

## **SCHEDULE J: SERVICE DEFINITION FOR BREAK/FIX SERVICE**

### **1. Service Description for Break/Fix Service**

Exponential-e's Break/Fix Service is an IT support Service, where a technician will attend the Customer Site in a situation where a device covered by the Service and detailed within the Order Form (the "In Scope Devices") stops functioning correctly and requires a replacement.

The Service covers a reasonable number of Site visits each Service Year (as determined by Exponential-e). If the number of Site visits exceeds this reasonable number, Exponential-e will notify the Customer if extra charges apply moving forward; in which event the Customer shall be entitled to terminate the Service without penalty or charge, upon written notice to Exponential-e, prior to the increased charges coming into effect.

#### Spares

The Customer acknowledges and agrees that the Service, including any associated Service Levels, is conditional upon the availability of Spare Devices. The Customer shall either:

- a) Contract with Exponential-e for the provision and maintenance of a suitable quantity of Spare Devices (as determined by the Customer in its discretion, but procured exclusively through Exponential-e), or
- b) have in place and actively maintain a Vendor RMA process ensuring timely replacement of defective devices.

For the avoidance of doubt, Exponential-e shall not support, install, or otherwise utilise Spare Devices procured by the Customer from any source other than Exponential-e.

Where Exponential-e is not holding the Spare Devices, or where the Customer is relying solely on the Vendor RMA process, the Customer shall ensure that any Spare Devices will be on-site by the time an engineer arrives for Break/Fix support.

In the event that Exponential-e attends a Site but is unable to complete the replacement due to Customer default or delay (e.g. Spare Devices not being available), this shall count towards the total number of Site visits.

A visit can be requested via the Exponential-e Service Desk. Site visits are included within the Charges:

- For hardware replacement faults only.

#### Exclusions

For the avoidance of doubt, the following elements are not included within the Service:

- Provision of Spare Devices; and
- Storage of Spare Devices, unless stated otherwise on the Order Form.

#### Additional Charges

Additional charges will apply for:

- Non-hardware related visits, such as troubleshooting or running diagnostics;
- Cable Infrastructure support;
- Hire of specialised equipment for work at heights above 2.8m;
- Consumables and materials;
- Site visits to Remote Locations in accordance with Paragraph 4.1.2 below;
- Any work undertaken on site in excess of two (2) hours per call;
- Site visits in excess of a reasonable number (as determined by Exponential-e).

### **2. Service Commencement Dates**

The Service Commencement Date will be the date on which the first In-Scope Device is installed and handed over to the Customer. Where In-Scope Devices are already deployed on site, the Service Commencement Date will instead be the date of Order acceptance by Exponential-e.

### 3. Service Level Agreement

The Service Level Agreement (SLA) for each Customer Site will be as specified in the Order Form, based on the options below:

| SLA                     | Target Response Time                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 24/7/4                  | Engineer will aim to attend Customer Site within four (4) hours of creation of the support ticket for all Sites that are <b>not</b> Remote Locations; and<br>For Remote Locations, NBD as defined below will apply. For all requests submitted irrespective of date or time raised.                                                                                                                                                         |
| Next Business Day (NBD) | Engineer will aim to attend the Customer Site the next Working Day provided the support ticket is created between 9:00 – 14:00 on a Working Day.<br>For the avoidance of doubt, where a ticket is raised after 14:00 on a Working Day, the ticket shall be considered raised on the following Working Day and the engineer will aim to attend the Customer Site on the Working Day following the day in which the ticket was deemed raised. |

### 4. Additional Terms

#### 4.1. FEES AND PAYMENT

- 4.1.1. Exponential-e's Charges include the cost of travel, subsistence, and expenses in connection with the Break/Fix Services to be provided other than to Remote Locations.
- 4.1.2. Travel and overnight accommodation for attendance at Remote Locations, shall be chargeable in addition to the extent reasonably and properly incurred by members of Exponential-e's Engineering Team in connection with this Service. Such costs and expenses shall be invoiced by Exponential-e at cost price and in accordance with the expenses limits set out in Exponential-e's standard expenses policy as current from time-to-time (available upon request from [sales@exponential-e.com](mailto:sales@exponential-e.com)). Exponential-e shall obtain the Customer's approval before incurring any such expense, material or service exceeding £500 per item.

#### 4.2. DEFINITIONS

|                               |                                                                                                                                                                                                                                                                        |
|-------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>"Cable Infrastructure"</b> | Structured cabling system including Cat6 ethernet cables, fibre-optic cabling, and associated hardware like racks, patch panels, and distribution frames.                                                                                                              |
| <b>"Remote Location"</b>      | A remote location is a site outside of mainland Britain or based in the following locations: Scottish Highlands (i.e. North of Dundee and, West of Glasgow), West of Exeter, Cornwall and North/West Wales (North of Aberystwyth, West of Swansea).                    |
| <b>"Service Year"</b>         | Twelve (12)-month period commencing on the Service Commencement Date or an anniversary thereof.                                                                                                                                                                        |
| <b>"Vendor RMA"</b>           | The process by which the Vendor authorises the return of defective or faulty equipment for repair or replacement in accordance with the Vendor's return merchandise authorisation procedures and policies provided such RMA process is procured through Exponential-e. |