

SERVICE SCHEDULE MANAGED NETWORK

1. Definitions and Interpretation

In this Service Schedule, the words, expressions, and rules of interpretation set out in the General Terms and Conditions ('GTCs') apply. This Service Schedule constitutes the Specification for the Ekco Managed Network Service and may be amended by Ekco from time to time, in accordance with the Agreement. Please note that the separate [Managed Network] Service Description is provided to further describe the functional characteristics of the Service and for technical and operational guidance only and does not form part of the Agreement.

The following words and phrases will, unless the context otherwise requires, mean:

"Additional Option" means any supplemental service, feature, or add-on not included in the standard features of the Service Tier selected by the Customer but additionally selected and specified as a chargeable item on the Order Form.

"CAB" means the Change Advisory Board operated by Ekco to review, approve, and schedule changes to managed Customer infrastructure.

"Core Business Hours" or "Hours" means the hours of 08:00 to 18:00 (GMT/BST) on Business Days.

"Emergency Maintenance" means unscheduled work required to resolve a critical security vulnerability or an imminent threat to the stability or integrity of the Managed Network Service.

"End-User Training" means the provision of instructional materials or live sessions to the Customer's employees regarding the use of Managed Devices.

"Incident" means an unplanned interruption to or a reduction in the quality of the Managed Network Service as designated by ITIL standards.

"ITIL" means Information Technology Infrastructure Library, a globally recognised framework for IT service management best practices.

"Managed Device" means any network device (firewall, core switch, access switch, or wireless access point) placed under management by Ekco under this Service Schedule, as recorded in the ITSM System.

"Managed Network" or "Managed Network Service" means the Ekco managed service comprising the management, monitoring, and support of the Customer's Managed Devices, as described in this Service Schedule and including any associated support or professional services provided by Ekco, as specified in an Order Form referencing this Service Schedule.

"N-1 Firmware Level" means the firmware version one major or minor release behind the current latest stable release published by the device manufacturer, representing the version actively maintained by Ekco as the standard baseline for Managed Devices.

"Scheduled Maintenance" means any work performed on the Managed Network Service for which the Customer is provided with prior notice or which is performed within a recurring maintenance window previously agreed between the Parties.

"Service Desk" means Ekco's central point of contact for the notification of Incidents and the submission of Service Requests.

"Service Impact" means the degree to which an Incident affects the Customer's ability to access or use the Managed Network Service.

“Service Platform” means Ekco’s management toolsets used to deliver infrastructure monitoring, configuration management, and support capabilities under this Service Schedule. Ekco reserves the right to change the underlying components for operational reasons, provided service delivery obligations are maintained.

“Service Request” means a formal request from a Technical Contact for something to be provided, for example, a request for information or advice, or to create a new user account.

“Service Tier” means the specific service package (e.g., essential, standard, or premium) selected by the Customer as specified on the Order Form, the functional deliverables of which are described in this Service Schedule.

“Technical Contact” means an individual designated by the Customer who possesses the necessary technical knowledge and authority to engage with Ekco on service-related matters, including Incident management, Service Requests and technical escalations.

2. Scope of the Service

- 2.1. This Service Schedule applies where the Customer has purchased the Managed Network Service from Ekco.
- 2.2. Managed Network is an Ekco managed service providing management, monitoring, and support for the Customer's network infrastructure, covering firewalls, core switches, access switches, and wireless access points. The Manage Network Service encompasses configuration, testing, operation, support, administration, and maintenance of hardware, software, firmware, and configuration required for the provision of a fully managed network service.
- 2.3. Managed Network is a standardised managed product, available in three Service Tiers: essential, standard, and premium. The scope and specific technical features, activities, and deliverables of the chosen Service Tier as specified in an Order Form, is as described in section 3 of this Service Schedule.
- 2.4. The Service Tier selected by the Customer applies to all Managed Devices in scope. For larger engagements, different physical sites may operate on different Service Tiers where defined in the Order Form.
- 2.5. Managed Network is delivered remotely.

3. Service Tiers

3.1. Service Tiers

Table 1 - Service Tiers

Service component	Feature description	Essential	Standard	Premium
Service Desk	Ekco provides online portal, email, and phone. Customers can choose the most convenient method for them to log their support requests.	✓ (portal only)	✓	✓
Service Desk	Ekco provides support during Core Business Hours	✓	✓	✓
Service Desk	Service Desk involves logging, assessment, and prioritisation of incoming tickets with process driven resolution of tickets. Tickets that cannot be resolved using the defined processes will be escalated to 2nd Line Engineering teams. Tickets that cannot be resolved by the Service Desk team will then be escalated (typically to internal Ekco teams, however this	✓	✓	✓

Service component	Feature description	Essential	Standard	Premium
	may also be to customer's internal teams or to external third parties).			
Incident management	Ekco aims to resolve Incidents as per table 2 - Service level objectives, to minimise downtime and help ensure business continuity.	✓	✓	✓
Request management	Ekco provides a service catalogue that outlines common IT requests.	✓	✓	✓
Change management	Ekco will review and implement changes to the solution's IT infrastructure to optimise performance and reduce downtime.	✓	✓	✓
Vendor management	Ekco will liaise with and / or escalate Incidents to vendors as required.	✓	✓	✓
Problem management	Ekco will analyse problem trends to identify and resolve root causes and prevent recurrence.	X	✓	✓
Problem management	On request, Ekco will provide a report analysing the root cause of P1 incidents, including findings, contributing factors, and recommendations to help prevent recurrence.	X	✓	✓
Change management	Ekco utilises a CAB to implement Ekco service changes and customer infrastructure changes smoothly and with minimal disruption.	✓	✓	✓
Change management	On request, Ekco can provide subject matter expert support to attend customer-led CAB meetings, helping with management of service-related changes.	X	X	✓
Network management - all device types	Basic monitoring of Managed Device availability and performance.	✓	✓	✓
Network management - all device types	Installation of network firmware and software updates to N-1 Firmware Level	✓	✓	✓
Network management - all device types	Maintenance of operational network documentation.	✓	✓	✓
Network management - all device types	Backup of Managed Device configurations with 90-day retention.	✓	✓	✓
Network management - all device types	Management of network licenses and contracts, Customer is responsible for procurement.	✓	✓	✓
Network management - firewalls	Configuration and management of firewall access rules.	✓	✓	✓
Network management - firewalls	Implementation and maintenance of VPN configurations.	✓	✓	✓
Network management - firewalls	Basic configuration and maintenance of intrusion prevention system (IPS) settings.	X	✓	✓

Service component	Feature description	Essential	Standard	Premium
Network management - firewalls / core switches	Management of encryption for site-to-site traffic. Includes certificate and key management, monitor of encrypted connections, tunnel management and failover configuration.	X	✓	✓
Network management - core switches	Configuration of VLAN segmentation and inter-VLAN routing.	✓	✓	✓
Network management - core switches	Link aggregation (LACP) configuration and management.	✓	✓	✓
Network management - core switches	Storm control configuration.	X	✓	✓
Network management - switches	Configuration of LAN switches.	✓	✓	✓
Network management - switches	Configuration and maintenance of port security.	✓	✓	✓
Network management - switches	Configuration and maintenance of spanning tree protocol.	✓	✓	✓
Network management - switches	PoE management and monitoring.	✓	✓	✓
Network management - switches	MAC address filtering and control, on request.	✓	✓	✓
Network management - switches	Edge access control implementation.	X	✓	✓
Network management - wireless	Configuration and management of wireless SSIDs and security.	✓	✓	✓
Network management - wireless	Monitoring and optimisation of wireless signal coverage.	✓ (reactive only)	✓ (reactive only)	✓
Network management - wireless	Configuration and maintenance of wireless controller.	✓	✓	✓
Network management - wireless	RF channel management and interference mitigation.	X	✓	✓
Network management - wireless	Basic guest network management (excluding custom guest portal implementations).	✓	✓	✓
Network management - wireless	Custom guest portal implementations.	X	✓	✓
Network management - wireless	Configuration of wireless authentication methods.	✓	✓	✓

4. Service Exclusions

The Managed Network Service does not include the following:

- 4.1 installation, maintenance, testing, or troubleshooting of physical network cabling on Customer sites;
- 4.2 security monitoring, threat detection, incident response, and security event analysis;
- 4.3 support for end-of-life, obsolete, or non-standard network equipment no longer supported by the original manufacturer;
- 4.4 disaster recovery exercises and testing;
- 4.5 custom development including, but not limited to, network management scripts, specialised reporting or monitoring;
- 4.6 network redesign, architecture changes, or significant topology alterations;
- 4.7 connectivity;
- 4.8 integration with 3rd party services, tools, or platforms;
- 4.9 remediation of issues arising from Customer actioned configuration changes made outside the established CAB;
- 4.10 on-site support, including but not limited to, physical installation, relocation, or replacement of Managed Devices, and any work at height;
- 4.11 all Managed Device licensing, maintenance and/or warranty costs
- 4.12 detailed performance tuning and optimisation beyond the basic performance monitoring included in the Managed Network Service;
- 4.13 End-User Training; and
- 4.14 major configuration and / or major scope changes, which shall be subject to formal variation of the Agreement.

5. Customer Obligations

The Customer shall, in addition to all other obligations under the Agreement:

- 5.1 Provide accurate device inventory covering all Managed Devices; current device configurations and access credentials; network topology documentation including IP addressing schemes and VLAN information; details of any existing vendor support agreements;
- 5.2 make designated personnel available throughout the onboarding process;
- 5.3 provide secure remote access to all Managed Devices, including timely provision of administrative-level credentials and appropriate secure management protocols (SSH, HTTPS, or equivalent);
- 5.4 maintain appropriate physical environment for on-premises network equipment, including power, cooling, rack space, and physical security, in accordance with manufacturer specifications. The Customer shall provide physical access to equipment when required;
- 5.5 be responsible for all activities requiring working at height, including physical installation, replacement, or relocation of Managed Devices in elevated locations. The Customer shall provide appropriately trained and equipped personnel for such tasks. Physical on-premises device replacement is the Customer's responsibility, either directly or through their vendor support agreements;
- 5.6 adhere to agreed network and security policies and shall communicate any regulatory or compliance obligations that may affect network configuration;
- 5.7 procure network hardware, software licences, and vendor support contracts as required, and shall maintain appropriate warranty and support agreements for all Managed Devices, ensuring that all Managed Devices have a valid vendor support agreement at all times;
- 5.8 coordinate internal stakeholders for scheduled maintenance activities and shall communicate these to end-users;
- 5.9 participate in acceptance testing following changes and provide prompt feedback confirming whether changes meet business requirements;

- 5.10 inform Ekco in advance of any on-site activities (such as power shutdowns or cabinet moves) that may affect Managed Devices, to enable impact assessment and mitigation;
- 5.11 ensure internal staff are trained on appropriate use of network resources and change request procedures;
- 5.12 manage end-user access rights and permissions, safeguard and manage authentication credentials, and promptly report to Ekco any suspected security breaches or unauthorised access;
- 5.13 manage public IP addresses, unless these are provided by Ekco;
- 5.14 define security requirements and compliance needs, maintain security of Customer-managed components, and conduct security reviews of Customer-deployed applications;
- 5.15 manage relationships with third-party application vendors, obtain support for third-party applications outside the scope of the Managed Network Service, and coordinate between third-party vendors and Ekco as needed;
- 5.16 provide and maintain an up-to-date list of authorised contacts for Incident notification and escalation, including out-of-hours contacts where applicable;
- 5.17 act promptly on Incident notifications raised by Ekco, performing remediation or mitigation activities as recommended, and inform Ekco upon resolution of Incidents;
- 5.18 promptly report suspected Incidents with relevant information including timing, impact, and symptoms, and shall assist in Incident investigation by providing business context when required. P1 incidents must be reported by telephone; and
- 5.19 submit all service or change requests via the authorised service portal using approved processes and maintain an up-to-date list of authorised personnel permitted to raise service or technical requests.

6. Ekco Obligations

6.1. Ekco shall provide the following, as defined by the Service Tier specified in the Order Form:

- 6.1.1. Managed Network Service, including the management and support of the Managed Devices as described in this Service Schedule;
- 6.1.2. configuration, operation, and maintenance of all Managed Devices within the agreed service scope, in accordance with the Service Tier selected by the Customer;
- 6.1.3. automated configuration backups of all Managed Devices following each approved change and on a weekly scheduled basis. Backups shall be encrypted and retained for 90 days;
- 6.1.4. role-based access control and the principle of least privilege for all administrative access to Managed Devices, and shall maintain audit logging of all administrative actions;
- 6.1.5. patching of Managed Devices to the level as specified in the Service Tier or any Additional Option, as per the Order Form;
- 6.1.6. monitoring of Managed Devices to the level as specified in the Service Tier or any Additional Option, as per the Order Form;
- 6.1.7. Service Desk support during Core Business Hours; and
- 6.1.8. monitoring, patching and maintenance of the Service Platform.

7. Service Level Agreement

- 7.1. Managed Devices are monitored 24 x 7, 365 days a year.
- 7.2. Ekco will deliver its service commitments and response times, during Core Business Hours, at the service levels detailed in the tables as follows:

Table 2 - Service Desk, Service level objectives

Priority Level	Core Business Hours	
	Target response time	Target restoration time
P1	N/A	4 Hours
P2	0.25 Hours	8 Hours
P3	1 Hour	3 Business Days
P4	1 Hour	7 Business Days

Table 3 – Incident priority definitions

		Impact		
		High	Medium	Low
Priority	High	P1 Site down/service not functioning. Affects entire business or large number of customers/end users. Incident during peak/critical period	P2 Site/service functioning but performance is degraded. Affects only a small number of customer/end users. Incident during normal period	P3 No impact on live service or business operations. Affects only a small number of end users. Incident during quiet period
	Medium	P2 Site down/service not functioning. Affects a business unit or significant number of customer/end users. Incident during normal period.	P3 Site/service functioning but performance is degraded. Affects only a small number of end users. Incident during quiet period.	P4 No impact on live service or business operations. No customers or end users affected.
	Low	P3 Site down/service not functioning. Affects only a small number of end users. Incident during quiet period.	P4 Site/service functioning but performance is degraded. No customers or end users affected.	P4 Advisory or general enquiry. Any work is planned.

Table 4 - Service Requests, Service Level Objectives

Priority Level	Core Business Hours	
	Target Response Time	Target Resolution Time
P1	0.25 Hours	8 Hours
P2	0.5 Hours	2 Business Days
P3	1 Hour	3 Business Days
P4	1 Hour	5 Business Days

Table 5 - Service Requests, Priority Definitions

Priority	Impact	Definition
P1	High	Business-critical request requiring immediate action. Affects the entire business or a large number of users. Examples: urgent access provisioning for critical systems, high-priority system configuration changes, or emergency resource allocation.

Priority	Impact	Definition
P2	Medium to high	Important request affecting a department or significant group of users but not business critical. Examples: scheduled but time-sensitive software deployments, account modifications for multiple users, or urgent but non-critical resource changes.
P3	Medium to low	Standard service request affecting a small number of users with minimal impact on business operations. Examples: individual user access requests, standard software installations, or minor system configuration changes.
P4	Low	Non-urgent or informational requests with no immediate business impact. Examples: general advisory queries, scheduled account removals, routine license updates, report generation, or documentation requests.

7.3. Any required service level changes are reviewed and scheduled as part of the weekly CAB review.

7.4. Ekco does not offer service credits in respect of this Managed Network Services SLA.

8. Maintenance

8.1. Ekco shall give prior notice for any Scheduled Maintenance. Such maintenance will typically be performed outside of Core Business Hours to minimise disruption.

8.2. Ekco may perform Emergency Maintenance where it deems it necessary to protect the integrity or security of the Managed Network Services. Ekco shall provide as much notice to the Customer as is reasonably practicable in the circumstances.

8.3. Any downtime or reduction in service quality resulting from Scheduled Maintenance or Emergency Maintenance shall be excluded from any service level objective.

8.4. Ekco shall maintain Managed Devices at the N-1 Firmware Level. Firewalls shall be updated on a bi-annual basis; core switches, access switches, and wireless access points shall be updated annually.

8.5. Patching may require a restart of Managed Devices, which may result in a temporary Service Impact.

9. Fees and Payment

9.1. Managed Network is charged on a per-Managed Device per month basis. Fees reflect both the device type and the Service Tier selected by the Customer.

9.2. Charges commence from the point at which each Managed Device is onboarded into the Service Platform, including during any setup, configuration, or deployment activities, regardless of whether the Service has reached a fully live or operational state.

9.3. Hardware, licencing costs, and vendor support agreements are outside the scope of Managed Network and are charged separately or arranged directly by the Customer.

10. Service Tier / Usage changes

Customer may request a change to their Service Tier by providing 10 Business Days' written notice to Ekco or otherwise via Ekco's then current change management process for this Service. Any such change shall be documented via a revised Order Form or a written amendment to the Agreement. Changes will take effect from the start of the next billing period following the execution of such amendment.