement shall become effective on the date of the **Order**. It shall continue for the minimum period stated on the **Order** from the Commencement Date ("**Minimum Term**"), and thereafter shall be automatically renewed for successive periods of 12-month (each a "**Successive Term**") unless terminated:
 - 2.4.1 by the Customer giving the Supplier not less than 90 days' written notice; or
 - 2.4.2 in accordance with clause 8 of the **General Conditions**.

- 2.5 All Orders are non-cancellable and non-refundable and fees shall be payable in accordance with this Agreement unless otherwise stated in the Order.
- 2.6 Upon receipt of an Order, the Supplier will arrange delivery of a Subscription Key to the Customer for the Products. Delivery dates quoted are estimates only and the Supplier shall not be responsible for any delays due outside of its control. The Supplier reserves the right to make delivery in instalments.

3. USE OF PRODUCTS AND RESTRICTIONS

RIGHTS

- 3.1 Subject to the Customer's compliance with the terms of the Agreement, the Supplier hereby grants the Customer a limited, non-exclusive sub-license to use the Products solely for Internal Business Purposes in accordance with and as expressly permitted in the **Third-Party Licensor's End User Terms**.
- 3.2 The Customer acknowledges and agrees that the Services shall be used for the Customer's own information security purposes only. The Customer may permit its Affiliates and End Users to use the Services in accordance with this Schedule, provided that the Customer remains fully responsible and liable for their use and compliance with the terms and conditions of this Schedule.
- 3.3 Where the Customer is in breach of its obligations under this Schedule, the Supplier and the Third-Party Licensor reserve the right to suspend Service delivery until such time as Customer has remedied such breach.

TRIAL PRODUCTS

- 3.4 If permitted by Sophos, the Supplier may conduct a free trial or evaluation of a Product (each a "**Trial Product**"), the Customer may use the Trial Product in a test environment only and for the duration specified by the Supplier in writing.
- 3.5 The Trial Products are provided solely for internal testing and evaluation by Customers and are provided "**AS IS**" without any support, indemnity, liability or remedy of any kind. To the extent permitted by Applicable Law, the Supplier expressly disclaims all warranties and conditions of any kind, express or implied, including without limitation any warranty, condition or other implied term as to merchantability, fitness for a particular purpose or non-infringement of Trial Products.
- 3.6 The terms of paragraphs 3.4 and 3.5 above apply, and prevail over any conflicting terms in this Schedule, with respect to access and use of Trial Products.

4. DISCLAIMER OF WARRANTIES

- 4.1 EXCEPT FOR THE EXPRESS WARRANTIES FOR THE PRODUCTS PROVIDED BY THE THIRD PARTY LICENSOR UNDER **THE THIRD PARTY LICENSOR'S END USER TERMS** "**AS IS**", THE SUPPLIER, ITS THIRD PARTY LICENSORS, AND ITS SUPPLIERS MAKE NO WARRANTIES, CONDITIONS, UNDERTAKINGS OR REPRESENTATIONS OF ANY KIND, EITHER EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE IN RELATION TO THE PRODUCTS OR ANY THIRD PARTY SOFTWARE INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, UNINTERRUPTED USE, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT OR ARISING FROM COURSE OF DEALING, USAGE OR TRADE.

5. LIMITATION OF LIABILITY

- 5.1 THIS PARAGRAPH 5 IS SUPPLEMENTAL TO CLAUSE 10 OF THE GENERAL CONDITIONS. IT SHALL NOT SUPERSEDE IT EXCEPT

SCHEDULE 2 – SOFTWARE SCHEDULE

- WHERE EXPRESSLY STATED AND IN SUCH CASES THIS PARAGRAPH 5 SHALL TAKE PRECEDENCE.
- 5.2 THE CUSTOMER ACKNOWLEDGES AND AGREES THAT THE SUPPLIER'S LIABILITY SHALL BE LIMITED IN ACCORDANCE WITH THE GENERAL CONDITIONS. FURTHER THAT THE THIRD-PARTY LICENSOR'S LIABILITY SHALL BE LIMITED IN ACCORDANCE WITH THE **THIRD-PARTY LICENSOR END USER TERMS**.
- 6. SOPHOS PRODUCT SUPPORT**
- 6.1 Where the Customer purchases an **Advanced Subscription**, the Customer must contact Sophos directly for support with the Products. The Supplier does not provide support for Advanced Subscriptions.
- 6.2 Where the Customer purchases a **Pay-Monthly Subscription**, the Supplier will provide **MSP Basic Security Support** with the Products in accordance with **Annex 2**.
- 6.3 Any custom or sample code, files or scripts ("**Fixes**") provided by the Supplier as part of the provision of Standard Security Support which does not form part of the Supplier's standard commercial offering and may only be used in conjunction with the Products for which such Fixes were developed.
- 7. CHARGES AND PAYMENT**
- 7.1 This paragraph 7 is supplemental to clause 7 of the **General Conditions** and in the event of express conflict this clause shall take precedence.
- 7.2 The Charges for each Product detailed in the **Order** shall be indicative and estimated. The actual Charges may vary depending on usage, date of purchase, currency, and inflation. The Supplier shall be entitled to increase the Charges to reflect its standard Charges for the Product as at the date it is delivered to the Customer. No quotation, proposal or estimate shall be deemed to be an offer from the Supplier unless expressly stated otherwise therein.
- 7.3 For **Advance Subscriptions** and **Pay Annually Subscriptions**, the Supplier shall invoice the Charges for the full **Minimum Term** or **Successive Term** in advance.
- 7.4 For **Pay Monthly Subscriptions**, the Supplier shall invoice the Customer monthly in arrears in relation to actual usage by the Customer and its End Users in the preceding month based on the applicable Charges as per the Supplier's Tariff at the time of invoice.
- 7.5 Actual usage may vary from month to month and will not be charged on a pro-rata basis. The Supplier reserves the right to charge the Customer a minimum charge of £50 each calendar month, regardless of the actual usage.
- 7.6 Where the Supplier identifies that the Customer has underpaid the Charges, the Customer shall be invoiced for and shall pay the Supplier within seven (7) days of the date of invoice an amount equal to the shortfall between the fees due and those paid.
- 7.7 If the Customer fails to pay the Supplier by the due date, in addition to Supplier's other rights, the Supplier may require the Customer to purchase Products on an Advance Subscription basis.
- 7.8 The Service Entitlement together with the defined Security Service unit(s) or meter(s) specified in the Third-Party Licensor's End User Terms form the applicable Customer use level ("**Use Level**").
- 7.9 The Customer may access and use the Security Services in accordance with the applicable Use Level and may not exceed the Use Level at any time.
- 7.10 If Customer wishes to increase its Service Entitlement, it may place an Order with the Supplier. If the Customer exceeds its Service Entitlement, the Customer will pay any invoice for such excess use issued by the Supplier in accordance with clause 6 of the **General Conditions**.
- 7.11 Where the Supplier identifies that the Customer has underpaid the fees, the Customer shall be invoiced for and shall pay the Supplier within seven (7) days of the date of invoice an amount equal to the shortfall between the fees due and those paid.
- 7.12 If the Customer fails to pay the Supplier by the due date, in addition to Supplier's other rights, the Supplier may require the Customer to purchase Managed Security Services on an Advance Subscription basis.
- 8. TERM AND TERMINATION**
- 8.1 This paragraph 8 is supplemental to clause 9 of the **General Conditions** and in the event of express conflict shall supersede it.
- 8.2 Where the Agreement relates to a **Pay-Monthly Subscription** and such Agreement is terminated by the Customer within its **Minimum Term**, the Supplier shall be entitled to invoice the Customer for **Termination Charges** in accordance with clause 9.7 of the **General Conditions**.
- CONSEQUENCES OF TERMINATION**
- 8.3 Termination of this Schedule shall not relieve the Customer of its obligations to pay all Charges that have accrued or are otherwise owed by the Customer to the Supplier.
- 8.4 All Charges paid whether by way of an Advanced Subscription or otherwise are non-refundable to the maximum extent allowed by Applicable Law.
- 8.5 Except as otherwise set forth in the Agreement, within one (1) month after the date of termination of the Agreement, the Customer shall provide written certification to the Supplier confirming:
- 8.5.1 the destruction by the Customer of all partial and complete copies of the Products, and;
- 8.5.2 the Customer's termination of all End Users ability to access and use the services.
- 8.6 All rights of the Customer and its End Users to access and use the Products will automatically cease upon termination of the Agreement.
- 8.7 The following clauses, together with any terms necessary for the interpretation of the Agreement, will survive termination or expiry of the Agreement: **Annex 1** and paragraphs 4, 5, 8, 9 and 10 of this Schedule.
- 9. IPR**
- 9.1 Where the Supplier has provided Software and/or Documentation necessary for the Customer to make reasonable use of the Services and/or Equipment, the Customer acknowledges and agrees that:
- 9.1.1 the ownership of and all Intellectual Property Rights in the Software and Documentation remains with the Supplier or its Third-Party Licensor;
- 9.1.2 the Supplier grants a non-exclusive, non-transferable limited right to use the Software and/or Documentation to the Customer, solely as necessary for the provision of the Service in accordance with the terms of this Agreement. The Customer hereby agrees to comply with the provisions of any Third-Party Software licence,

SCHEDULE 2 – SOFTWARE SCHEDULE

- which will automatically terminate on expiry or termination of this Agreement;
- 9.1.3 it will not make any modifications to the Software or Documentation;
- 9.1.4 it will not (and shall not permit any third party to) copy, adapt, reverse engineer, decompile, disassemble, modify or make error corrections to the Software in whole or part except as permitted by law;
- 9.1.5 it will not rent, lease, lend, make available or distribute the Software or Documentation, assign the benefit or subcontract the burden of this Agreement in whole or part or allow the Software to become the subject of any charge, lien or encumbrance;
- 9.1.6 it shall not (and shall not permit any third party to) export the Software, Documentation or any hardware upon which the Software is embedded, out of the UK without the prior written consent of the Supplier or any licensor;
- 9.1.7 it will not modify, obscure or remove any copyright or proprietary notices on the Software or Documentation;
- 9.1.8 it permits the Supplier or the Software licensor, upon reasonable notice to enter during Normal Working Hours any premises owned or controlled by the Customer in order to review the Customer's use of the Software and/or the Documentation and ensure that the Customer is using the same in accordance with this Agreement;
- 9.1.9 it shall not resell the Services or sub-licence any Software to any third party, without the Supplier's express consent. Such consent shall be at the Supplier's sole discretion and subject to the Customer entering into a separate licence;
- 9.1.10 the Supplier does not warrant that the Software or Documentation is error free and the Customer hereby agrees to make proper back-ups of all data, and;
- 9.1.11 it shall be responsible, unless otherwise included in **Service Schedules** for applying patches, fixes or other temporary repairs and preventative maintenance to the Software to maintain the Software to the licensor's published specifications or as otherwise applicable to the provision of the Services.
- 9.2 The Customer will not, and will procure that none of its employees, subcontractors, agents or any third party authorised to use the Service and/or Software, infringe any Intellectual Property Rights owned by the Supplier, its Affiliates or third-party licensors.
- 9.3 The Customer shall, at all times during and after termination or expiry of this Agreement, indemnify and keep indemnified the Supplier, its Affiliates or third-party licensors against all losses, damages, costs or expenses and other liabilities (including legal fees) incurred by, awarded against or agreed to be paid by the Supplier, its Affiliate or third-party licensors arising from any claim made against the Supplier, its Affiliate or third-party licensors due to:
- 9.3.1 the Customer amending or in any way altering the Software or Documentation;
- 9.3.2 using it for a purpose not permitted by this Agreement, and;
- 9.3.3 for actual or alleged infringement of a third party's Intellectual Property Rights arising out of, or in connection with, the use of the Services.
- 9.4 If the Customer becomes aware of any breach of third-party rights, as a consequence of the Customer's use or possession of the Software and/or the Documentation in accordance with the terms of the Agreement, the Customer agrees that it shall:
- 9.4.1 give the Supplier notice of any such claim within fourteen (14) days of the date on which the Customer is first given notice that the claim has been made;
- 9.4.2 allow the Supplier or its Software licensors to have sole conduct of the defence or settlement of any such claim, and;
- 9.4.3 provide the Supplier with all reasonable assistance in conducting the defence or settlement of any such claim and shall make no prejudicial statement or admission of liability.
- 9.5 For the avoidance of doubt, the Supplier shall have the right at our sole option and expense where there has been a breach as referred to in clause 9.4, to:
- 9.5.1 procure the right for the Customer to continue using the Software and/or the Documentation so that it such use is no longer infringing;
- 9.5.2 modify the Services, Software and/or the Documentation so that they become non-infringing without material diminution in their performance or specification so that the provision of the Services is not materially adversely affected.
- 9.6 Upon termination of this Agreement, the Customer's right to use the Software and/or Documentation shall cease and the Customer shall, at the Supplier's absolute discretion, promptly return, or if requested, destroy all copies of the Software and/or Documentation held by the Customer that is in a tangible form, including Software and/or Documentation stored on electronic or optical devices, whether in digital format or otherwise.
- ### 10. CONFIDENTIALITY AND DATA PROTECTION
- 10.1 This paragraph 10 supplemental to clauses 11 and 13 of the **General Conditions**, in the event of express conflict only it shall supersede the **General Conditions**.
- 10.2 The Customer agrees that the Supplier or Third-Party Licensor may send promotional emails to the Customer to provide information about other goods and services which may be of interest. The Customer may notify the Supplier that you wish to withdraw permission for such promotional emails at any time by sending an email to marketing@cyberlab.co.uk and marketing@chessICT.co.uk.
- 10.3 The Customer acknowledges and agrees that the Supplier may directly and remotely communicate with the Products and to collect the following types of information:
- 10.3.1 Products, Product versions, Product features and operating systems being used;
- 10.3.2 processing times taken by the Product;
- 10.3.3 customer identification code and company name;
- 10.3.4 IP address and/or ID of the machine which returns the above listed information,
- 10.3.5 to provide Managed Security Services; and;
- certain Products may require the collection of additional information as detailed in the Sophos Group Privacy Notice and Data Processing Addendum at <https://www.sophos.com/en-us/legal/sophos-group-privacy-notice>.

SCHEDULE 2 – SOFTWARE SCHEDULE

USAGE DATA AND THREAT INTELLIGENCE DATA

- 10.4 The Supplier may collect, access, use, process, transmit, or store Usage Data and information collected under paragraph 10.3 may be used for the purposes of:
- 10.4.1 providing the Managed Security Services, performing this Schedule 2 and the Agreement;
 - 10.4.2 verifying Customer compliance with this Agreement and Schedule 2 where applicable;
 - 10.4.3 evaluating and improving the performance of the Products and Managed Security Services;
 - 10.4.4 preparing statistical analysis (such as malware infection rates and the usage of Products) that is aggregated, anonymised, de-identified or otherwise rendered not reasonably associated or linked to identifiable individual and using such analysis for the purposes of raising awareness of security risk and security threat research; and
 - 10.4.5 issuing alerts and notices about incidents and product lifecycle changes which affect the Products being used.
- 10.5 The Supplier requires, and the Customer agrees to provide, complete and accurate identification information and (where applicable) payment information for the purposes of:
- 10.5.1 billing;
 - 10.5.2 verifying Credentials;
 - 10.5.3 issuing license expiry and renewal notices, and
 - 10.5.4 providing account management.
- 10.6 In the case of personal data processed on behalf of the Customer, the Supplier acts as a Data Processor. In the case of personal data used for the Supplier or Third-Party Licensors business purposes under paragraphs 10.3 and 10.4, the Supplier or the Third-Party Licensor is the Data Controller, as applicable.
- 10.7 The terms “Processor” and “Controller” shall have the meanings defined in the General Data Protection Regulation (“GDPR”). The Supplier will process any personal data in accordance with the provisions of GDPR and its Privacy Notice. As a global organization, the group companies, subcontractors, suppliers and third-party licensors of Third-Party Licensor’s may be located anywhere in the world.
- 10.8 The Customer expressly confirms its consent to the use of data and information as set forth herein and in the **Third-Party Licensors End User Terms**, and further warrant that the Customer has obtained all necessary consents and provided all necessary notifications to share such data and information with the Supplier and Third-Party Licensor for the purposes described above.
- 10.9 The Customer agrees to indemnify and hold the Supplier harmless from and against any liability that arises in relation to the Customer’s failure to comply with this paragraph 10 and/or the **General Conditions**.

ANNEX 1 – DEFINITIONS

“**Advanced License Subscription**” means a subscription for the period as stated on the Order and where the Charges are payable in full and in advance for the duration of the Subscription;

“**Customer Content**” means all software, data (including Personal Data), non-Supplier or third-party applications, and any other content, communications or material, in any format; and any system, network, or infrastructure provided or made accessible by Customer or its End

Users to the Supplier in connection with Customer’s access and use of the Products;

“**Credentials**” means a system to restrict access including usernames and passwords;

“**Delinea End User Terms**” means the below terms and conditions are applicable between the Customer and Egress and can be found at <https://delinea.com/msla>:

- i) Master Subscription and License Agreement; and
- ii) Privacy Policy.

“**Documentation**” means any online help content, user manuals, or similar materials pertaining to the implementation, operation, access and use of the Products that are made available by the Supplier, as may be revised from time to time;

“**End User**” means an employee, consultant or other individual who benefits from the Products sub-licensed to the Customer;

“**Egress End User Terms**” means the below terms and conditions are applicable between the Customer and Egress and can be found at <https://www.egress.com/legal>:

- i) Master Subscription Agreement;
- ii) Online Subscriber Terms; and
- iii) Data Processing Addendum.

“**Forcepoint End User Terms**” means the below terms and conditions are applicable between the Customer and Forcepoint and can be found at <https://www.forcepoint.com/terms-and-conditions> and <https://www.forcepoint.com/legal/legal-information>:

- i) Subscription Agreement;
- ii) Network Security Products License Agreement;
- iii) Cloud Services Service Level Agreement;
- iv) Solution Rider;
- v) Data Processing and Data Protection Measures; and
- vi) Privacy Policy

“**Internal Business Purposes**” means the internal business purpose(s) relating specifically to the integrity of its systems, networks, documents, emails and other data;

“**KnowBe4 End User Terms**” means the below terms and conditions are applicable between the Customer and KnowBe4 and can be found at <https://www.knowbe4.com/terms>

- i) Customer Terms of Service;
- ii) Product Privacy Notice;
- iii) Global Data Processing Addendum;
- iv) ICO UK SCC Addendum; and
- v) KnowBe4 Mobile Ap License Agreement;

“**LogPoint End User Terms**” means the below terms and conditions are applicable between the Customer and LogPoint and can be found at

<https://www.logpoint.com/en/eula/>,
<https://www.logpoint.com/en/terms-of-service/>,
<https://www.logpoint.com/en/privacy-policy/>.

- i) End User License Agreement (“**EULA**”);
- ii) General Terms of Service; and
- iii) Privacy Policy

“**Sophos Managed Security Services**” means MDR, MDR Complete, Rapid Response and Threat Adviser Sophos Managed Threat Response, Sophos Rapid Response;

“**Managed Security Support**” means the managed security support services as further detailed in **Schedule 4 Managed Security Support**;

“**Pay Annually Subscription**” means a subscription whereby charges are invoiced in advance annually and whereby the Minimum Term automatically renews for a Successive Term;

SCHEDULE 2 – SOFTWARE SCHEDULE

“**Pay-Monthly Subscription**” means a subscription where the Customer is charged for the Services on a monthly basis for the Minimum Term;

“**Personal Data**” means any information relating to an identified or identifiable individual or that is otherwise defined as “personal data”, “personal information”, or “personally identifiable information” under applicable Data Protection Legislation;

“**Privacy Notice**” means the Supplier’s Privacy Notice which can be found on its website at <http://cyberlab.co.uk/> ;

“**Products**” means the Software subscriptions licensed by the Third-Party Licensors in accordance with the Third-Party Licensor’s End User Terms;

“**Rapid7 End User Terms**” means the below terms and conditions which are applicable between the Customer and Rapid7 and can be found at <https://www.rapid7.com/legal/>:

- i) General Conditions and Schedules B and C; and
- ii) Privacy Policy.

“**Software**” means proprietary software applications, in object or binary code only, and not source code, made available by the Third Party Licensor’s;

“**Sophos End User Terms**” means the below terms and conditions are which applicable between the Customer and Sophos and can be found at <https://www.sophos.com/en-us/legal/>:

- i) End User Terms of Use;
- ii) Sophos Managed Security Services Service Description(s);
- iii) Licensing Guidelines;
- iv) Privacy Notice; and
- v) Data Processing Addendum.

“**Standard Security Support**” means standard security support as detailed in **Schedule 4 (Standard Security Support)**;

“**Subscription Term**” means the term of the Customer’s authorised access and use of the Products as set forth in the applicable Order;

“**Third-Party Licensor’s End User Terms**” means the

- i) Egress End User Terms;
- ii) Delinea End User Terms;
- iii) Forcepoint End User Terms;
- iv) KnowBe4 End User Terms;
- v) LogPoint End User Terms;
- vi) Rapid 7 End User Terms;
- vii) Sophos End User Terms;

“**Update**” means an update of the library of rules and/or identities and/or other updates to the detection data, Products or software (excluding Upgrades) made available to the Supplier by Sophos at its sole discretion from time to time, but excluding any updates marketed and licensed by the Third-Party Licensor for a separate fee;

“**Upgrade**” means any enhancement or improvement to the functionality of the Products, versions or features made available to the Supplier by the Third-Party Supplier at its sole discretion from time to time, but excluding any software and/or upgrades marketed and licensed by the Third-Party Licensor for a separate fee, and;

“**Usage Data**” means any diagnostic and usage related information from the use, performance, and operation of the Products, including but not limited to, type of browser, Product features, and systems that are used and/or accessed, and system and Product performance data.

ANNEX 2 – SOPHOS MSP BASIC SECURITY SUPPORT

1. SUPPORT

1.1 **Basic MSP Security Support** can **only** be used alongside Sophos MSP licensing and is not available as a standalone product.

1.2 A level of security support **must** be purchased when using Sophos MSP licensing, this is for legal and contractual reasons. In place of the Basic Sophos Security Support, **Standard or Managed Security Support** may be purchased from the Supplier.

1.3 The table describes the **MSP Basic Security Support**:

	Support Responsibility Area		
	Customer	Supplier	
Onboarding of customer into MSP portal	No	Included	
Access to Sophos Central Portal	Yes - for self-service & self-monitoring	Basic troubleshooting Included	
Supply of agent deployment guide	No	Included	
Agent deployment (using The Supplier standard agent template)	Yes - using supplied deployment guide	Via Consultancy or Support Vouchers***	
Basic Configuration of Intercept X (Standard config for every customer)	No	Included	
Additional Configuration (in addition to basic included configuration)	No - Configuration must be co-ordinated by Supplier	Via Consultancy or Support vouchers***	
1st line support (Basic troubleshooting & config check) (Sophos certified technician course - FREE technical course)	Partial (See note) *	Yes	
2nd & 3rd line support (Non config/update issues) - Raise support request for Sophos to progress	No	Partial - Supplier raise Sophos support request	
Resolution of Support requests	Partial (See note) **	Partial - via basic troubleshooting only	
Deployment of NDR Virtual Appliance (only applicable for NDR add-on)	No	Yes	
Cyber incident response (included for information)	No	No	

* - Support tickets are raised by a single nominated contact for customer only. The Supplier-supplied FAQ document for basic troubleshooting (reboot/reinstall) must be used by nominated contact prior to ticket being raised.

** - A basic checks document will be supplied to the customer to perform simple remediation actions to resolve issue quickly. e.g. Reboot computer or re-install Sophos agent.

SCHEDULE 2 – SOFTWARE SCHEDULE

*** - Alternatively, if changes are likely to be a requirement selecting the **Supplier Managed Security Support** services may be a better alternative as a number of changes are included each month.

DOCUMENTS

- 1.4 The Supplier shall provide the Customer with:
 - 1.4.1 a Sophos Agent Deployment Guide providing instructions on how to deploy the Sophos Endpoint Agents supplied by the Supplier to the Customer; and
 - 1.4.2 a FAQ / Basic Troubleshooting Guide addressing frequently asked questions and providing basic troubleshooting steps to follow ahead of raising a support request with the Supplier.

RAISING SUPPORT REQUESTS WITH THE SUPPLIER

- 1.5 Under the Sophos MSP licensing, a single user will be nominated within each customer to be the authorised person to raise Support Request. A deputy may also be nominated for emergency use.
- 1.6 The nominated user must have the ability to reboot other end-users computers or to perform the re-installation of agents as is required prior to opening support requests.
- 1.7 Prior to raising a support request with The Supplier the Customer agrees to follow the basic troubleshooting guidance in the Supplier-supplied FAQ / Basic Troubleshooting Guide.
- 1.8 If after following the FAQ document guidance the issue remains, the customer must email support@cyberlab.co.uk. With details of the fault and a contact phone number to call.

SERVICE LEVELS

- 1.9 The Supplier shall use its reasonable endeavours to ensure that the initial response to the Customer's request for Support is not more than 3 Working Days from receipt by the Supplier of the Support Request.

ESCALATION TO SOPHOS

- 1.10 If, following investigation by the Supplier, the issue cannot be satisfactorily resolved, the Supplier will raise a Support Request on the Customer's behalf with Sophos. Sophos will then contact the Customer directly in accordance with its Service Levels.
- 1.11 Should Sophos determine a Support Request is not a result of a Product fault/defect, and reconfiguration of Customer systems is required to rectify the issue, it is the Customer's responsibility to rectify these issues. The Supplier may provide undertake work rectify the issue on behalf of the Customer. All work undertaken by the Supplier shall be by way of Professional Services and will be charged on time and materials consumed in accordance with **Schedule 3.1 Professional Services**.

2. ENDPOINT PROTECTION

- 2.1 During the Subscription Term, the Supplier shall provide the Customer and its End Users with the following;
 - 2.1.1 access to required Products and licenses on a monthly per user (or per server) basis;
 - 2.1.2 access to a hosted and maintained Sophos Central console for self-management; and
 - 2.1.3 subject to level of Subscription, access to advanced reports and threat intelligence.

3. BEST PRACTISE SECURITY POLICIES

- 3.1 As part of the Subscription, the Supplier will enforce secure, best practise threat protection policies for endpoint

protection. to These policies will dictate the automated behaviour of the software for the purposes of;

- 3.1.1 detection of known malware;
 - 3.1.2 "in-cloud" checks to allow detection of the latest malware known to Sophos;
 - 3.1.3 proactive detection of malware that has not been seen before;
 - 3.1.4 automatic clean-up of malware; and
 - 3.1.5 server endpoints only, automatic exclusion of activity by known applications from scanning.
- 3.2 If the Customer requires changes to be made to any automated policy, amendments can be made by the Supplier: either (i) by way of **Professional Services** on a time and materials basis, or (ii) if **Managed Security Support**, where purchased by the Customer pursuant to an **Order**.
 - 3.3 The Sophos Intercept X Essentials product does not have the functionality to make changes. An upgrade to Intercept X Advanced must be purchased from the Supplier or Sophos.

4. EXCLUSIONS

- 4.1 Additional modules in Endpoint Protection, including but not limited to other Sophos Central products not included in this **Annex 2** are excluded from this Schedule.

SCHEDULE 3 – PROFESSIONAL SERVICE SCHEDULE

1. SERVICE DESCRIPTION

- 1.1 The Supplier shall provide the Customer with one of more of the following professional and/or consultancy services as set forth in the applicable **Order** and/or Statement of Work ("**SOW**");
 - 1.1.1 technology advice, design and development;
 - 1.1.2 installation, deployment, configuration, testing and associated project management of Equipment and Software; and
 - 1.1.3 system handoverherein after referred to as "**Professional Services**"
- 1.2 This Schedule consists of the terms and conditions in the body of this Schedule and, where applicable, the following supporting documents incorporated by reference into this Schedule once agreed by both parties in writing and signed by the Customer:
 - 2.2.2 **SOW**; and
 - 2.2.3 Acceptance into Service.together defined as "**Working Documents**".
- 1.3 The **Working Documents** form part of this Schedule, and any additional documents agreed by the Parties in future which are not referred to in this Schedule shall not form part of this Schedule or the Agreement.
- 1.4 In the event of any conflict between this Schedule and any of the **Working Documents**, unless this Schedule expressly provides that it takes precedence over the terms in the **Working Documents**, the terms of the **Working Documents** will take precedence.
- 1.5 Subject to the above, later versions of the **Working Documents** once agreed between the parties in writing and signed by the Customer shall prevail over earlier ones if there is any conflict or inconsistency between them.
- 1.6 All Professional Services shall be provided on a time and material basis. Unless otherwise set forth in the **Order** or **SOW**, all Professional Services will be chargeable at the Supplier's current **Tariffs**.
- 1.7 The Customer shall be responsible for providing the Supplier with full and accurate details of the Customer's requirements in accordance with paragraph 1.17 below and such Customer requirements shall form the basis of the **SOW**.
- 1.8 For the avoidance of doubt the Supplier shall not be obliged to provide the Professional Services until the **SOW** has been signed by both the Customer and the Supplier and the Supplier has received a written **Order** from the Customer.
- 1.9 The Professional Services will be delivered during Service Hours unless otherwise agreed.
- 1.10 Where the **SOW** provides for deployment of Software or Equipment, the Customer acknowledges and accepts server reboots and/or downtime are to be expected.
- 1.11 Where the **SOW** does not include the supply of Software or Equipment as deliverables, it is the Customer's responsibility to provide all necessary Software and Equipment prior to the commencement of the Professional Services.
- 1.12 Where the **SOW** relates to Software installation only, it is the Customer's responsibility to ensure that the equipment the deployment will take on is compatible.
 - 1.13.1 provide the Supplier with all necessary information, facilities, support and services reasonably required by the Supplier for the performance of its obligations under this Schedule, including without limitation at no charge to the Supplier adequate office accommodation, a secure workspace, telephone services, access to the applicable computers, software, hardware and systems of the Customer at each relevant Site;
 - 1.13.2 provide the Supplier's personnel with full access to the areas in which the Professional Services are to be performed at each relevant Site;
 - 1.13.3 take all reasonable steps to ensure the health and safety of the Supplier's Consultants, employees, agents or subcontractors while they are at Site and maintain adequate insurance in respect of its potential liability to the personnel performing the Professional Services on behalf of the Supplier;
 - 1.13.4 ensure that the Customer's Representatives cooperate fully with the Supplier and use only skilled and competent personnel in relation to the provision of the Professional Services;
 - 1.13.5 make available all such facilities and timely and appropriate access to information and its personnel as the Supplier shall reasonably require, to provide the Professional Services;
 - 1.13.6 where a Project Manager is appointed by the Supplier (as detailed in the **SOW**), ensure that the Customer's Representative, liaises and attends meetings with the Supplier's Project Manager where requested; .
 - 1.13.7 ensure that any computer and operating system and any other hardware or software maintained by a third party on behalf of the Customer has been configured and is operating correctly without intervention of the Supplier, otherwise the Supplier will be entitled to recover any costs associated in such involvement, at the Suppliers standard **Tariffs**;
 - 1.13.8 permit the Supplier access to the Customer's Site and the Equipment during Service Hours;
 - 1.13.9 be fully responsible for all applications, data, interfaces, hardware and equipment within it control, including but not limited to, appropriate back-ups of all data, software, configuration and other information stored on any computer and operating system or any other hardware or software, and maintain an adequate disaster recovery plan, unless agreed otherwise;
 - 1.13.10 ensure that all prerequisites set out in the **Working Documents** are completed prior to the Supplier attending the Customer's Site and/or performing the Professional Services;
 - 1.13.11 ensure that all the requirements of health and safety legislation and procedures are and continue to be met with regard to any computer and operating system and any other hardware or software at the Site;
 - 1.13.12 make available all passwords and/or digital certificates required for the Supplier to perform the Professional and Consultancy Services, or make personnel available with access to such information at the appropriate time; and
 - 1.13.13 only dispose of packaging for Deliverables that are accepted as being in full working order.
- 1.14 The Customer warrants that:
 - 1.14.1 the computer and operating system and any other hardware or software has been and will be used entirely in accordance with manufacturer's instructions and recommendations and that no unauthorised use, alteration, adaptation, installation or modification has taken place or will take place in breach of any manufacturer warranty and/or Licence Agreement in place;
 - 1.14.2 it has full authority and power to authorise all necessary works required to the Site to be carried out to enable any Equipment to be installed and cables laid.

SCHEDULE 3 – PROFESSIONAL SERVICE SCHEDULE

- 1.15 Where personnel are supplied by the Supplier on a contract basis and are required to work in accordance with instructions given from time to time by or on behalf of the Customer, the Customer shall:
- 1.15.1 ensure that such instructions are provided with sufficient notice and detail to enable completion to the Customer's required standards;
 - 1.15.2 approve personnel's leave of absence (which shall not be chargeable), which shall not be unreasonably refused;
 - 1.15.3 approve and sign off personnel weekly activity reports on a weekly basis.
- 1.16 Following commencement of Professional Service, the Customer agrees to provide full responses in the shortest timescales to requests for information and assistance and acknowledges and in any event the same Working Day. The Customer further acknowledges that the Supplier will not be responsible for any delays, failure to complete items of work or additional time spent in obtaining information and assistance sought.
- 1.17 The Customer guarantees the accuracy, correctness, completeness and reliability of the data, information and documents made available to the Supplier, including those which originate from third parties. Unless set out in the **Order** or **Working Documents**, the Supplier may rely on and use this data, information and documentation without further verification.
- 1.18 Where project management is undertaken by the Customer, the Customer shall ensure that time scales and targets (including performance related targets and milestones) it sets are reasonably achieved.
- 1.19 The Customer shall at all times perform its obligations hereunder with due skill and care in a timely professional and reliable manner, use its reasonable endeavours to comply with any agreed timescales.
- 1.20 The Customer shall promptly sign off the task sheet or Acceptance into Service upon completion of the detailed schedule of work or in the case of stage projects at intervals as detailed in the relevant documents.
- 1.21 The Customer is fully responsible for evaluating the adequacy of and accepting any Deliverables.
- 1.22 The Customer hereby warrants, represents and undertakes that in so far as the Customer is aware, use by the Supplier of any information, software, hardware, documentation, drawings, Specifications, data or other materials made available by the Customer to the Supplier for the purposes of providing the Professional Services will not infringe the Intellectual Property Rights of any third party.
- 1.23 The Customer shall indemnify and hold the Supplier harmless from any and all loss, costs, damages and expenses arising out of any breach of paragraph 1.22.
- 2. SERVICE CONDITIONS**
- 2.1 The Supplier shall perform the Professional Services:
- 2.1.1 using appropriately qualified and skilled personnel;
 - 2.1.2 in accordance with this Schedule and the **SOW**;
 - 2.1.3 with reasonable care and skill and in accordance with Good Industry Practice; and
 - 2.1.4 to conform with all statutory requirements and applicable regulations relating to the Professional Services.
- 2.2 Where a Project Manager is appointed by the Supplier (as detailed in the **SOW**), the Project Manager will be chargeable and shall be responsible for the management of all Professional Services under this Schedule and will organise and attend regular meetings with the Customer's Representative as required by the Parties from time to time.
- 2.3 The Supplier shall use reasonable endeavours to:
- 2.3.1 provide the Professional Services on the date or dates and to meet any milestones specified in the **SOW**;
 - 2.3.2 ensure that the Deliverables conform with the requirements set out in the **SOW**;
 - 2.3.3 ensure that it has sufficient, suitable, experienced and appropriately qualified personnel to perform the Professional Services;
 - 2.3.4 ensure that throughout the provision of the Professional Services, the Supplier's personnel remain the employees or subcontractors of the Supplier and will remain under the overall control of the Supplier, if not possible, use reasonable endeavours to provide a suitable replacement within a reasonable timescale;
- 2.3.5 procure that its personnel shall, at all times while on the Customer's Site, comply with the Customer's regulations regarding health, safety, disciplinary and security matters as reasonably notified to the Supplier from time to time.
- 2.4 Without prejudice to the Customer's right to terminate this Agreement for material breach, the Customer's sole remedy against the Supplier for any failure on the part of the Professional Services and/or the Deliverables to meet the requirements set forth in the SOW will be to require the Supplier to use reasonable endeavours to correct such failure, free of additional charge and within a reasonable time.
- STATEMENT OF WORK**
- 2.5 The Supplier shall prior to the Services Start Date, confirm the scope of the Professional Services including the Deliverables, the Customer's obligations, data gathering tasks, project management processes and procedures and any special requirements or actions the Supplier may reasonably take in performing the Professional and Consultancy Services.
- 2.6 The Supplier will provide the Customer a draft of the **SOW** for discussion purposes and any drafts will be superseded by the final written **SOW**. The Supplier shall not be responsible if the Customer chooses to rely on, act or refrain from acting on the basis of the drafts or discussions between the Customer and the Supplier.
- 2.7 The Supplier agrees to provide the Professional Services in accordance with the **SOW**, where specific dates are agreed between the Parties and the Supplier fails to meet such dates, the Supplier will reschedule the dates within a reasonable time, however unless set out otherwise in the **Order** or the **SOW**, all time is indicative and shall not be of essence.
- 2.8 The Supplier shall undertake a systems handover to the Customer as set out in the applicable **Order** or **SOW** and recorded in the Acceptance into Service documentation. Any additional training required by the Customer thereafter shall be provided by the Supplier in accordance with the Supplier's current **Tariffs**.
- ACCEPTANCE OF SYSTEMS**
- 2.9 Acceptance of the Systems shall be deemed to have occurred on whichever is the earliest of:
- 2.9.1 the signing by the Customer of the Acceptance into Service documentation for the Systems following successful completion of the relevant Acceptance Tests; or
 - 2.9.2 the expiry of five (5) Working Days after a request from the Supplier to the Customer to perform Acceptance Tests unless the Customer has provided a written report detailing the basis upon which the Acceptance Tests had not been successfully completed with reference to the **SOW** or **Order**.
- 2.10 Acceptance of the Systems constitutes agreement by the Customer that the Services and Deliverables have been

SCHEDULE 3 – PROFESSIONAL SERVICE SCHEDULE

- completed, delivered, and comply with any requirements specified within the **Order** and/or **SOW**.
- 2.11 The Services shall not be deemed to have failed the Acceptance Tests by reason of any failure to provide any criteria, function or requirement not specified in the **SOW**.
- 2.12 The Supplier shall use reasonable endeavours to remedy, free of charge, any error or non-conformity relating to the services delivered with reference to the **Order** and/or **SOW** where the Customer notifies the Supplier within 10 Working Days from the date Acceptance of the Systems has been deemed to have occurred in accordance with paragraph 4.9 above.
- EXCLUSIONS**
- 2.13 The Supplier will not be responsible for any delay in the provision of the Professional Services or failure to achieve targets set by the Customer arising out of
- 2.13.1 any breakdown in project management by the Customer; or
- 2.13.2 as a consequence of any breach by the Customer of its obligations under this Schedule;
- 2.13.3 any non-acceptance, delay or non-payment by the Customer of any charges due under this Schedule; or
- 2.13.4 as a result of an extension offered.
- 2.14 If the Supplier's performance of its obligations under this Schedule are prevented or delayed by any act or omission of the Customer, its employees, agents or subcontractors, the Supplier shall not be liable for any costs, charges or losses sustained or incurred by the Customer arising directly or indirectly from such prevention or delay.
- 2.15 The Supplier shall not be liable for any non-delivery of Equipment (even if caused by the Supplier's negligence) unless the Customer notifies the Supplier in writing of the failure to deliver within seven (7) days of the scheduled delivery date. Any liability of the Supplier for non-delivery of Equipment shall be limited to replacing the Equipment within a reasonable time or issuing a credit note against any invoice raised for such Equipment.
- 2.16 The Supplier's obligation to provide the Professional Services is subject to any applicable Licence Agreements being in force.
- 2.17 Where the Supplier has not provided the core, underlying licences or applications to the Customer, the Supplier will not be liable for any faults, bugs or incidents relating to such core software, and any time and resources that have to be applied by the Supplier to issues found to be or related to, such core software, will be out of the scope of the Professional Services being provided and subject to separate charges.
- 2.18 Where the Customer purchases Professional Services in advance and without reference to an agreed **SOW**, the Services must be used by the Customer within twelve (12) months from the Effective Date unless another period is specified in the **Order**. The Professional Services and Agreement will be deemed to have expired 12 months from the Effective Date or such other period stated within the **Order**.
- 3. CHARGES AND PAYMENT**
- 3.1 Where the **Order** or **SOW** provides for payment milestones upon completion of work, the Supplier will use reasonable endeavours to invoice the Customer for the Charges relating to the Professional Services which have been delivered within 5 Working Days of the date Acceptance of the Systems has been deemed to have occurred in accordance with paragraph 2.9. In all other cases the Supplier shall be entitled to invoice the Customer monthly in arrears for Charges as detailed in the **Order** and/or **SOW** relating to Professional Services delivered.
- 3.2 In consideration for providing the Professional Services, the Customer shall pay the Supplier the Charges as set forth in the applicable **Order** or **SOW**, together with any of the following:
- 3.2.1 all reasonable and properly incurred expenses, including but not limited to travel and other out of pocket expenses;
- 3.2.2 reasonable time spent by the Consultant(s) in travelling, where the distance travelled is further than 35 miles from the Supplier Office closest to the geographical location of the Customer Site;
- 3.2.3 the requisite deposit;
- 3.2.4 any work completed by the Supplier at the Customer's request outside the scope set out in the **SOW** and if no fee is agreed for this work the Supplier shall be paid on a time and materials basis at the Supplier's **Tariffs** applicable at the time, unless the Parties otherwise agree in writing; and
- 3.2.5 cancellation or additional fees and/or expenses that might arise due to breach of this Schedule by the Customer.
- 3.3 The Charges are based upon the Supplier's assessment of work involved, taking into account any assumptions set out in the **Order** or **SOW** and where necessary the Supplier will agree any adjustment to the Charges with the Customer.
- 3.4 The Supplier may invoice the Customer for any of the following Charges in addition to those set out above;
- 3.4.1 Cancellation Charges, Rescheduling Charges and/or Termination Charges in accordance with paragraphs 6 and 7;
- 3.4.2 charges for expediting provision of the Professional Services at the Customer's request; or
- 3.4.3 any change to the scope of the Professional Services in accordance with paragraph 4.
- 3.5 This paragraph 3 is supplemental to clause 7 of the **General Conditions** and if this paragraph 3 conflicts with clause 7 of the **General Conditions**, this paragraph shall take precedence.
- 4. CHANGE CONTROL PROCEDURE**
- 4.1 The Customer may, by giving written notice to the Supplier at any time during the term of this Agreement, request a change in the scope of a **SOW**.
- 4.2 Within seven (7) Working Days of receipt of such notice, subject to the change being viable and receipt of all information reasonably requested by the Supplier, the Supplier shall prepare for the Customer a written quote for any increase or decrease in the Charges payable by the Customer under this Schedule, and any effect that the requested change would have on the scope of the **Order** and/or **SOW**. The Supplier also reserves the right to charge the Customer in accordance with its **Tariff** in relation to any work undertaken in preparing its quote in response to a change request.
- 4.3 Should the request made not be viable, the Supplier shall within seven (7) Working Days of the request, notify the Customer, qualifying why and where possible suggest an alternative. The Supplier also reserves the right to charge the Customer in accordance with its **Tariff** in relation to any work undertaken in preparing its response to a change request.
- 4.4 Within seven (7) Working Days of receipt of the written quote referred to in paragraph 4.2, the Customer shall inform the Supplier in writing of whether the Customer wishes the requested change to be made. If the change is required, the Supplier shall not make the requested change until the parties have agreed and signed a **SOW** specifying any changes to the scope of the Professional Services and the Charges payable to the Supplier.
- 5. STATEMENTS**
- 5.1 STATEMENTS ARE MADE BASED ON THE INFORMATION AVAILABLE AT THE TIME.

SCHEDULE 3 – PROFESSIONAL SERVICE SCHEDULE

- 5.2 STATEMENTS, INCLUDING THOSE MADE ABOUT THIRD PARTY SOFTWARE, EQUIPMENT OR SERVICES, ARE NOT A REPRESENTATION, UNDERTAKING OR WARRANTY AS TO OUTCOME OR ACHIEVABLE RESULTS.
- 5.3 STATEMENTS ARE PROVIDED FOR INFORMATION ONLY AND ARE NOT:
- 5.3.1 LEGAL ADVICE; OR
- 5.3.2 ADVICE ABOUT HOW ANY REGULATION OR COMPLIANCE REQUIREMENT MAY APPLY TO THE CUSTOMER.
- 5.4 THE SUPPLIER MAKES NO WARRANTIES, EXPRESS, IMPLIED OR STATUTORY AS TO THE INFORMATION IN ANY STATEMENT.
- 5.5 THE SUPPLIER WILL NOT BE RESPONSIBLE FOR THE WAY IN WHICH THE DELIVERABLES, STATEMENTS OR ANY OTHER OUTPUT FROM THE PROFESSIONAL SERVICES IS USED.
- 6. SUSPENSION, CANCELLATION AND POSTPONEMENT**
- 6.1 SUBJECT TO CLAUSE 8 OF THE **GENERAL CONDITIONS**, THE SUPPLIER RESERVES THE RIGHT TO SUSPEND PROVISION OF THE PROFESSIONAL SERVICES IN ACCORDANCE WITH THE PROVISIONS THEREIN.
- 6.2 IF THE CUSTOMER GIVES NOTICE IN WRITING CANCELLING AN **ORDER** NOT LESS THAN TEN (10) WORKING DAYS BEFORE THE PROFESSIONAL SERVICES ARE DUE TO COMMENCE, NO CHARGES WILL BE APPLIED BY THE SUPPLIER.
- 6.3 IF THE CUSTOMER GIVES NOTICE IN WRITING CANCELLING AN **ORDER** NOT MORE THAN NINE (9) WORKING DAYS AND NOT LESS THAN FIVE (5) WORKING DAYS BEFORE THE PROFESSIONAL SERVICES ARE DUE TO COMMENCE, THE SUPPLIER RESERVES THE RIGHT TO INVOICE THE CUSTOMER FIFTY PERCENT (50%) OF THE AGREED CHARGES AS STATED IN THE **ORDER** OR WHERE APPLICABLE THE **SOW** OR IF NO CHARGES ARE STATED FIFTY PERCENT (50%) OF THE CHARGES THAT THE SUPPLIER ANTICIPATED CHARGING IN RESPECT OF THE **ORDER** OR WHERE APPLICABLE THE **SOW**. IN ALL OTHER CASES THE SUPPLIER RESERVES THE RIGHT TO INVOICE THE CUSTOMER ONE HUNDRED PERCENT (100%) OF THE CHARGES STATED IN THE **ORDER** OR WHERE APPLICABLE THE **SOW** OR IF NO CHARGES ARE STATED ONE HUNDRED PERCENT (100%) OF THE CHARGES THAT THE SUPPLIER ANTICIPATED CHARGING IN RESPECT OF THE **ORDER** OR WHERE APPLICABLE THE **SOW** ("**CANCELLATION CHARGES**").
- 6.4 ONCE THE SUPPLIER COMMENCES DELIVERY OF THE PROFESSIONAL SERVICES THEN NO CANCELLATION OF AN **ORDER** FOR THE PROFESSIONAL SERVICES WILL BE PERMITTED UNLESS THE SUPPLIER AGREES IN WRITING.
- 6.5 SHOULD THE CUSTOMER WISH TO PROCEED WITH THE PROVISION OF PROFESSIONAL SERVICES FOLLOWING SERVICE OF A NOTICE OF CANCELLATION, THE CUSTOMER WILL BE REQUIRED TO ENTER A NEW AGREEMENT WITH THE SUPPLIER.
- 6.6 IF THE CUSTOMER GIVES NOTICE IN WRITING, TO RE-SCHEDULE OR POSTPONE THE DELIVERY OF THE PROFESSIONAL SERVICES FROM THE DATE AGREED WITH THE SUPPLIER TO A DATE NO LATER THAN 3 MONTHS FROM THE DATE AGREED,:
- 6.6.1 NOT LESS THAN TEN (10) WORKING DAYS BEFORE THE PROFESSIONAL SERVICES ARE DUE TO COMMENCE THEN NO ADDITIONAL CHARGES WILL BE APPLIED IN RELATION TO THE RESCHEDULING OF DELIVERY;
- 6.6.2 NOT MORE THAN NINE (9) WORKING DAYS BUT NOT LESS THAN FIVE (5) WORKING DAYS BEFORE THE PROFESSIONAL SERVICES ARE DUE TO COMMENCE THEN THE SUPPLIER RESERVES THE RIGHT TO INVOICE THE CUSTOMER RESCHEDULING CHARGES CALCULATED AT TWENTY-FIVE PERCENT (25%) OF THE AGREED CHARGES STATED IN THE **ORDER** (OR WHERE APPLICABLE THE **SOW**) OR IF NO CHARGES ARE STATED TWENTY-FIVE PERCENT (25%) OF THE CHARGES THAT THE SUPPLIER ANTICIPATED CHARGING IN RESPECT OF THE **ORDER** OR WHERE APPLICABLE THE **SOW**; AND
- 6.6.3 LESS THAN FIVE (5) WORKING DAYS BEFORE THE PROFESSIONAL SERVICES ARE DUE TO COMMENCE THEN THE SUPPLIER RESERVES THE RIGHT TO INVOICE THE CUSTOMER RESCHEDULING CHARGES CALCULATED AT FIFTY PERCENT (50%) OF THE CHARGES STATED IN THE **ORDER** (OR WHERE APPLICABLE THE **SOW**) OR IF NO CHARGES ARE STATED FIFTY PERCENT (50%) OF THE CHARGES THAT THE SUPPLIER ANTICIPATED CHARGING IN RESPECT OF THE **ORDER** OR WHERE APPLICABLE THE **SOW** ("**RESCHEDULING CHARGES**").
- 6.7 THE CUSTOMER AGREES THAT THE CANCELLATION CHARGES AND RESCHEDULING CHARGES ARE A FAIR ASSESSMENT OF THE OF THE LOSSES AND DAMAGES THE SUPPLIER WILL SUFFER IN THE EVENT OF CANCELLATION OF THE **ORDER** OR POSTPONEMENT OF DELIVERY OF THE PROFESSIONAL SERVICES.
- 6.8 THE SUPPLIER MAY AT ITS SOLE DISCRETION APPLY A REDUCTION TO THE CHARGES PAYABLE FOR PROFESSIONAL SERVICES THAT HAVE BEEN RESCHEDULED WHERE THE CUSTOMER HAS PAID THE RESCHEDULING CHARGES IN FULL. SAVE FOR WHERE A REDUCTION IS AGREED BY THE SUPPLIER AND CONFIRMED IN WRITING, PAYMENT BY THE CUSTOMER OF RESCHEDULING CHARGES DOES NOT EXTINGUISH OR OTHERWISE AFFECT THE CUSTOMER'S LIABILITY TO PAY THE CHARGES FOR THE PROFESSIONAL SERVICES IN ACCORDANCE WITH THE **ORDER** AND/OR **SOW**.
- 7. TERMINATION**
- 7.1 THIS PARAGRAPH 7 IS SUPPLEMENTAL TO CLAUSES 2 AND 9 OF THE **GENERAL CONDITIONS**. IF THIS PARAGRAPH 7 CONFLICTS WITH CLAUSES 2 OR 9 OF THE **GENERAL CONDITIONS**, THIS PARAGRAPH SHALL TAKE PRECEDENCE.
- 7.2 THE AGREEMENT SHALL COMMENCE ON THE DATE OF THIS AGREEMENT AND SHALL AUTOMATICALLY EXPIRE UPON COMPLETION OF THE **ORDER** AND/OR **SOW** UNLESS OTHERWISE TERMINATED EARLIER IN ACCORDANCE WITH THIS PARAGRAPH 7 AND/OR CLAUSE 9 OF THE **GENERAL CONDITIONS**.
- 7.3 FOLLOWING COMMENCEMENT OF THE PROFESSIONAL SERVICES EITHER PARTY MAY TERMINATE THE AGREEMENT, AN **ORDER** OR A **SOW** WITHOUT CAUSE BY GIVING AT LEAST THIRTY (30) DAYS' WRITTEN NOTICE TO THE OTHER PARTY.
- 7.4 WHERE THE AGREEMENT, AN **ORDER** OR A **SOW** IS TERMINATED FOLLOWING COMMENCEMENT OF THE PROFESSIONAL SERVICES, OTHER THAN WHERE THE CUSTOMER TERMINATES THE AGREEMENT UNDER CLAUSE 9.1 OF THE **GENERAL CONDITIONS** OR WHERE THE SUPPLIER TERMINATES UNDER PARAGRAPH 7.3 ABOVE OR PURSUANT TO CLAUSES 9.3.1 TO 9.3.3 OF THE **GENERAL CONDITIONS**, THE SUPPLIER RESERVES THE RIGHT TO INVOICE THE CUSTOMER ONE HUNDRED PERCENT (100%) OF THE REMAINING CHARGES STATED IN THE **ORDER** OR WHERE APPLICABLE THE **SOW** OR IF NO CHARGES ARE STATED ONE HUNDRED PERCENT (100%) OF THE REMAINING CHARGES THAT THE SUPPLIER ANTICIPATED CHARGING IN RESPECT OF THE **ORDER** OR WHERE APPLICABLE THE **SOW** ("**TERMINATION CHARGES**").
- 7.5 IMMEDIATELY FOLLOWING SUSPENSION OR TERMINATION OF THE PROFESSIONAL SERVICES (WHETHER PARTIAL OR IN RESPECT OF ALL THE PROFESSIONAL SERVICES) THE CUSTOMER SHALL FORTHWITH PAY TO THE SUPPLIER:

SCHEDULE 3 – PROFESSIONAL SERVICE SCHEDULE

- 7.5.1 ALL OUTSTANDING FEES AND CHARGES (TOGETHER WITH VAT WHERE APPROPRIATE) AND INTEREST;
- 7.5.2 IN RESPECT OF ALL PROFESSIONAL SERVICES DELIVERED BUT FOR WHICH NO INVOICE HAS BEEN SUBMITTED, THE SUPPLIER MAY SUBMIT AN INVOICE, WHICH SHALL BE PAYABLE IMMEDIATELY UPON RECEIPT;
- 7.5.3 ANY OUTSTANDING FEES AND CHARGES PAYABLE BY INSTALMENTS, WHICH WOULD HAVE BECOME DUE AND PAYABLE BY THE CUSTOMER IF THE PROFESSIONAL SERVICES HAD NOT BEEN TERMINATED;
- 7.5.4 ALL LIABILITIES, CLAIMS, COSTS, LOSSES AND EXPENSES INCURRED AND/OR ACCRUED BY THE SUPPLIER, AND;
- 7.5.5 ANY COMMITTED COSTS OR LOSSES PAYABLE TO A THIRD-PARTY SUPPLIER INCURRED AS A RESULT OF SUCH SUSPENSION OR TERMINATION, WHICH THE SUPPLIER CANNOT REASONABLY MITIGATE.
- 7.6 TERMINATION OF THE PROFESSIONAL SERVICES SHALL NOT AFFECT ANY RIGHTS, REMEDIES, OBLIGATIONS OR LIABILITIES OF THE PARTIES THAT HAVE ACCRUED UP TO THE DATE OF TERMINATION, INCLUDING THE RIGHT TO CLAIM DAMAGES IN RESPECT OF ANY BREACH OF THIS SCHEDULE WHICH EXISTING ON OR BEFORE THE DATE OF TERMINATION.
- 7.7 UPON TERMINATION OF THE AGREEMENT, THE CUSTOMER SHALL WITHIN FOURTEEN (14) DAYS CEASE ALL USE OF THE SUPPLIER SOFTWARE AND RETURN SUPPLIER SOFTWARE (AND ALL COPIES OF THE WHOLE OR ANY PART THEREOF) TO THE SUPPLIER, OR IF REQUESTED BY THE SUPPLIER, DESTROY ALL COPIES OF THE SAME.

“Systems” means Equipment, Bespoke Software, Third Party Software or any other software owned or used by the Customer in relation to which Professional Services are provided by the Supplier;

“Tools” means any software, specifications, reports, diagrams, instructions, materials or other know how used by the Supplier for the purposes of providing the Professional Services to the Customer;

“Working Document” means any, **SOW**, Acceptance into Service, or **Order** detailing work to be completed, which may be paper or electronic format (email);

ANNEX 1 - DEFINITIONS

“Account Manager” means the Supplier’s account manager as may be agreed from time to time between the Customer and the Supplier;

“Acceptance Tests” means any tests or criteria stated in a **SOW** in relation to any Deliverables or Bespoke Software;

“Supplier Office(s)” means Supplier’ offices located in Alderley Edge, Burnley, Glasgow, Bury St Edmonds, or Borehamwood (as applicable).

“Customer Materials” means all documents, information, items and materials in any form, whether owned by the Customer or a third party, which are provided by the Customer to the Supplier in connection with the provision of Professional Services;

“Deliverables” means all Equipment, products, documents and materials developed or provided by the Supplier in relation to the provision of the Professional Services;

“Equipment” means the hardware at the Site whether or not such hardware is situated at the Site prior to commencement of the Agreement , and whether provided by the Supplier or not;

“Project Manager” means the project manager appointed by each the Customer and the Supplier for the purposes of managing the relationship between the parties under the Agreement;

“Service Hours” means standard working hours that shall not exceed seven (7) hours each day from Monday to Friday between the hours of 09:00 and 17:00, excluding public holidays unless otherwise agreed;

“Specification” means the description (if any) of the Professional Services set out or referred to in any **Working Document**;

“Statements” means the surveys, statements, presentations, recommendations, advice, reports, opinions and other communication provided by the Supplier as part of the Professional Services;

SCHEDULE 4 – MANAGED SECURITY SUPPORT SCHEDULE

1. SERVICE DESCRIPTION

- 1.1. Where the Customer has purchased **Standard Security Support**, the Supplier shall provide the Customer with the following:
 - 1.1.1. onboarding the Supported Equipment into the Service;
 - 1.1.2. access to MyPortal and Service Desk contact information;
 - 1.1.3. remote Incident management support; and
 - 1.1.4. facilitate any claim made under a Third-Party Supplier warranty and/or support contract on behalf of the Customer;
- 1.2. Where the Customer has purchased **Managed Security Support**, the Supplier shall provide the Customer with the services listed at paragraph 1.2 in addition to the following:
 - 1.2.1. System Monitoring;
 - 1.2.2. Elective Change Management;
 - 1.2.3. Configuration Back Ups and Recovery in the event of a disaster;
 - 1.2.4. End User Support;
 - 1.2.5. Automated reports; and
 - 1.2.6. Quarterly advisory sessions.

ONBOARDING AND INITIAL CONFIGURATION

- 1.3. Where the Supported Equipment is being provided by the Supplier pursuant to an **Order**, the Supplier shall provide the Supported Equipment in accordance with its **General Conditions** and the applicable **Service Schedule**. In all other cases, the Customer shall provide all Supported Equipment.
- 1.4. Where the Customer does not purchase the Supported Equipment from the Supplier, the Customer shall provide suitable alternative servers and infrastructure which meet the Vendor's minimum requirements for the Supported Equipment, including but not limited to all port requirements. It is the Customer's responsibility to make any required port access changes. For product and/or Vendor specific requirements please see the applicable **Vendor Annexes**.
- 1.5. Subject to compatibility, the Supplier shall configure the Customer's servers and infrastructure to host the specified Managed Security Support. The configuration provided by the Supplier is limited to the configuration required to provide the Managed Support Services, not of the Supported equipment itself.
- 1.6. The Customer will provide the Supplier with an account to access the management consoles of the Supported Equipment with sufficient privileges to perform the required administration. For product and/or Vendor specific requirements and obligations relating to Initial Configuration please see the applicable **Vendor Annexes**.
- 1.7. Server and proxy reboots/downtime should be expected with any upgrade processes performed by the Supplier. The Supplier shall agree and notify the Customer of any planned upgrades/downtime on the Customer Network.
- 1.8. The Customer must ensure that the existing Third-Party Supplier AV solutions are centrally managed and any tamper protection can be switched off on all devices before the Supplier is able to migrate an AV product.
- 1.9. Where the Customer requires the Supplier to migrate an existing Third-Party Supplier AV solution, this shall be chargeable as Professional Services and provided pursuant to **Schedule 3 (Professional Services)**.

- 1.10. Where the Customer requests the Supplier to undertake any services which are out of scope of the Services whether by way of onboarding and initial configuration shall be provided by the Supplier by way of Professional Services and chargeable in accordance with any **SOW** agreed and **Schedule 3 (Professional Services)**.

2. COMMENCEMENT AND DURATION

- 2.1. The Agreement shall commence on the date the Order is placed by the Customer, subject to site survey and credit check by the Supplier, and shall continue in force for a minimum period of two (2) years from the Commencement Date or as otherwise specified in the Order ("**Minimum Term**") and thereafter shall automatically renew for successive periods of one (1) year (each a "**Successive Term**") unless terminated:
 - 2.1.1. by the Customer giving the Supplier not less than ninety (90) days written notice before the end of the Minimum Term or Successive Term; **or**
 - 2.1.2. in accordance with clause 9 of the **General Conditions**.

3. STANDARD SECURITY SUPPORT

MY PORTAL

- 3.1. MyPortal provides the Customer with important information about its account, systems, and services. It enables the self-service management of the Services providing, status updates and responses to assist in the monitoring and reporting of the Supported Equipment.
- 3.2. The Supplier shall provide to the Customer's designated administrator a unique login ID and password to access the Customer's account in MyPortal. As a designated administrator, access to MyPortal can be enabled for others, including control of areas and level of access, where required.

SERVICE DESK

- 3.3. The Service Desk will provide support to the Customer during the Support Hours. The Service Desk provides a single point of contact for all Customer enquiries, queries or Incidents logged by MyPortal, email or telephone.
- 3.4. When contacting the Service Desk the Customer must, where possible, provide details of the following:
 - 3.4.1. contract number;
 - 3.4.2. serial number or make and model;
 - 3.4.3. details of Supported Equipment;
 - 3.4.4. Customer contact information; and
 - 3.4.5. full description of the issue.

INCIDENT MANAGEMENT

- 3.5. Save for where 24/7 Incident Management is purchased by the Customer pursuant to an **Order**, the Supplier shall provide Incident Management in accordance with the Standard Support Hours, as further described below, from the Commencement Date:
- 3.6. The Customer shall report an Incident to the Service Desk as soon as reasonably practicable by telephone, email or MyPortal.

INCIDENT IDENTIFICATION

- 3.7. The Supplier shall identify and classify a request submitted to the Service Desk as either (i) an Incident or (ii) a Change Request as defined in **Annex 1**. All Incidents shall be managed in accordance with this paragraph 3.
- 3.8. Where a request is deemed by the Supplier to be a Change request, this Supplier may provide support subject to an Additional Charge calculated on a time and materials basis in accordance with the Supplier's applicable Tariff from time to time.

PRIORITY CLASSIFICATION

SCHEDULE 4 – MANAGED SECURITY SUPPORT SCHEDULE

3.9. The Supplier shall allocate a unique reference number to each Incident and shall prioritise the Incident as follows:

PRIORITY LEVEL	DESCRIPTION
Priority 1 Critical	A critical service is non-operational, impacting the Customer’s business, multiple End Users or multiple Sites; or severe functional error or degradation of Service(s) affecting production, demanding immediate attention. Business Risk is High
Priority 2 Major	The Customer’s business is experiencing failure or performance degradation that impairs the operation of a critical business Service, although a work around may exist; or Application functionality is lost; or significant number of End Users or major Site is affected. Business Risk is Medium
Priority 3 Minor	The Customer is experiencing a problem that causes moderate business impact. The impact is limited to an End User or a small Site; or incident has moderate, not widespread impact; or involves partial loss with minimal impact which is non-critical in nature. Business Risk is Low
Priority 6 Change Request	Standard service request (e.g. End User guidance and Change Requests); or updating documentation. Business Risk is Minor localised

INCIDENT MANAGEMENT

- 3.10. Subject to paragraph 3.4 above, the Supplier shall use reasonable endeavours to deliver a Change Request as soon as reasonably practicable during Support Hours.
- 3.11. Where the Customer notifies the Supplier of an Incident in relation to the Supported Equipment or where a ticket is automatically generated or inputted by the Supplier, the Supplier shall log, process and manage Incidents through its Service Desk.
- 3.12. All Incident resolutions are verified with the Customer and/or its End Users in accordance with ITIL Methodology before the Incident is deemed Resolved.
- 3.13. For all Incidents relating to Excluded Events, equipment not listed as Supported Equipment or where the support requested or required is deemed outside of the scope of the Services, the Supplier shall use reasonable endeavours to respond to such Incidents, subject to an Additional Charge calculated on a time and materials basis in accordance with the Supplier’s applicable Tariff from time to time. Such Incidents shall not be counted or considered in relation to the performance of any Service Levels.

REMOTE SUPPORT

- 3.14. The Service Desk will aim to resolve Incidents at first line, where this is not possible, the Incident will be escalated to the appropriate 2nd / 3rd line subject matter expert in accordance with the Incident Management process.
- 3.15. Attendance at Site of an Engineer is not included within the Managed Security Support. If the Customer requests an

Engineer to attend Site, this shall be subject to an Additional Charge calculated on a time and materials basis in accordance with the Supplier’s applicable Tariff from time to time.

INVESTIGATION AND DIAGNOSIS

- 3.16. Tickets are manually inputted and processed by the Service Desk through MyPortal. Initial triage of the ticket, fact verification including incident prioritisation and classification are completed.
- 3.17. The Service Desk will then attempt to resolve or direct the Incident to the appropriate service team.
- 3.18. Throughout the Incident or Change Request, updates, notes and where appropriate log files and images will be placed on MyPortal. The status of an Incident or Change Request will change depending on the current actions required.

RESOLUTION AND CLOSURE

- 3.19. When the Incident has been Resolved, the notes, including a description of the resolution will be updated and made available for review by the Customer if required.
- 3.20. Where appropriate, communication will be made between all parties before the Incident is closed in accordance with Incident Management deliverables.
- 3.21. Incidents may also be closed, if after reasonable effort has been made to get a response from the Customer, no update has been given on three (3) consecutive occasions. In such cases Incidents can be reopened upon request by the Customer.

SERVICE LEVELS

- 3.22. The Supplier shall use its reasonable endeavours to ensure that response times to the Customer’s notification of an Incident are not more than:

PRIORITY LEVEL	CATEGORY	INITIAL RESPONSE TARGET* (NORMAL WORKING HOURS)
Priority 1	Critical	1 Hour
Priority 2	Major	4 Hours
Priority 3	Minor	8 Hours
Priority 6	Minor	5 Working Days

**Calculated from receipt of notification of Incident by Supplier.*

- 3.23 The initial response targets in paragraph 3.22 above are standard response targets. Where the Supplier has agreed specific response targets with a Customer, these shall be set out in the relevant **Order**.

THIRD PARTY WARRANTY SUPPORT

- 3.24 Where the Supported Equipment has a valid Third-Party Supplier warranty and/or support contract in place, the Supplier shall facilitate on behalf of the Customer any claim made under the Third-Party Supplier warranty and/or support contract, in respect of an Incident identified and logged with the Service Desk.
- 3.25 Where the Supported Equipment does not have a valid Third-Party Supplier warranty or support contract, or the Third-Party Supplier no longer provides appropriate support, the Supplier shall use reasonable endeavours to respond to an Incident, subject to payment of Additional Charges or a sufficient balance of Resource Credits on the Customer account shown in MyPortal.

4. MANAGED SECURITY SUPPORT

SYSTEM MONITORING

- 4.1. The Supplier shall provide real-time monitoring with intelligent alerting. The Supplier shall respond to SNMP and email alerts

SCHEDULE 4 – MANAGED SECURITY SUPPORT SCHEDULE

where appropriate and at its discretion and logon to the relevant console to inspect issues in accordance with the Service Level Targets.

- 4.2. A specification document detailing what the Supplier monitors and backs up can be provided to the Customer upon request.
- 4.3. In accordance with the Service Level Targets the Supplier will either attempt to resolve the issue on the Customer's behalf (only if the problem can be resolved from the relevant management console) or advise the Customer on what actions are required to take place to address the issue.

ELECTIVE CHANGE MANAGEMENT

- 4.4. The Supplier upon request by the Customer can undertake Change Requests and will manage all changes covered under the Services in accordance with the Change Request process.
- 4.5. The Customer shall submit a Change Request through the Service Desk, subject to Additional Charges as follows:
 - 4.5.1. Up to five (5) Elective Changes per month are included in the Service and shall be allocated for common changes that do not require a detailed scope of works; and
 - 4.5.2. Customised Changes are specific to the Customer and are scoped on a case-by-case basis with the Customer being charged on a time and materials basis.
- 4.6. All additional Elective Changes are completed on a time/materials basis and charged to the Customer as per the Supplier's Standard Schedule of Rates.
- 4.7. The Customer may also purchase, at the Commencement Date, a specific quantity of Technical Attendance Days which will be set out in the applicable **Order**.
- 4.8. For the avoidance of doubt, Customised Changes under paragraph 4.5.2 above shall be outside of the scope and terms of this Schedule and subject to a separate **Order**, will be specified and carried out in accordance with **Schedule 3 (Professional Services)**.

CONFIGURATION BACKUPS AND DISASTER RECOVERY

- 4.9. The Supplier will take configuration backups of the Supported Equipment, and in the event of a disaster shall restore the Support Equipment remotely, in accordance with the appropriate **Vendor Annex**.
- 4.10. Restoration is limited to configuration backup of the Supported Equipment, and is subject to:
 - 4.10.1. the Supported Equipment being maintained in accordance with paragraph 6 below; and
 - 4.10.2. the backup covering the requirements of the restoration.
- 4.11. If the Supplier is unable to take backups or the backups are being stored by the Customer only, the Supplier is not responsible, or liable to the Customer, if a backup is unavailable or cannot be restored in the event of disaster recovery event.
- 4.12. The Supplier reserves the right to limit to one (1) restoration per Contract Year.

AUTOMATED REPORTING

- 4.13. The Supplier shall provide automated reporting as defined in the applicable **Vendor Annex**.

ADVISORY SESSIONS

- 4.14. The Supplier shall provide as part of the Service, quarterly advisory sessions for up to one (1) hour with an Engineer.
- 4.15. The Supplier will advise on recommended rule and configuration changes and will implement upon agreement following the scheduled sessions either by using the Elective Change or Customised Change process.

24/7 ADDITIONAL INCIDENT MANAGEMENT SERVICES

- 4.16. Where the **Order** specifies an 24/7 Incident Management Service, the Supplier will monitor P1 and P2 Incident emails and alerts (where the Supported Equipment provides them) from,

or relating to, the Supported Equipment between 07:30 and 22:00, 365 days a year.

- 4.17. At all other times the Supplier will respond to calls received by the Customer relating to P1 and/or P2 Incidents, save that the Target Response Time for P2 faults shall be 1 Hour subject to the terms of this Schedule.
- 4.18. The Supplier will not monitor emails and alerts (where the Supported Equipment provides them) outside of the hours stated at paragraph 5.37 above and as such the Customer must contact the Service Desk by telephone in the event of a P1 or P2 Incident.

5. CUSTOMER OBLIGATIONS

- 5.1. On and from the Commencement Date and for the duration of the Agreement, the Customer shall:
 - 5.1.1. pay the Charges as and when they fall due under the Agreement;
 - 5.1.2. make available all such facilities as the Supplier, and its Personnel reasonably require in providing the Security Support, including but not limited to:
 - 5.1.2.1. direct and remote access to the Customer Network, the Supported Equipment;
 - 5.1.2.2. full and free access to the Site during the Support Hours; and
 - 5.1.2.3. provide such reasonable assistance as the Supplier may request (e.g. providing sample output and other diagnostic information);
 - 5.1.3. notify the Supplier immediately upon failure of any of the Supported Equipment;
 - 5.1.4. ensure that the Supported Equipment is compliant with Applicable Law;
 - 5.1.5. ensure that proper environmental conditions are maintained for the Supported Equipment and shall maintain in good condition the accommodation of the Supported Equipment, the cables and fittings associated therewith and the electricity supply thereto;
 - 5.1.6. keep and operate the Customer Network and Supported Equipment in a proper and prudent manner, in accordance with the manufacturer's operating instructions, and ensure that only competent trained employees (or persons under their supervision) are allowed to access the Customer Network and Supported Equipment;
 - 5.1.7. provide a secure, continuous power supply at the Site(s) for the operation of the Customer Network at such points with such connections as the Supplier specifies, and in order to mitigate any interruption to the Supported Equipment resulting from failure of the primary power supply, provide back-up power with sufficient capacity to conform to the standby requirements of the applicable standards;
 - 5.1.8. ensure that all data held on the Customer Network is adequately backed up and keep full security copies of the Customer's programs, data bases and computer records and maintain a disaster recovery process;
 - 5.1.9. be responsible for data cleaning, the integrity of any data provided to the Supplier and for all direct and indirect consequences of any errors in such data;

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- 5.1.10. put in place and maintain up to date security measures to protect the Customer Network from viruses, harmful code, malicious damage and unauthorised direct and remote access to the Customer Network in accordance with Good Industry Practice;
 - 5.1.11. procure and maintain all relevant licences and consents and, always comply with the terms of the relevant Supported Equipment and other licences and consents and all Applicable Law; and
 - 5.1.12. inform the Supplier, in writing, of all health and safety rules and regulations and any other reasonable security requirements in place at the Customer Site(s), including any updates from time to time, and take all reasonable steps to protect the health and safety of the Supplier's Personnel whilst at the Customer's Site(s).
- 5.2. The Customer shall promptly implement recommendations by the Supplier in respect to remedial actions, whether prior to or following an Incident and confirms that it owns or will obtain valid Licenses for all Software which are necessary to grant the Supplier access to and use of the Software for the purpose of fulfilling its obligations under this Schedule.
 - 5.3. The Customer shall inform the Supplier of any changes to its applications, underlying Operating System and/or maintenance and support on services not provided by the Supplier, which may affect the validity of the data to be obtained by the Supplier during an Audit.
 - 5.4. The Supplier reserves the right, subject to providing the Customer with reasonable notice, to undertake an Audit of the Hardware and Software on an annual basis.
- ### 6. SERVICE CONDITIONS
- 6.1. The Supplier shall perform the Services;
 - 6.1.1. using appropriately qualified and skilled personnel;
 - 6.1.2. in accordance with this Schedule and the relevant level of Service;
 - 6.1.3. with reasonable care and skill and in accordance with Good Industry Practice, and;
 - 6.1.4. so as to conform with all statutory requirements and applicable regulations relating to the Services; and
 - 6.1.5. in accordance with the provisions of this Schedule as applicable and set forth in the applicable **Order**.
 - 6.2. The Customer is required to provide accurate and up to date contact details for primary contact details that the Supplier can access as necessary, and it is the Customer's responsibility to keep the Supplier updated and provide secondary points of contact in case of absences. The Supplier shall not be responsible if a Service Failure occurs due to the Supplier not being able to contact the Customer.
- ### SERVICE LIMITATIONS
- 6.3. The Supplier shall only provide the Services where the Customer meets the prerequisites as set out in paragraph 1 and 5 above.
 - 6.4. Any work outside of the Services described in this Schedule shall be subject to an Additional Charge, this includes but is not limited to any Elective Charges exceeding 5 a month, any Customised Changes, any non-security related elements of the Supported Equipment and all attendance at Site of an Engineer.
 - 6.5. Configuration changes either requested or required as part of a resolution of an Incident or otherwise are not covered under Managed Security Support. These changes can be completed, subject to approval, and an Additional Charge unless the configuration change is an Elective Change and is 1 of the 5 monthly allowance that is included as part of the Managed Security Support.
- 6.6. Major Upgrades to the Supported Equipment are not covered under Managed Security Support. Support with Major Upgrades can be provided by way of Professional Services in accordance with **Schedule 3**.
 - 6.7. Save for where the Customer has purchased 24/7 Incident Management pursuant to an **Order**, the Supplier shall not be obliged to provide Services outside of Standard Support Hours or for any equipment other than the Supported Equipment.
 - 6.8. Managed Security Support does not include support directly on endpoints, support in relation to threat hunting or threat remediation. Where support is provided, it is provided subject to an Additional Charge.
- ### 7. CHARGES AND PAYMENT
- 7.1. This paragraph 7 is supplemental to clause 7 of the **General Conditions** and in this event of express conflict this paragraph 7 shall apply. The Supplier shall invoice the Customer for the Charges for the Services as set out in paragraph 82 in the amounts specified in the applicable **Order** or as varied pursuant to the terms of this Agreement.
 - 7.2. Unless stated otherwise in the applicable **Order** or **SOW**, the Supplier shall invoice the Customer as follows:
 - 7.2.1. Recurring Charges annually in advance;
 - 7.2.2. Additional Charges monthly in arrears;
 - 7.2.3. all reasonable and properly incurred expenses, including but not limited to travel and other out of pocket expenses;
 - 7.2.4. reasonable time spent by the Engineer(s) in travelling, where the distance travelled is further than 35 miles from the Supplier Office closest to the geographical location of the Customer Site; and
 - 7.2.5. any Termination Charges upon termination of the Services hereinafter defined as "**Charges**".
 - 7.3. Additional Charges shall be invoiced in arrears at the end of the month in which the Additional Charges are incurred, together with replacement parts and any other expenses and costs reasonably incurred.
 - 7.4. The Supplier shall have the right to invoice Additional Charges to the Customer for any expenses and costs reasonably incurred under paragraph 9 below, or where the Supplier upon investigation an Incident is caused by something which the Supplier is not responsible for under this Schedule.
 - 7.5. If in the opinion of the Supplier, the Services are required by the Customer as a result of any misuse or neglect of, or accident to the Customer Network, and/or the Supported Equipment or due to the Customer not adhering to paragraph 9, or other third-party hardware problems, the Supplier reserves the right to charge an additional fee in relation to the provision of the Services.
 - 7.6. The Supplier reserves the right to charge the Customer an Additional Charge for an Incident where the Supported Equipment has been moved to a new location and not installed by the Supplier, if the Supplier reasonably determined that the problem was caused by the transportation or re-installation of the Supported Equipment.
 - 7.7. Where the Supplier finds that the Supported Equipment list does not contain all Software and/or Hardware forming the estate to which Services are being provided, the Supplier reserves the right to (i) vary the list to add such Software and/or Hardware; and (ii) increase the Recurring Charges in consideration for providing Services for the Supported

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Equipment added (“**Additional Supported Equipment**”). Where the Supplier exercises its right under this paragraph, the Customer shall be liable to pay the increased Recurring Charges in accordance with this clause 8 and the **General Conditions**.

8. EXCLUSIONS

8.1. Notwithstanding any other provision of this Schedule or the **General Conditions**, the Supplier shall not be obliged to perform or provide the Services in one or more of the following circumstances:

- 8.1.1. the Customer is in breach of its obligations under paragraph 6 above or is in material breach of this Agreement;
 - 8.1.2. negligence of the Customer or its End Users or the improper use by the Customer or its End Users of the Customer Network and/or Supported Equipment;
 - 8.1.3. damage to the Supported Equipment resulting from accident, transportation or relocation, neglect, misuse or causes other than ordinary use (including but not limited to, failure to observe any instructions supplied by the manufacturer regarding the operation and maintenance) of the Supported Equipment;
 - 8.1.4. damage caused by consumable items such as recording materials, machine stationary, ribbons, media, laser drum, toner, printer cartridges, paper trays, platen knobs, fuses, batteries, print heads, cathode ray tubes, switch boxes, power adaptor blocks or any other item considered to be a consumable by the Supplier;
 - 8.1.5. damage caused by the use of non-manufacturer approved consumables, where this results in abnormal wear or damage to the Supported Equipment;
 - 8.1.6. damage caused by virus attacks or failure due to any unauthorised third party Software;
 - 8.1.7. alteration, modification, repair or maintenance of the Supported Equipment by any person other than the Supplier or its approved Third Party Supplier;
 - 8.1.8. the Supported Equipment is removed from Site without the prior written approval of the Supplier;
 - 8.1.9. insufficient or improper access to the Customer Network and/or Supported Equipment;
 - 8.1.10. failure or fluctuations in electrical power supply and/or unsatisfactory environmental conditions which do not meet manufacturers requirements;
 - 8.1.11. where the Customer’s own insurance covers the accidental or malicious damage to the Supported Equipment and costs relating to the Supported Equipment; and
 - 8.1.12. damage to the Customer Network and/or Supported Equipment due to accidental damage, theft, vandalism or a Force Majeure Event.
- 8.2. Where the Supplier is called out in connection with any of the matters referred to in paragraph 9.1 or where the Supplier determines that the call was not warranted or falls within paragraph 9.1, the Supplier has the right to charge the Customer for any expenses and costs reasonably incurred as Additional Charges or by way of Professional Service Charges.
- 8.3. For the avoidance of doubt, the excluded events as listed in paragraph 9.1 above shall not be counted or considered in relation to the performance of any Service Levels.

9. TERMINATION

9.1. This paragraph 11 is supplemental to clause 2 and 9 of the **General Conditions** and in the event this paragraph 8 conflicts

with clause 2 and 9 of the **General Conditions**, this paragraph shall take precedence.

9.2. The Customer may terminate the Services generally or in relation to any part of the Services at any time by giving the Supplier not less than ninety (90) days written notice prior to the end of the Minimum Term or Successive Term, such notice to take effect at the end of the Minimum Term or Successive Term.

ANNEX 1 – DEFINITIONS

Additional Charges means the additional charges incurred in accordance with terms of this Schedule together with any replacement parts and any other costs or expenses reasonably incurred if not expressly included in the relevant **Order**;

Applications means a computer software package that performs a specific function directly for and End User or, in some cases, for another application, also referred to as an application program or application software;

Change Request means a formal request to change, modify or alter the Services provided by the Supplier to the Customer as set forth in the applicable **Order**;

Charges has the meaning given to it in paragraph 8.2;

Contract Year means a period of twelve (12) months from the Commencement Date and/or any subsequent anniversary of the Commencement Date;

Customer Equipment means any equipment including purchased Hardware, Devices and Software used by the Customer in connection with the provision of the Services;

Customer Network means the Customer’s physical network and server infrastructure, including (if any) servers and switches to routers and firewalls, plus business systems software;

Device means any mobile handset, laptop, tablet, computer or other input item or handheld equipment, including all peripherals, excluding SIM cards and Applications, which are in the scope of the Services, as set out in the **Order**;

End User means anyone permitted by the Customer to use or access the Supported Equipment, Customer Network and/or the Customer Equipment;

Engineer means the Supplier’s Personnel who is responsible for carrying out technical engineering duties either remotely or at a Customer’s Site;

Excluded Events means the events and circumstances listed at paragraph 9.1

Force Majeure shall have the meaning given to it in Clause 9.6 of the **General Conditions**;

Good Industry Practice means in relation to any undertaking and any circumstances, the exercise of that degree of skill and care which could be reasonably expected of a highly skilled and experienced professional;

Hardware means any and all computer and computer related hardware, including but not limited to, computers, servers, network switches, UPS units, firewalls and connect peripherals;

Incident means any event which is not part of the standard operation of the Supported Equipment and which causes or may cause an unplanned interruption to, or a reduction in the quality of the performance of the Supported Equipment;

Incident Management is the process as further defined in paragraph 5 of this Schedule;

ITIL Methodology means a set of IT Service Management practices that focuses on aligning IT services with the needs of business;

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Installation Charges means the charges in relation to the installation of the Supported Equipment, Services or any Customer Equipment as applicable;

Licence Fees means the charges associated with the use of the Software, by the purchase of a Licence Agreement;

Major Upgrade means any major version release of the Supported Equipment that has been made available by the Vendor which would require a **SOW** and would therefore be chargeable by way of Professional Services;

MyPortal means the Customer's online access to the provision of the Services available through the Supplier's website <https://cyberlab.co.uk>;

Operating System means system software that manages computer hardware, software resources, and provides common services for computer programs;

Order means an order issued by the Supplier to the Customer for the provision of the Services;

Point Upgrade means a minor version release of the Supported Equipment that has been made available by the Vendor;

Professional Services means engineering support as further detailed in **Schedule 3.1 (Professional Services)**;

Resolved or Resolution means where an Incident has been resolved and the standard operation of the Customer Network and/or Supported Equipment as is expected in accordance with manufacturers recommendations;

Services means Managed Security Support;

Service Desk means the Supplier's Service Desk that the Customer is able to contact to report an Incident;

Service Levels means the relevant Service Level targets as further defined in paragraph 5 of this Schedule;

Site(s) means the Customer's premises at which the Customer Network and/or Supported Equipment is located as specified in the relevant **Order**;

Software means the software licensed to the Customer, together with any embedded software which is necessary for provision of the Services and/or operation of the Supported Equipment, which may be provided by a Third-Party Supplier and governed by a separate Licence Agreement;

Standard Support Hours means 09:00hrs to 17:30hrs on a Working Day;

Supplier's Personnel means all employees, agents, consultants, sub-contractors and other representatives of the Supplier who are involved, or proposed to be involved, in the provision of the Services;

Supported Equipment means the list of Hardware and/or Software as further detailed in the relevant **Order** or **SOW** and for which the Service is being provided in accordance with this Schedule;

Technical Attendance Days means where an Engineer attends Site to carry out Elective Changes during Standard Support Hours, excluding consumables and spare parts;

Third Party Supplier means a third-party supplier, provider or supplier of services of which:

- (a) the Customer may utilise for the provision of equipment and the Customer's Network, and;
- (b) the Supplier may utilise for provision of the Services;

Vendor means the vendor of the Supported Equipment as stated on the **Order** or **SOW** being either Forcepoint, Microsoft or Sophos;

Vendor Annexes means **Annex 2 (Sophos)**, **Annex 3 (Microsoft)** and **Annex 4 (Forcepoint)**;

ANNEX 2 – SOPHOS

1. Where the Supported Equipment includes Sophos Software and/or Hardware this **Annex 2** applies and take precedence over the Schedule in the event of express conflict.

Initial Configuration

2. The Customer shall provide suitable alternative servers and infrastructure and must ensure that they meet the Vendor and Product specific minimum requirements which can be found at <https://docs.sophos.com/>.
3. As stated at paragraph 2.5 of the Schedule the initial configuration shall not include configuration of the Supported Equipment itself, only configuration required to provide the Managed Support Services. It does not therefore include installation or configuration of new Sophos agents for example. Where the Supplier undertakes such installation or configuration work, the Customer shall liable for the Supplier's Professional Service Charges pursuant to **Schedule 3 - Professional Services**.
4. The Supplier is not responsible for installing or migrating an AV software and where the Customer requires support this can be provided by the Supplier by way of Professional Service under **Schedule 3 -Professional Services**.
5. If the Operating Systems are not supported by the manufacturer but are supported by Sophos, and an extended subscription has been purchased, if required and the Supplier shall use reasonable endeavours to support the same.
6. The Customer is responsible for ensuring it has the appropriate Sophos License Agreements in place for the infrastructure environment and each End User and acknowledges that provision of Managed Security Support is dependent upon such License Agreements being in place at the point of implementation and for the duration of the Agreement.
7. Where the Customer purchases Sophos products through the Supplier, the terms of **Schedule 2 -Software Schedule** apply and as detailed therein the Customer also accepts the applicable Sophos End User terms and conditions.

System Monitoring

8. SNMP alerts only available with the XG firewall and UTM solutions. Email alerts are available on both Sophos Central and Sophos XG/UTM.

System Backups and Disaster Recovery

9. The Supplier will take backups of the XG and UTM firewall (Configuration not reporting data) when this service option has been selected. This configuration will be stored on the Supplier's servers
10. In the event of a disaster, the Supplier will restore the Supported Equipment/Sophos XG and UTM Firewall using remote access and the Customer is required to have on Site assistance during such time to support the Supplier remotely. The Supplier is not responsible for restoring clients and servers either from a disaster or due to a failed Upgrade or patch.

Automated Reporting

11. The Supplier shall provide automated reporting relating to Sophos Central and/or XG/UTM Firewalls as applicable.
12. The Customer acknowledges that that Sophos will continue to develop and amend the various components listed above and as such any reporting functionality may be subject to change due to changes to the components comprised within the Sophos License.

Upgrades

13. Where the Supported Equipment is an XG or UTM Firewall point upgrades are included as part of Managed Security Support but

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are subject to the Customer having a Sophos Firewall Support Agreement with Sophos.

ANNEX 3 – MICROSOFT

1. Where the Supported Equipment includes Microsoft Software and/or Hardware this **Annex 3** applies and takes precedence over the Schedule in the event of express conflict.
2. The Support Services can only be provided to the following Supported Equipment: Microsoft 365 E3; E5; and Business Premium Licenses.
Initial Configuration
3. Vendor and Product minimum requirements can be found at <https://learn.microsoft.com/en-gb/docs/>.
4. As stated at paragraph 2.5 of the Schedule the initial configuration shall not include configuration of the Supported Equipment itself, only configuration required to provide the Managed Support Services. It does not therefore include installation or configuration of new Microsoft clients into Intune for example. Where the Supplier undertakes such installation or configuration work, the Customer shall be liable for the Supplier's Professional Service Charges pursuant to **Schedule 3 - Professional Services**.
5. The Supplier is not responsible for installing or migrating an AV software and where the Customer requires support this can be provided by the Supplier by way of Professional Service under **Schedule 3 - Professional Services**.
6. If the existing AV software does not have a central removal tool, then additional work will be required by the Supplier to investigate, test and perform the removal process. The Supplier shall be entitled to invoice Professional Services Charges in accordance with **Schedule 3 – Professional Services**. The current non-Microsoft removal tool is available from the following link <https://support.microsoft.com/en-us/topic/list-of-security-program-cleanup-and-uninstall-tools-751fd6cc-a39f-dc66-ef44-61a7de91b7dc>.
Service Description
7. The Customer is responsible for ensuring it has the appropriate Microsoft License Agreements in place for the infrastructure environment and each End User and acknowledges that provision of Managed Security Support is dependent upon such License Agreements being in place at the point of implementation and for the duration of the Agreement.
System Monitoring
8. Pro-active monitoring as described at paragraphs 5.22 to 5.24 of the Schedule is not applicable where the Supported Equipment is an unsupported Microsoft product.
9. The Supplier will provide system monitoring based on Microsoft features and functionality available from time to time but is unable to guarantee any specific form of monitoring.
Systems Back Up and Disaster Recovery
10. The Supplier is unable to provide System Back Up and Disaster Recovery feature of the Service as the functionality doesn't exist natively within the Microsoft Licenses.
Automated Reporting
11. The Supplier shall provide automated reporting where applicable as part of the Microsoft License.
12. The Customer acknowledges that that Microsoft will continue to develop and amend the various components listed above and as such any reporting functionality may be subject to change due to changes to the components comprised within the Microsoft License.

ANNEX 4 – FORCEPOINT

1. Managed Security Support is designed to support Forcepoint Data, Forcepoint Web and Forcepoint Email. The Supplier can offer support for each product as well as for all products subject to them being listed in the Supported Equipment List in the **Order** and/or **SOW**.
Installation and Configuration
2. As stated at paragraph 2.5 of the Schedule the initial configuration shall not include configuration of the Supported Equipment itself, only configuration required to provide the Managed Support Services. It does not therefore include, for example, installation, configuration, or maintenance of any Forcepoint agents, or configuration of the Customer side of the VPN tunnel of the Customer firewall. These are responsibilities of the Customer.
3. Where the Supplier undertakes any installation, configuration or maintenance work which is the responsibility of the Customer, the Customer shall be liable for the Supplier's Professional Service Charges pursuant to **Schedule 3 - Professional Services**.
Automated Reporting
4. The Supplier shall provide automated reporting relating to the Supported Equipment.
5. The Customer acknowledges that that Forcepoint will continue to develop and amend the various components listed above and as such any reporting functionality may be subject to change due to changes to the components comprised within the Forcepoint License.
Upgrades
6. All Forcepoint Upgrades are excluded from the Services including Point Upgrades. It is the Customer's responsibility to ensure it is running a Vendor supported version of the Supported Equipment.
System Monitoring
7. Where the Services are being provided for on-premises Forcepoint solutions, to provide the System Monitoring an agent will be required to be installed on the Windows servers.
Back Up
8. Back Ups will be taken by the Supplier where possible and depending upon the Forcepoint solution the Supplier is supporting.