

## **SCHEDULE I: SERVICE DEFINITION FOR FIELD SERVICES**

### **1. Service Description for Field Services**

Exponential-e's Field Services is an IT service that provides the Customer with technicians equipped with materials, tools, and test equipment to complete tasks at Customer Sites.

A Statement of Work (SOW) will support each engagement. The SOW will set out the scope of work to be performed, the full list of Customer Premises Equipment (CPE) to be installed (where applicable), the target timescales and the agreed working hours. Once signed by both Parties, the SOW is deemed to form part of the Contract. The definition of Contract in the General Terms shall therefore be considered amended accordingly.

#### Customer Responsibilities

The Customer shall:

- provide a space for disposal of waste on site; and
- ensure free and ready access for Exponential-e's Field Services Team to all areas; and
- comply with any Customer responsibilities and obligations set out in the SOW.

The Customer acknowledges that:

- for installations and replacements, existing cabling is to be reused where possible, providing it is CAT6 or above; and
- cable runs over 3 metres will only be provided where specifically agreed in the SOW; and
- work at heights above 2.8 metres will only be provided where specifically agreed in the SOW.

### **2. Additional Terms**

The following terms and conditions apply to the provision of Field Services by Exponential-e in addition to Exponential-e's General Terms.

#### **2.1 FEES AND PAYMENT**

2.1.1 Exponential-e's Charges include the cost of daily travel (other than to Remote Location), subsistence, and expenses in connection with the Field Services to be provided. 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 Field Services Team in connection with the Services to be provided. 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.

2.1.2 Unless otherwise specified in the SOW, the cost of consumables and materials is not included within the Field Services rate and will be charged separately.

2.1.3 The Customer shall provide Exponential-e with prior notice of postponements or delays at least ten (10) Working Days in advance of the scheduled commencement of any professional services activity.

Without prejudice to the Customer's obligations, Exponential-e reserves the right to charge for any postponement of previously scheduled Site visits at the following rates:

Where the Customer gives advance written notice of less than one (1) Working Day	If the Customer gives advance written notice of between two (2) Working Days' and one (1) Working Day	If the Customer gives advance written notice of between three (3) Working Days' and ten (10) Working Days'
100% of resources time booked out by Exponential-e to undertake the postponed activity charged* plus any non-refundable travel and hotel accommodation required.	50% of resources time booked out by Exponential-e to undertake the postponed activity charged* plus any non-refundable travel and hotel accommodation required.	If Exponential-e is not reasonably able to reschedule the visit, especially in instances where the Service(s) require participation by Customer personnel that become unavailable, Exponential-e shall be entitled to charge the Customer for the time lost and the reasonable additional expenses incurred due to such delays or postponements at Exponential-e's then-standard hourly rates.

**2.2 DEFINITIONS**

**“Remote Location”**

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).