



Service Document for Professional Services (Reseller)

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Document Control Information

Version History		
Version Number	Date Approved	Change/Reason for Change/Comments
0.01 – 0.04	24/03/2013	Initial document creation and working drafts
1.0	08/04/2013	Draft document made Live
1.1	11/06/2013	Minor amendments to the Additional Terms
1.2	13/09/2013	Minor reformatting
1.3	18/05/2018	Data Processing Provisions added, Complaints Policy provision added
2.0	24/07/2020	Redefinition of Professional Services portfolio: PMO, Solution Consultant / Architect, Engineering Time, Service Management, TDA and Bespoke Professional Services.
2.1	12/11/2020	Addition of DevOps Consultant resource
2.2	16/03/2022	Addition to address inflationary or 3 rd party price increases.
2.3	08/07/2022	Addition of Service Desk Service and addition of Senior Solutions Consultant, Cloud Delivery Consultant and Cyber Security Consultant resource.

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1. Document Purpose

This document describes Exponential-e's Professional Services and the service-specific terms and conditions that are applicable, in addition to the General Terms of the Partner's Master Partner Reseller Agreement with Exponential-e (the "General Terms"). Capitalised terms used in this Service Document which are defined in the General Terms or the Additional Terms set out in each Service Definition attached to this Service Document as a schedule shall be afforded their defined meanings throughout this Service Document. Each Professional Service provided by Exponential-e is set out in a separate Service Definition attached as a Schedule to this Service Document.

2. Service Delivery

All Professional Services activities (excluding Service Desk) are scheduled within Normal Business Hours by default. If the Partner / End User requests to re-schedule the activities outside of Normal Business Hours and Exponential-e is able to accommodate this, additional charges shall be applicable.

3. Service Support**3.1 Complaints Procedure**

Details of Exponential-e's complaints process and policy are available at <http://www.exponential-e.com/contact-us> and upon request from legal@exponential-e.com.

4. Charges

Exponential-e shall be entitled to increase the Annual Charges (following thirty (30) days written notice:

- (i) where Exponential-e can reasonably demonstrate that such an increase is due to an increased cost of providing the Services due to increases imposed on Exponential-e by its suppliers. Any such increase will not exceed the increased cost incurred by Exponential-e in providing the Service(s). Exponential-e will provide reasonable documentary evidence to support such price increase to the Partner, upon request; and/or
- (ii) in line with inflation (where any such increase shall be limited to the change in the UK Retail Price Index (or any materially-equivalent replacement index) since signature of the Contract (in the case of the first such inflationary increase) or since any previous inflationary increase (in the case of any subsequent inflationary increases).

SCHEDULE A: PROJECT MANAGEMENT OFFICE RESOURCE**1. Project Management Office Resource Service Description**

Exponential-e's Project Management Office (PMO) provides the following type of resource to the Partner / End User:

- Project Manager (PM) resources
- Project Co-ordinator (PC) resource
- Programme Manager (PGM) resource.

When Project Manager resource is contracted to be provided, a PM will be assigned to the solution and given responsibility for the successful completion of the Project. The PM will manage the Project in accordance with PRINCE2 principles.

When Project Co-ordinator resource is contracted to be provided, a PC will be assigned to the solution in addition and they will provide support to the PM.

When Programme Manager resource is contracted to be provided, a PGM will be assigned to provide overarching governance and reporting on a series of projects and is therefore only available in addition to contracted PM resource.

Where a Statement of Work (SOW) has been signed by the Partner and Exponential-e in conjunction with an Order Form, the PM/PC/PGM contracted resource shall manage the project in accordance with the SOW and provide deliverables in accordance with the SOW. The definition of Contract in the General Terms shall be considered amended accordingly to include the SOW.

Where a SOW has not been signed by the Partner and Exponential-e, the PM/PC/PGM shall undertake the following (as applicable):

- Arrange and attend an internal Exponential-e project kick-off meeting
- Arrange and attend a project/programme kick-off meeting with the Partner / End User
- Arrange and attend a technical solution meeting with the Partner / End User
- Arrange and attend regular project / programme review meetings with the Partner / End User
- Provide a weekly project/programme report over the telephone
- Create, update and provide to the Partner / End User on a weekly basis a Project Plan and RAID report.

The number of Man Days to be provided by the contracted type of resource will be set out on the Order Form (the "Contracted PMO Time"). The Contracted PMO Time is a cumulative amount of time allocated to the Project. Utilisation of the Contracted PMO Time over the course of the project will be recorded and regularly reported on. In the event that additional Man Days are required in order to complete the project in accordance with the above, the Partner shall be required to contract for additional Man Days. For the avoidance of doubt, Exponential-e PMO resources are sold on an allocated time basis; not on a fixed scope of work basis.

2. Additional Terms

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

2.1 DEFINITIONS

2.1.1 In the Contract, the following terms shall have the meanings assigned to them below:

"Deliverables"	all materials to be produced and delivered by Exponential-e to the Partner / End User pursuant to the provision of the PMO resources, as specifically referred to in this Service Definition and/or a Statement of Work;
"Man Day"	a cumulative amount of time of not less than seven and a half hours spent working on the project during Normal Business Hours;
"Prior Technology"	means any and all Technology incorporated into the Deliverables that is developed or otherwise created by or on behalf of Exponential-e or licensed by Exponential-e, and which may be improved or modified in the course of developing the Deliverables;

“Technology”

means algorithms, approaches, code, concepts, data, designs, developments, documentation, discoveries, expressions, inventions, know how, methodologies, multi-media files, object codes, processes, programs, skills, software, techniques, technology, text, tools, and web pages.

2.2 FEES AND PAYMENT

- 2.2.1 Exponential-e's charges exclude the cost of hotel, subsistence, travelling and any other ancillary expenses reasonably and properly incurred by members of Exponential-e's Project Team in connection with the project. Such costs and expenses shall be invoiced by Exponential-e at cost price and in accordance with the expenses limits (if any) as set out in any applicable Statement of Work. Exponential-e shall obtain the Partner's approval before incurring any such expense, material or service exceeding a fixed amount agreed with the Partner in any applicable Statement of Work or if no amount is so specified then £500 per item;
- 2.2.2 The Partner shall provide the Exponential-e Project Management Office with prior notice of postponements or delays at least ten (10) Working Days in advance of the scheduled event. If Exponential-e is not reasonably able to 'work-around' the postponement or delay, especially in instances where the Service(s) require participation by Partner / End User personnel that become unavailable, Exponential-e shall be entitled to charge the Partner for the time lost and the reasonable additional expenses incurred due to such delays or postponements at Exponential-e standard hourly rates.

2.3 ADDITIONAL EXPONENTIAL-E OBLIGATIONS

- 2.3.1 Exponential-e shall use reasonable endeavours to manage and complete the project, and to deliver the Deliverables to the Partner / End User, in accordance in all material respects with the Statement of Work (where applicable) and this Service Definition.
- 2.3.2 The Partner must notify Exponential-e of any failure perform the Services in accordance with the Contract within five (5) days after the relevant performance. Exponential-e's entire liability and the Partner's sole remedy for Exponential-e's failure to so perform shall be for Exponential-e to, at its option (acting reasonably), (i) use reasonable efforts to correct such failure, and/or (ii) refund that portion of any fees received that reasonably correspond to such failure to perform.

2.4 PARTNER OBLIGATIONS

- 2.4.1 The Partner shall (or shall procure that the End User shall):
- 2.4.1.1 provide, in sufficient time to enable Exponential-e to perform and/or provision the Service(s), such information, co-operation and support as Exponential-e may reasonably require pursuant to the Contract and in order to carry out the project and the Service(s) and ensure that all information provided is accurate in all material respects; and
- 2.4.1.2 provide Exponential-e with reasonable office and information technology facilities as are reasonably required by Exponential-e to perform its obligations under the Contract; and
- 2.4.1.3 appoint a Project Manager, who shall have the authority to commit the Partner / End User on all matters relating to the project; and
- 2.4.1.4 within five (5) Working Days of termination of the Contract, return to Exponential-e by same day courier any Prior Technology in the r's possession.
- 2.4.2 The Partner shall not (and shall procure that the End User and all users of the Service(s) shall not):
- 2.4.2.1 allow any unauthorised user or third party access to, or use of, the Prior Technology and shall take all reasonable security measures to prevent the same; and/or
- 2.4.2.2 add to, modify or interfere in any way with the Prior Technology.
- 2.4.3 The Partner's compliance with this Clause 2.4 shall be entirely at the Partner's cost.

2.5 INTELLECTUAL PROPERTY

- 2.5.1 All Intellectual Property Rights in the Contract (including this Service Document, the Statement of Work and the Deliverables) and any Prior Technology (the "Exponential-e Materials") issued or created by Exponential-e pursuant to it, shall at all times remain the property of Exponential-e.
- 2.5.2 Nothing in the Contract shall act to transfer any Intellectual Property Rights in respect of the Service(s) or the Exponential-e Materials to the Partner / End User but Exponential-e shall, upon payment in full by the Partner and to the extent that the Exponential-e Materials are contained in the Deliverables, licence the right for the

Partner / End User to use the Exponential-e Materials on a non-exclusive, non-transferable without rights to sub-licence, royalty-free, worldwide basis for the term of the Contract to such an extent it is necessary to do so to enable the Partner / End User to make reasonable use of the Deliverables. The Partner / End User may also make, for internal use only, a reasonable number of copies of the original Deliverables and Exponential-e Materials in amounts reasonably necessary for Partner's / End User's internal use. The Partner shall not sublicense or otherwise transfer to any third party Exponential-e's Materials or the Deliverables and must not modify, alter, decompile, dis-assemble, reverse-engineer, or create derivative works from the Deliverables and the Partner shall procure that the End User shall abide by such restrictions.

2.5.3 The licences granted under this Clause 2.5 shall terminate automatically upon termination of the Contract for any reason.

2.6 TERM AND TERMINATION

2.6.1 No Initial Term applies to PMO resources. Once the Contracted PMO Time has been utilised, Exponential-e shall be under no further obligation to continue to provide the relevant resource unless additional Man Days are contracted by the Partner.

2.6.2 In the event of termination of an individual Service by the Partner and/or the termination of the Contract by the Partner without cause, the Partner shall be liable to pay the following charges for such early termination:

- a. where cancelled less than 4 days prior to the scheduled commencement of the Service(s)
100% of the Charges due to be paid for the Service(s)
- b. where cancelled between 4 and 7 days (inclusive) prior to the scheduled commencement date of the Service(s)
75% of the Charges due to be paid for the Service(s)
- c. where cancelled between 8 and 15 days (inclusive) prior to the scheduled commencement date of the Service(s)
50% of the Charges due to be paid for the Service(s)
- d. where cancelled after 16 days prior to the scheduled commencement date of the Service(s)
20% of the Charges due to be paid for the Service(s)

2.6.3 Clause 2.2 (Fees and Payment), Clause 2.4 (Partner Obligations), Clause 2.5 (Intellectual Property) and Clause 2.6 (Term and Termination) shall survive termination and continue in full force and effect.

2.7 DATA PROCESSING

2.7.1 Where the provision of the Professional Services will result in Exponential-e Processing Partner Personal Data, Exponential-e will at the Partner's request agree to include a data processing addendum within the Contract setting out such details as the subject-matter of the Processing and the nature of the Processing to be undertaken.

SCHEDULE B: ENGINEERING TIME**1. Engineering Time Service Description**

Exponential-e's Engineering Time service provides the Partner / End User with engineering resource for the number of hours / Man Days specified on the Order Form (the "Contracted Engineering Time") to carry out agreed engineering tasks. The Contracted Engineering Time is a cumulative amount of time allocated to the Partner / End User. In the event that additional engineering time is required in order to complete required tasks, the Partner shall be required to contract for additional engineering time. For the avoidance of doubt, Exponential-e engineering resources are sold on an allocated time basis; not on a fixed scope of work basis.

2. Additional Terms

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

2.1 DEFINITIONS

2.1.1 In the Contract, the following terms shall have the meanings assigned to them below:

"Man Day" a cumulative amount of time of not less than seven and a half hours spent working during Normal Business Hours;

2.2 FEES AND PAYMENT

2.2.1 Exponential-e's charges exclude the cost of hotel, subsistence, travelling and any other ancillary expenses reasonably and properly incurred by members of Exponential-e's Engineering Team in connection with the Order. Such costs and expenses shall be invoiced by Exponential-e at cost price. Exponential-e shall obtain the Partner's approval before incurring any such expense, material or service exceeding £500 per item;

2.2.2 The Partner shall provide Exponential-e with as much prior notice of postponements or delays as is reasonably possible. If Exponential-e is not reasonably able to 'work-around' the postponement or delay, especially in instances where the Service(s) require participation by Partner / End User personnel that become unavailable, Exponential-e shall be entitled to charge the Partner for the time lost and the reasonable additional expenses incurred due to such delays or postponements at Exponential-e's standard hourly rates.

2.3 ADDITIONAL EXPONENTIAL-E OBLIGATIONS

2.3.1 The Partner must notify Exponential-e of any failure perform the Services in accordance with the Contract within five (5) days after the relevant performance. Exponential-e's entire liability and the Partner's sole remedy for Exponential-e's failure to so perform shall be for Exponential-e to, at its option (acting reasonably), (i) use reasonable efforts to correct such failure, and/or (ii) refund that portion of any fees received that reasonably correspond to such failure to perform.

2.4 PARTNER OBLIGATIONS

2.4.1 The Partner shall (and shall procure that the End User shall):

2.4.1.1 provide, in sufficient time to enable Exponential-e to perform and/or provision the Service(s), such information, co-operation and support as Exponential-e may reasonably require pursuant to the Contract and in order to carry out the Service(s) and shall ensure that all information provided is accurate in all material respects; and

2.4.1.2 provide Exponential-e with reasonable office and information technology facilities as are reasonably required by Exponential-e to perform its obligations under the Contract; and

2.4.3 The Partner's compliance with this Clause 2.4 shall be entirely at the Partner's cost.

2.5 TERM AND TERMINATION

2.5.1 No Initial Term applies to engineering time services.

2.5.2 In the event of termination of an individual Service by the Partner and/or the termination of the Contract by the Partner without cause, the Partner shall be liable to pay the following charges for such early termination:

a. where cancelled less than 4 days prior to the scheduled commencement of the Service(s)

100% of the Charges due to be paid for the Service(s)

b. where cancelled between 4 and 7 days (inclusive) prior to the scheduled commencement date of the Service(s)

75% of the Charges due to be paid for the Service(s)

- c. where cancelled between 8 and 15 days (inclusive) prior to the scheduled commencement date of the Service(s)
 - 50% of the Charges due to be paid for the Service(s)
- d. where cancelled after 16 days prior to the scheduled commencement date of the Service(s)
 - 20% of the Charges due to be paid for the Service(s)

2.5.3 Clause 2.2 (Fees and Payment), Clause 2.4 (Partner Obligations) and Clause 2.5 (Term and Termination) shall survive termination and continue in full force and effect.

SCHEDULE C: CONSULTANT RESOURCE**1. Consultant Resource Service Description**

Exponential-e's Consultant Resource provides the Reseller / End User with either:

- Solutions Consultant,
- Senior Solutions Consultant,
- Solutions Architect,
- DevOps Consultant,
- Cloud Delivery Consultant, and/or
- Cyber Security Consultant

resource (as set out in the Order Form) for the number of Man Days as set out on the Order Form. The work to be carried out by the resource can be agreed within a Statement of Work (SOW) document signed by the Parties if required by the Reseller however these resources are provided on a fixed Man Day basis and if additional Man Days are needed to complete all the agreed tasks in any Statement of Work, additional resource will need to be purchased. The definition of Contract in the General Terms shall be considered amended accordingly any applicable SOW.

2. Additional Terms

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

2.1 DEFINITIONS

2.1.1 In the Contract, the following terms shall have the meanings assigned to them below:

"Man Day" a cumulative amount of time of not less than seven and a half hours spent working during Normal Business Hours;

2.2 FEES AND PAYMENT

2.2.1 Exponential-e's charges exclude the cost of hotel, subsistence, travelling and any other ancillary expenses reasonably and properly incurred by Exponential-e's professional services resources in connection with the Order. Such costs and expenses shall be invoiced by Exponential-e at cost price. Exponential-e shall obtain the Partner's approval before incurring any such expense, material or service exceeding £500 per item;

2.2.2 The Partner shall provide Exponential-e with as much prior notice of postponements or delays as is reasonably possible. If Exponential-e is not reasonably able to 'work-around' the postponement or delay, especially in instances where the Service(s) require participation by Partner / End User personnel that become unavailable, Exponential-e shall be entitled to charge the Partner for the time lost and the reasonable additional expenses incurred due to such delays or postponements at Exponential-e's standard hourly rates.

2.3 ADDITIONAL EXPONENTIAL-E OBLIGATIONS

2.3.1 The Partner must notify Exponential-e of any failure perform the Services in accordance with the Contract within five (5) days after the relevant performance. Exponential-e's entire liability and the Partner's sole remedy for Exponential-e's failure to so perform shall be for Exponential-e to, at its option (acting reasonably), (i) use reasonable efforts to correct such failure, and/or (ii) refund that portion of any fees received that reasonably correspond to such failure to perform.

2.4 PARTNER OBLIGATIONS

2.4.1 The Partner shall (and shall procure that the End User shall):

2.4.1.1 provide, in sufficient time to enable Exponential-e to perform and/or provision the Service(s), such information, co-operation and support as Exponential-e may reasonably require pursuant to the Contract and in order to carry out the Service(s) and shall ensure that all information provided is accurate in all material respects; and

2.4.1.2 provide Exponential-e with reasonable office and information technology facilities as are reasonably required by Exponential-e to perform its obligations under the Contract; and

2.4.3 The Partner's compliance with this Clause 2.4 shall be entirely at the Partner's cost.

2.5 TERM AND TERMINATION

2.5.1 No Initial Term applies to Consultant Resource.

- 2.5.2 In the event of termination of an individual Service by the Partner and/or the termination of the Contract by the Partner without cause, the Partner shall be liable to pay the following charges for such early termination:
- c. where cancelled less than 4 days prior to the scheduled commencement of the Service(s)
100% of the Charges due to be paid for the Service(s)
 - d. where cancelled between 4 and 7 days (inclusive) prior to the scheduled commencement date of the Service(s)
75% of the Charges due to be paid for the Service(s)
 - c. where cancelled between 8 and 15 days (inclusive) prior to the scheduled commencement date of the Service(s)
50% of the Charges due to be paid for the Service(s)
 - d. where cancelled after 16 days prior to the scheduled commencement date of the Service(s)
20% of the Charges due to be paid for the Service(s)
- 2.5.3 Clause 2.2 (Fees and Payment), Clause 2.4 (Partner Obligations) and Clause 2.5 (Term and Termination) shall survive termination and continue in full force and effect.

SCHEDULE D: SERVICE MANAGEMENT**1. Service Management Service Description**

Exponential-e's Service Management Service provides the Partner / End User with a Service Manager for the number of Man Days set out on the Order Form.

The Service Manager will be responsible for the operational performance of the Services. The core responsibilities of the Service Manager are:

- Attending face-to-face Service Review Meetings with the Partner / End User at a frequency of once per calendar month where at least twelve (12) days' per annum worth of Service Management is contracted and at a frequency of once per calendar quarter where at least four (4) days' per annum worth of Service Management is contracted;
- Identifying and agreeing the implementation of tactical changes to improve service quality and efficiency;
- Providing a primary point of escalation for the Partner / End User;
- Overseeing the impact of the delivery of any projects on the Services;
- Owning any service improvement plan that may be jointly defined by Exponential-e and the Partner / End User;
- Reporting on all regular project, programme, and on-going activities;
- Working closely with the Service Desk during faults or incidents affecting the services in the End User solution; and
- In the event of any incidents, producing an incident report that provides an overview of the sequence of events and the root cause, and capturing any corrective actions to be taken.

The Service Manager's schedule will be determined through mutual agreement between Exponential-e and the Partner / End User at least 30 days in advance. The Service Manager will be free to undertake other work as assigned by Exponential-e on days not allocated to the Partner. The Service Manager and the Partner / End User shall work together to agree the content and format of deliverable reports and agree the format, location and agenda for Service Review Meetings within thirty (30) days of Order acceptance.

2. Service Commencement Date

The Service Commencement Date of Service Management for the purposes of invoicing the Service Management Charges, shall be the earlier of (i) the date that the Service Manager attends his/her first meeting with the Partner / End User and (ii) the Service Commencement Date of the first other Service under the applicable Contract (if applicable).

3. Additional Terms

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

3.1 DEFINITIONS

3.1.1 In the Contract, the following terms shall have the meanings assigned to them below:

"Man Day" a cumulative amount of time of not less than seven and a half hours spent working during Normal Business Hours;

3.2 PARTNER OBLIGATIONS

3.2.1 The Partner shall (and shall procure that the End User shall):

3.2.1.1 provide, in sufficient time to enable Exponential-e to perform the Service, such information, co-operation and support as Exponential-e may reasonably require pursuant to the Contract and in order to carry out the Service and shall ensure that all information provided is accurate in all material respects; and

3.2.1.2 provide Exponential-e with reasonable office and information technology facilities as are reasonably required by Exponential-e to perform its obligations under the Contract; and

3.2.1.3 appoint a Service Manager, who shall have the authority to commit the Partner / End User on all matters relating to the Service.

3.3 The Partner's compliance with Clause 3.2 shall be entirely at the Partner's cost.

SCHEDULE E: TECHNICAL DESIGN AUTHORITY**1. Technical Design Authority Service Description**

Exponential-e's Technical Design Authority ("TDA") Service provides the Partner / End User with a Technical Design Authority for the number of Man Days set out on the Order Form.

The TDA will be responsible for providing the Partner / End User with technical guidance and recommendations, acting as a technical representative of the Partner / End User within Exponential-e. The core responsibilities of the TDA are:

- Attending face-to-face or remote technical meetings with the Partner / End User at a frequency of once per calendar month where at least twelve (12) days' per annum worth of TDA is contracted and at a frequency of once per calendar quarter where at least four (4) days' per annum worth of TDA is contracted;
- Advising the Partner / End User of technical capabilities and services within the Exponential-e portfolio, and how these can benefit the Partner / End User;
- Provide input into the Partner's / End User's IT strategy upon request;
- Work closely with the assigned Service Manager (where purchased) to maintain service and technical harmony
- Reporting on all technical meetings, assigned actions and outcomes;
- Working closely with the Service Desk during faults or incidents affecting the services in the End User solution; and
- In the event of any incidents, review any incident report that provides an overview of the sequence of events and the root cause, and capturing any corrective actions to be taken.

The TDA's schedule will be determined through mutual agreement between Exponential-e and the Partner / End User at least 30 days in advance. The TDA will be free to undertake other work as assigned by Exponential-e on days not allocated to the Partner. The TDA and the Partner / End User shall work together to agree the content and format of deliverable reports and agree the format, location and agenda for technical meetings within thirty (30) days of Order acceptance.

2. Service Commencement Date

The Service Commencement Date of Technical Design Authority for the purposes of invoicing the Technical Design Authority Charges, shall be the earlier of (i) the date that the Technical Design Authority attends his/her first meeting with the Partner / End User and (ii) the Service Commencement Date of the first other Service under the applicable Contract (if applicable).

3. Additional Terms

The following terms and conditions apply to the provision of a Technical Design Authority by Exponential-e in addition to Exponential-e's General Terms.

3.1 DEFINITIONS

3.1.1 In the Contract, the following terms shall have the meanings assigned to them below:

"Man Day" a cumulative amount of time of not less than seven and a half hours spent working during Normal Business Hours;

3.2 PARTNER OBLIGATIONS

3.2.1 The Partner shall (and shall procure that the End User shall):

- 3.2.1.1 provide, in sufficient time to enable Exponential-e to perform the Service, such information, co-operation and support as Exponential-e may reasonably require pursuant to the Contract and in order to carry out the Service and shall ensure that all information provided is accurate in all material respects; and
- 3.2.1.2 provide Exponential-e with reasonable office and information technology facilities as are reasonably required by Exponential-e to perform its obligations under the Contract; and
- 3.2.1.3 appoint a Service Manager, who shall have the authority to commit the Partner / End User on all matters relating to the Service.

3.3 The Partner's compliance with Clause 3.2 shall be entirely at the Partner's cost.

SCHEDULE F: BESPOKE PROFESSIONAL SERVICES**1. Bespoke Professional Services Description**

Exponential-e's bespoke professional services provides the Partner / End User with professional services as set out in a Statement of Work (SOW) signed with the Partner. The definition of Contract in the General Terms shall be considered amended accordingly to include the SOW. Bespoke Professional Services are provided on a fixed charge basis, not on a time and materials basis.

2. Additional Terms

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

2.1 DEFINITIONS

2.1.1 In the Contract, the following terms shall have the meanings assigned to them below:

"Deliverables"	all materials to be produced and delivered by Exponential-e to the Partner / End User pursuant to the provision of the Bespoke Professional Services, as specifically referred to in the Statement of Work;
"Prior Technology"	means any and all Technology incorporated into the Deliverables that is developed or otherwise created by or on behalf of Exponential-e or licensed by Exponential-e, and which may be improved or modified in the course of developing the Deliverables;
"Technology"	means algorithms, approaches, code, concepts, data, designs, developments, documentation, discoveries, expressions, inventions, know how, methodologies, multi-media files, object codes, processes, programs, skills, software, techniques, technology, text, tools, and web pages.

2.2 FEES AND PAYMENT

2.2.1 Exponential-e's charges exclude the cost of hotel, subsistence, travelling and any other ancillary expenses reasonably and properly incurred by members of Exponential-e's Professional Services Team in connection with the Bespoke Professional Services to be provided. Such costs and expenses shall be invoiced by Exponential-e at cost price and in accordance with the expenses limits as set out in the Statement of Work. Exponential-e shall obtain the Partner's approval before incurring any such expense, material or service exceeding any fixed amount agreed with the Partner in the Statement of Work or if no amount is so specified then £500 per item;

2.2.2 The Partner 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. If Exponential-e is not reasonably able to 'work-around' the postponement or delay, especially in instances where the Service(s) require participation by Partner / End User personnel that become unavailable, Exponential-e shall be entitled to charge the Partner for the time lost and the reasonable additional expenses incurred due to such delays or postponements at Exponential-e standard hourly rates.

2.3 ADDITIONAL EXPONENTIAL-E OBLIGATIONS

2.3.1 Exponential-e shall use reasonable endeavours to manage and complete the Bespoke Professional Services, and to deliver the Deliverables to the Partner / End User, in accordance in all material respects with the Statement of Work.

2.3.2 The Partner must notify Exponential-e of any failure perform the Services in accordance with the Contract within five (5) days after the relevant performance. Exponential-e's entire liability and Partner's sole remedy for Exponential-e's failure to so perform shall be for Exponential-e to, at its option (acting reasonably), (i) use reasonable efforts to correct such failure, and/or (ii) refund that portion of any fees received that reasonably correspond to such failure to perform.

2.4 PARTNER OBLIGATIONS

2.4.1 The Partner shall (and shall procure that the End User shall):

2.4.1.1 provide, in sufficient time to enable Exponential-e to perform and/or provision the Service(s), such information, co-operation and support as Exponential-e may reasonably require pursuant to the Contract and in order to

carry out the project and the Service(s) and shall ensure that all information provided is accurate in all material respects; and

- 2.4.1.2 provide Exponential-e with reasonable office and information technology facilities as are reasonably required by Exponential-e to perform its obligations under the Contract; and
- 2.4.1.3 within five (5) Working Days of termination of the Contract, return to Exponential-e by same day courier any Prior Technology in the Partner's / End User's possession; and
- 2.4.1.4 comply with any Partner / End User responsibilities and obligations set out in the Statement of Work.
- 2.4.2 The Partner shall not (and shall procure that its staff, contractors and agents and the End User shall not):
 - 2.4.2.1 allow any unauthorised user or third party access to, or use of, the Prior Technology and shall take all reasonable security measures to prevent the same; and/or
 - 2.4.2.2 add to, modify or interfere in any way with the Prior Technology.
- 2.4.3 The Partner's compliance with this Clause 2.4 shall be entirely at the Partner's cost.

2.5 INTELLECTUAL PROPERTY

- 2.5.1 All Intellectual Property Rights in the Contract (including this Service Document, the Statement of Work and the Deliverables) and any Prior Technology (the "Exponential-e Materials") issued or created by Exponential-e pursuant to it, shall at all times remain the property of Exponential-e.
- 2.5.2 Nothing in the Contract shall act to transfer any Intellectual Property Rights in respect of the Service(s) or the Exponential-e Materials to the Partner / End User but Exponential-e shall, upon payment in full by the Partner and to the extent that the Exponential-e Materials are contained in the Deliverables, licence the right for the Partner / End User to use the Exponential-e Materials on a non-exclusive, non-transferable without rights to sub-licence, royalty-free, worldwide basis for the term of the Contract to such an extent it is necessary to do so to enable the Partner / End User to make reasonable use of the Deliverables. The Partner / End User may also make, for internal use only, a reasonable number of copies of the original Deliverables and Exponential-e Materials in amounts reasonably necessary for the Partner's / End User's internal use. The Partner / End User shall not sublicense or otherwise transfer to any third party Exponential-e's Materials or the Deliverables and must not modify, alter, decompile, dis-assemble, reverse-engineer, or create derivative works from the Deliverables.
- 2.5.3 The licences granted under this Clause 2.5 shall terminate automatically upon termination of the Contract for any reason.

2.6 TERM AND TERMINATION

- 2.6.1 No Initial Term applies to Bespoke Professional Services.
- 2.6.2 In the event of termination of the Bespoke Professional Services by the Partner and/or the termination of the Contract by the Partner without cause, the Partner shall be liable to pay the following charges for such early termination:
 - a. where cancelled less than 4 days prior to the scheduled commencement of the Service(s)
 - 100% of the Charges due to be paid for the Service(s)
 - b. where cancelled between 4 and 7 days (inclusive) prior to the scheduled commencement date of the Service(s)
 - 75% of the Charges due to be paid for the Service(s)
 - c. where cancelled between 8 and 15 days (inclusive) prior to the scheduled commencement date of the Service(s)
 - 50% of the Charges due to be paid for the Service(s)
 - d. where cancelled more than 16 days prior to the scheduled commencement date of the Service(s)
 - 20% of the Charges due to be paid for the Service(s)
- 2.6.3 Clause 2.2 (Fees and Payment), Clause 2.4 (Partner Obligations), Clause 2.5 (Intellectual Property) and Clause 2.6 (Term and Termination) shall survive termination and continue in full force and effect.

2.7 DATA PROCESSING

- 2.7.1 Where the provision of the Professional Services will result in Exponential-e Processing Partner Personal Data, Exponential-e will at the Partner's request agree to include a data processing addendum within the Contract

setting out such details as the subject-matter of the Processing and the nature of the Processing to be undertaken.

SCHEDULE G: SERVICE DEFINITION FOR SERVICE DESK**1. Service Desk Service Description**

Exponential-e's Service Desk Service is an IT support service, based across 3 diverse locations with Security Cleared (SC) Service Desk Agents. The Service Desk is aligned to ITIL practices and is underpinned by Exponential-e's ITIL-based management platform.

The Service is available in two options:

- Standard
- White-Labelled

each as detailed below.

Standard Service Desk

The End User will have a single point of contact to the Service Desk through a dedicated Direct Dial In number (DDI) as well as a Service Portal, where all user requests are recorded and tracked.

The hours during which the Service Desk will be provided to the Reseller / End User (the "Service Hours") and the relevant DDI will be set out on the Order Form (the "Standard Service Elements").

White Labelled Service Desk

The White Labelled option consists of the Standard Service Elements plus configured components detailed in the Order Form, in order to provide a customised service that feels like it is delivered directly by the End User. The components that are available to be configured in addition to the Standard Service Elements are:

- A personalised Interactive Voice Response (IVR) Welcome Message, recorded and presented when the Service Desk is contacted through the direct telephone line number.
The IVR can be used to inform of any End User major incidents or relay key and specific announcements. If a caller calls the Service Desk outside of Service Hours, the Welcome Message can be customised to inform the caller and ask to leave a voicemail for the Service Desk Agent to action the next Working Day;
- The Service Portal, configured to have the company logo on the login screen and in the home screen once the user has logged in to create or follow up on their tickets; and
- The Service Desk Agent welcome script, tailored to represent the End User's Service Desk.

Both options of Service include the following:

Contact Method: Email

Support request can be sent to the email specified in the Order Form.

Once the email is received a ticket will automatically be created in the Service Portal. The End User will receive a notification via email of the unique ticket reference number for tracking. This must be included as part of the subject in any further communications regarding this ticket.

Contact Method: Telephone

End Users have a single point of contact to the Service Desk function through a dedicated Direct Dial In number (DDI).

The following telephone functions are available with the Service Desk, and will be provided to the extent specified in the Order Form:

- **Automatic Call Distribution (ACD).** This allows for the automatic distribution of all incoming calls to a specific group of logged in and marked available Service Desk Agents and provides call load balancing to manage the demand on each agent.
- **Interactive Voice Response (IVR).** This allows for a Welcome Message to be presented on contact or to inform the caller of any open major issues or scheduled maintenance taking place. If interactive call handling is included, calls are routed according to the options selected by the caller, directing them to the appropriate Resolver Group.

Target	Description
	divided by total number Incidents and Service Request created (in percent) during a calendar month with 'Contact Type' as 'Telephone'.
Ticket Handling Response Time	The initial Ticket Response is the time taken for requests for service made from the end users via the Service Portal from the submission time, to when the Service Desk Agent takes ownership and moves the status to 'In Progress'. The end user will be notified when the status has changed and the ticket will be time stamped with the progressed time. The Response time will be measured using the submission time and the time stated for when 'In Progress' is achieved.
Ticket Handling Assignment Time	Assignment time, for tickets which require technical escalation, is taken from the initial recording of the request via a direct call to the Service Desk or from the Service Portal to being assigned to the appropriate Resolver Group. The Assignment time will be measured using the submission time and the time stated for when 'Waiting Service Partner' or 'Waiting Vendor' status is achieved.

4. Data Processing

When Exponential-e provides the Service Desk, this may result in Exponential-e Processing Partner Personal Data. The following applies to the Processing of such Personal Data by Exponential-e:

Subject Matter of Processing

Phone numbers, call records, calls, content of voicemails, email addresses, passwords/codes and usernames used in conjunction with the Service and/or Service Portal.

Nature of the Processing

Recording, storage, collection and reporting.

Location of Processing

The Processing will take place within the UK and/or EEA.

Appropriate Technical and Organisational Measures

With respect to the requirement set out in the General Terms in Clause 10.15 at point (ii), the Reseller agrees that as far as it is concerned the security measures set out in the Contract and Exponential-e's maintenance of the ISO27001 (Information Security Management) standard or any replacement or equivalent of either subsisting from time to time (the "Security Measures") fulfils the requirement of appropriate technical and organisational measures and the Reseller agrees not to contend otherwise, recognising that the Charges for the Service Desk directly relate to the Security Measures to be applied.

5. Definitions

In this Service Definition, the following terms shall have the meanings assigned to them below:

"Service Desk"	Exponential-e Service Desk Service as set out in this Service Definition.
"Service Desk Agent"	Exponential-e technical staff member, providing the initial engagement, understanding the Reseller's / End User's requirements and escalating issues where necessary.
"SC Cleared"	Engineers that have undergone UK Security Clearance (SC).
"Service Portal"	Professional Services Automation (PSA) platform providing a singular view of the entire business.
"Welcome Message"	A pre-recorded message played when the user calls the Service Desk, welcoming the user or giving them instructions on how to proceed.
"Resolver Group"	A team or functional group responsible for the resolution of events, incidents, or problems.
"Wallboard"	Dashboard interface to show mission-critical business data in real time.