

## **SCHEDULE K: SERVICE DEFINITION FOR MANAGED LAN AND WI-FI SERVICE**

### **1. Managed LAN and Wi-Fi Service Description**

The Exponential-e Managed LAN and Wi-Fi Service comprises one or more of the following optional components, to the extent set out on the Order Form:

- Provision of LAN Equipment;
- Provision of Wi-Fi Equipment;
- Provision of Orchestration Platform; and/or
- Vendor Licensing

Plus the following core component:

- Exponential-e Management

#### LAN Equipment

Exponential-e will provide the Customer with Ethernet LAN switch(s) located at the Customer Site to provide connectivity between compatible, hard-wired Ethernet LAN devices. The Ethernet LAN Switches are Exponential-e Equipment. The Order Form will specify the make and model of LAN switch to be provided. The Customer is referred to the relevant vendor's website for specification details.

#### Wi-Fi Equipment

Exponential-e will provide the Customer with Wi-Fi access point(s) (AP) located at the Customer Site to provide connectivity between compatible wireless Ethernet LAN devices. The Wi-Fi Access Points are Exponential-e Equipment. The Order Form will specify the make and model of LAN switch to be provided. The Customer is referred to the relevant vendor's website for specification details.

#### Provision of Orchestration Platform

Exponential-e will provide a managed orchestration platform, where appropriate, to provide centralised management of LAN & Wi-Fi equipment. The orchestration platform can be a dedicated appliance, located at a Customer Site, or in Exponential-e Data Centres, or can take the form of a SaaS-based platform hosted by the Vendor. The Order Form will specify the managed orchestration platform to be provided. The Customer is referred to the relevant vendor's website for specification details.

#### Vendor Licensing

Licensing of LAN Equipment and Wi-Fi Equipment is provided as set out on the Order Form. The period of licensing set out on the Order Form is a fixed period calculated from the date of license activation set forth by the vendor (which can be confirmed upon request by the Customer to [sales@exponential-e.com](mailto:sales@exponential-e.com)). Upon expiry of this period, licensing will need to be renewed to cover the remainder of the Initial Term or such longer period that the Customer may elect. The Customer shall be responsible for renewing vendor licensing and it is recommended that the Customer contacts their account manager not less than thirty (30) days prior to expiry to discuss renewal options. With respect to vendor licensing, Exponential-e's obligation shall be limited to putting the relevant licensing in place.

#### Management

Exponential-e management includes:

- 24x7x365 remote support from the Exponential-e Service Desk
- Remote hardware availability monitoring of the in-scope LAN Switches and Wi-Fi access points

Exponential-e will perform remote troubleshooting within Normal Business Hours (currently 9am to 5.30pm).

The Customer shall undertake reasonable on-site troubleshooting activities as requested by Exponential-e.

If a fault is identified as being with equipment which does not form part of this Service e.g. computer, printer or tablet then it will be the Customer's responsibility to resolve the issue with the equipment, unless the Customer has a valid support contract in place for that equipment with Exponential-e.

#### Changes

A total of 10 hours of engineering time to effect changes per managed switch per month shall be provided at no additional charge. Each change will account for no more than sixty (60) minutes of engineering time. Additional time shall be subject to additional charges. It is possible that a single change request may include multiple



changes, in which case each change will be counted as a single change. Changes requested will normally only be carried out during Normal Business Hours. Exponential-e cannot be held responsible for security weaknesses that arise through implementing requested changes but all change requests are checked to attempt to ensure Security holes will not occur. Managed LAN and Wi-Fi Service change request target lead times as follows: High Priority Request – 24 hours, Normal Priority Request – 48 hours\*

*\*as determined by Exponential-e acting reasonably.*

## **2. Target Service Commencement Date**

Managed LAN and Wi-Fi Service

30 Working Days\*

*\*from order acceptance*

The Target Service Commencement Date is subject to equipment vendor lead times where LAN/Wi-Fi Equipment is in scope.

## **3. Service Level Agreement**

No Service Levels apply in respect of this Service.