

# Master Services Agreement:

## Annexure F: Service Schedule – Reserved Support Services V10-11



Intelligent Technology



This Service Schedule for **Reserved Support Services V10-11** (the “Service”) replaces all previously signed/incorporated version(s) of the Service Schedule for Support Services (if any). It forms part of the Master Services Agreement and Master Services Schedule. Its provisions are an integral part of the Master Services Agreement. Words and expressions defined in the General Conditions and Master Services Schedule shall (unless otherwise defined in this Services Schedule) bear the same meanings where used in this Service Schedule. In this Service Schedule, the following words and phrases shall have the following meanings unless the context otherwise requires:

### 1. Interpretation

- 1.1. “**Reserved Support Units**” means the total number of reserved Support Units per year specified in the Service Fees Schedule.
- 1.2. “**Technical Account Manager**” or “**TAM**” is a single point of contact that coordinates and streamlines the support relationship.

### 2. Service Overview

- 2.1. The Service provides access to one or more of the following:
  - 2.1.1. The Customer may use the Reserved Support Units for Account Management, Proactive Support and Technical Support.

### 3. Standard Features

- 3.1. SP will provide Reserved Support Units for (1) **Account Management** – to build and maintain relationships with key management and support staff, (2) **Proactive Support** – to increase system availability by (a) responding proactively to monitoring alerts and (b) creating a Customer-specific Server Maintenance plan or (c) via a consulting services engagement, (3) **Technical Support** – to provide reactive access to SP engineers to resolve Customer initiated support requests.

### 4. Account Management

- 4.1. SP will assign the Customer a Technical Account Manager or TAM to coordinate and streamline the support relationship between SP and the Customer.
- 4.2. The TAM is the Customer’s advocate within SP and facilitates a team that provides Pro-active Support, Technical Support and Streamline IT.
- 4.3. The TAM also serves as the point of information delivery and feedback to the product groups, quality and testing labs, research and development and other SP groups.

#### 4.4. **Orientation and Planning Session**

4.4.1. At the service commencement, an orientation and planning session will be conducted with Customer stakeholders to discuss SP's capabilities, gather input, and jointly develop a Service Delivery Plan.

4.4.2. A separate orientation and planning session charge is itemised as an 'initial engagement or activation fee.

#### 4.5. **Escalation Management**

4.5.1. The TAM will be the Customer's first escalation point for incidents requiring closer SP technical and management resources management to expedite resolution.

#### 4.6. **Service Delivery Plan**

4.6.1. The Service Delivery Plan will represent a roadmap for using Support Services.

4.6.2. The plan's components may include high-level objectives, an overview of major projects, key satisfaction drivers, resource requirements, and a schedule of planned activities.

4.6.3. Available Reserved Support Units are pre-allocated without a written Service Delivery Plan, according to the Default Service Delivery Plan described in clause 7 below.

#### 4.7. **Status Meetings and Reporting**

4.7.1. Customers may request a status report to be prepared by TAM on an agreed basis, summarising services delivered during the previous period and assessing progress against the Service Delivery Plan.

4.7.2. Online Status meetings provide a forum to discuss service activities, review or modify the service delivery plan, monitor satisfaction levels and discuss actions required.

4.7.3. These meetings will be held via teleconference unless otherwise agreed.

## 5. **Proactive Support Services**

SP can provide the following Proactive Support Services:

#### 5.1. **Responses to alerts from monitoring agents**

5.1.1. Customers may use Reserved Support Units for Pro-Active support to increase system availability by proactively responding to alerts from monitoring alerts.

#### 5.2. **Server Maintenance Plan**

5.2.1. SP can provide a support plan to identify and help prevent common support issues and decrease the likelihood of server outages, thereby reducing total server costs.

#### 5.2.2. **Consulting Services**

5.2.2.1. The Customer may initiate a consulting engagement to help plan future requirements. These Consulting Services may include (1) enterprise architecture planning, (2) data centre architecture, (3) infrastructure planning, (4) enterprise server consolidation, (5) high availability and disaster recovery, (6) application architecture planning, and (7) enterprise project quality assurance.

## 6. **Technical Support Services**

SP can provide the following Technical Support Services on a reactive basis:

#### 6.1. **Hosted Remote Support Tools**

6.1.1. Upon request, SP will access systems via remote tools to analyse problems.

6.1.2. Remote Support is done with written permission only, and SP personnel will access only those systems authorised to do so.

- 6.1.3. SP may provide software to assist with problem diagnosis and resolution.
- 6.1.4. Such software is SP's property and will be returned to SP promptly upon request.

**6.2. On-site Support**

- 6.2.1. In critical situations, the Customer may request ad-hoc on-site support subject to SP resource availability. The tasks performed will vary based on the incident, environment, and business impact of the problem.

**6.3. Hosted Services Support**

- 6.3.1. Support may be requested relating to Hosted Messaging and Productivity Services, Hosted Backup Services, Hosted Virtual Server Services or any other service of SP designated as requiring a Support Services Agreement to resolve service requests.

**6.4. Break-Fix Support**

- 6.4.1. Break-fix support may be requested subject to SP resource availability, and the tasks performed will vary based on the situation, environment and business impact of the problem.
- 6.4.2. Break-fix support excludes repairs to hardware or equipment.

**6.5. Skills Development and Broad-Based Black Economic Empowerment**

- 6.5.1. SP is committed to Broad-Based Black Economic Empowerment ('BBBEE')
- 6.5.2. Customers and SP may agree that SP may allocate a trainee to attend to support requests.
- 6.5.3. SP manages the trainee resources and provides for any rework at no additional charge.
- 6.5.4. SP will provide reports to the customer to substantiate the customer's and SP's contributions to support BBBEE.

**7. Default Service Delivery Plan**

- 7.1. The Default Service Delivery Plan Allocation below includes provision for the minimum number of Reserved Support Units for Account Management and Pro-active services.
- 7.2. SP may adjust the Default Service Delivery Plan to address any impact of escalation on Service Schedule Fees.
- 7.3. SP shall deduct the TAM Reserved Support Units annually upfront.
- 7.4. SP shall be entitled to auto-generate service requests and Pro-active services up to the number of Reserved Support Units designated as such in the Default Service Delivery Plan Allocation matrix below:

Default Service Delivery Plan Allocation				
SKU	Units '000	Account Management <sup>1</sup>	Pro-Active	Technical Support
SS-SS01	10	2	-	10
SS-SS02	24	3	5	20
SS-SS03	50	6	10	40
SS-SS04	100	12	20	80
SS-SS05	200	24	40	160
SS-SS06	300	36	50	250
SS-SS07	400	50	75	325
SS-SS08	500	60	100	400
SS-SS09	750	90	150	600
SS-SS10	1000	120	300	700
<sup>1</sup> SP will provide Account Management without decrementing Reserved Support Units up to the number of hours allocated above				

**8. Service utilisation and uplifts**

- 8.1. Where services are (a) rendered pro-actively, (b) outside of Working Hours, (c) escalated to Tier 3 Support or higher, (d) involves consultation, (e) software development, (f) used for skills development or (g) escalation to third parties, SP may apply

<sup>1</sup> This document is the sole property of SP and may not be disclosed to any third party for any reason whatsoever, without prior written consent.

Uplift for purposes of decrementing the Reserved Support Units available in terms of this agreement per the Uplift Table below:

<b>Uplift Table</b>	<b>%</b>
<b>Work Types</b>	
Pro-Active Services	+0%
After-hours support Weekdays 18h00-08h00	+25%
After-hours support Weekends & Public Holidays	+50%
Escalation to Microsoft / Citrix / McAfee / VMware / Cisco or another Vendor	+50%
<b>Work Roles</b>	
Skills Development or Trainee	-50%
Tier 1 Support	-25%
Tier 2 Support	+0%
Tier 3 Support	+50%
Tier 1 Developer	+50%
Tier 2 Developer	+100%
Tier 1 Security Analyst	+100%
Tier 2 Security Analyst	+150%
Tier 3 Security Analyst	+200%
Project Manager	+50%
Systems Architect	+150%
Director	+200%

8.2. If the utilisation of Reserved Support Units is more than the pro-rata fees paid, the SP reserves the right to accelerate payment of the fees to address the excess usage on thirty (30) days prior written notice.

8.3. **Measurement Increments:**

8.3.1. All on-site Support Services will be measured in increments of 1 hour and rounded UP to the nearest hour.

8.3.2. Support Services rendered telephonically or remotely will be measured in increments of 15 minutes and rounded UP to the nearest quarter-hour. Travel time will be measured in increments of 30 minutes and rounded UP to the nearest half-hour.

8.3.3. Any unused Reserved Support Units will be forfeited at the end of each calendar year.