

Gamma Supplier Terms

Gamma Group - Acceptable Usage Policy

Introduction

Gamma's mission is to provide communications with a conscience, serving cloud communication and collaboration services for business, underpinned by a robust, secure network.

Gamma relies on its people to provide a vast amount of the security that protects our products and services. This is delivered through positive, security-conscious behaviours.

All employees are expected to take responsibility for the security of Gamma including reading this policy before being provided with a Gamma managed device. employees are expected to adhere to the policy throughout their employment with Gamma.

These policies must be reviewed at least annually to ensure continued alignment to business objectives.

Policy Scope

All Gamma Group employees, including Group Contractors, Group Temporary employees, Group Agency employees

Policy

User IDs and Passwords

1. Employees shall keep their passwords private and not write down or share this information with others. Should they believe these details have been exposed to others then they must change their secure credentials and report this as a security incident.
2. Employees must not permit others to perform any activity with their user IDs, and they must not perform any activity with user IDs belonging to other employees (unless part of their formal role).
3. Employees must not store personal user IDs and personal passwords in clear-text (eg in text or Word files) on end user devices.
4. Employees must never set-up or employ script files that contain a stored version of a personal identification number (PIN), a password, or a user-ID which can be used to gain access to a Gamma Group information system.
5. Gamma Group systems enforce password policies that users must adhere to. Where a user has to set the password, it is advisable to use three random words, guidance on password creation can be found [here](#).
6. **To help employees securely manage their passwords, a password manager can be downloaded from an approved software repository on corporate laptops.**

Securing Information

1. Employees must respect data classification labels on information shared with them. Those creating information must add data classification labels to Gamma information.
2. Gamma Group employees must respect non-disclosure agreements signed as part of their role within Gamma Group.
3. Employees must diligently protect all Gamma Group information specifically identified as trade secrets from unauthorized disclosure. Trade secrets must be identified as such prior to being disclosed to any employees.
4. Employees must not discard confidential or secret information in publicly accessible refuse containers. They must instead securely retain the information until it can be shredded or destroyed in a cross shredder.
5. Employees who use corporate end user devices should store data on one of the IT supported storage locations (e.g. One Drive) where backups are required.

Use for Unauthorised Activities

1. No company-owned or company-provided system may be knowingly used for activities that are considered illegal under UK, European or international law. The user may not use the corporate network and/or systems to:
 - a. engage in any activities that may lead to embarrassment, loss of reputation, or other harm to Gamma or our customers
 - b. engage in activities that may be deemed an invasion of privacy
 - c. engage in activities that cause disruption to the workplace environment or create a hostile workplace
 - d. engage in gambling activities
 - d. download or disseminate illegal, defamatory, discriminatory, vilifying, sexist, racist, abusive, pornographic, threatening, obscene or otherwise inappropriate messages or media
 - e. make fraudulent offers for products or services
 - f. perform any of the following: port scanning, security scanning, network sniffing, keystroke logging, peer to peer networking or other IT information gathering techniques when not part of the employee's job function
 - g. install or distribute "pirated" software
2. Knowingly taking any actions to bypass or circumvent security is expressly prohibited. Using company owned or company-provided computer systems to circumvent any security systems, authentication systems, user-based systems, or escalating privileges is expressly prohibited.
3. Actions detrimental to the computer network or other corporate resources, or that negatively affect job performance are not permitted.

End-User Computing (EUC)

1. Depending on the employee's job function a Gamma provisioned, and managed device may be provided to employees when joining Gamma. Where provided the device it is assigned to the member of Gamma and will be centrally managed by IT.
2. Employees must not install, or allow others to install, software on their Gamma end user device without receiving advance authorisation to do so from the Head of IT.

3. Use of remote desktop software and/or services is allowable if it is provided by Gamma, this allows Gamma to secure the service and reduce the risk to Gamma systems.
4. Employees should take reasonable efforts not to access Gamma data, and information that are not directly related to their job function. Existence of access does not imply permission to use this access.
5. Employees must not leave their Gamma device unattended without logging out, invoking a Pin or password protected screen saver, or shutting the device down.
6. When stored in a vehicle or in another unattended public place, employees must keep all end user devices out of sight.

Remote Working

1. Remote workers must follow all system security policies and procedures as though they were in Gamma Group offices. Including, but not limited to, end user device usage and appropriate data storage.
2. Where shredders are not available, please retain sensitive information until it can be shredded or destroyed in a cross shredder.
3. The security of Gamma Group property at an alternative work site, including at home, is just as important as it is at the office. To maintain the security of Gamma Group assets and information, all employees and users are responsible for:
 - a. Locking workstations when unattended, securing devices such as laptops, tablets, and mobile phones when not in use.
 - b. Vigilance against shoulder surfing and other methods of unauthorized access to information (e.g., looking over someone's shoulder, photographing sensitive data).
 - c. Never sharing passwords with anyone, including colleagues.
 - d. Being cautious of, and reporting phishing emails and other social engineering attempts to Security
 - e. Reasonable precautions must be taken to protect Gamma Group hardware, software, and information from theft, damage, and misuse.

Mobile Devices (Bring your own device)

1. BYO devices must be enrolled in the central Gamma mobile device management platform, access to Gamma systems and information will otherwise be denied.
 - a. BYO devices must be protected through password, PIN or biometrics, be kept up to date and lock automatically if idle.
 - b. Gamma Group reserves the right to remove all company data from any BYO device should the device become compromised, lost or stolen.
 - c. BYO devices can be connected to Gamma guest wireless networks only.
2. It is the employee's responsibility to inform Gamma's IT Service Desk should the BYO device become compromised, lost or stolen

General Communications

1. The following actions shall constitute unacceptable use of corporate communications systems. This list is not exhaustive but is included to provide a frame of reference for types of activities that are deemed unacceptable:

- a. Spamming, harassment, communicating threats, solicitations, chain letters, or pyramid schemes.
 - b. Maliciously manipulating email header information or attempting to impersonate another person.
 - c. Sending any information that is illegal under UK, or European law
 - d. Accessing another employee's account without:
 - i. the knowledge or permission of that employee
 - ii. the approval of the Chief People Officer in the case of an investigation,
 - iii. when such access constitutes a function of the employee's normal job responsibilities
 - e. Sending communications that may cause embarrassment, damage to reputation, or other harm to Gamma.
 - f. Disseminating defamatory, discriminatory, sexist, racist, or threatening messages or media
 - g. Sending communications that cause disruption to the workplace environment or create a hostile workplace
 - h. Knowingly misrepresenting Gamma's capabilities, business practices, warranties, pricing, or policies
2. Employees must recognise that communications sent from a Gamma account reflects Gamma Group, and, as such, all communications must be professional and courteous.
3. Gamma may use methods to block what it considers to be dangerous communications or strip potentially harmful attachments as it deems necessary.
4. Gamma provided end user devices have strong anti-malware controls however employees should use care when opening email attachments. Viruses, Trojans, and other malware can be easily delivered as an email attachment or link.
5. Employees must use care when receiving communications from 3rd parties requesting services to be carried out, identity validation should be undertaken.
6. Employees should be advised that Gamma owns and maintains all legal rights to its communications systems and network, and thus any communications passing through these systems is owned by Gamma. Keep in mind that communications may be backed up, otherwise copied, retained, or used for legal, disciplinary, or other reasons. Additionally, the employee should be advised that communications sent to or from certain public or governmental entities may be considered public record.
7. Employees are strictly forbidden from deleting communications to hide a violation of this or another company policy. Further, communications must not be deleted when there is an active investigation or litigation where that communication may be relevant.
8. All relevant accounts will be set up at the time a new hire starts with Gamma, or when a promotion or change in work responsibilities for an existing employee creates the need.
9. When an employee leaves Gamma, or his or her access is officially terminated for another reason, Gamma will disable the employee's access to the accounts. Gamma is under no obligation to block the accounts from receiving communications and may continue to forward inbound communications sent to that account to another employee or set up an auto-response to notify the sender that the employee is no longer employed by Gamma.
10. Broadcast communications to all staff or all managers must be signed off by the Internal Communications team.

Use of E-mail

1. Gamma group email addresses will be constructed in a standardised manner than will enable identification of an employee by first name or initial, and last name. standard formats to maintain consistency across Gamma:
2. Gamma Group does not carry out speculative investigations, as such all requests to search an employee's mailbox from a line manager or another employee, must be approved by the Chief People Officer.
3. All requests from an employee to access a shared mailbox must be made via the IT Service Desk and approved by the employee's line manager and owner of the shared mailbox.
4. When using a company email account, email must be addressed and sent carefully. Employees should keep in mind that Gamma loses any control of email once it is sent external to the Gamma network. Careful use of email will help Gamma avoid the unintentional disclosure of sensitive or non-public information.
 - a. Employees must take care when typing in addresses, particularly when email address auto-complete features are enabled; using the "reply all" function; or using distribution lists to avoid inadvertent information disclosure to an unintended recipient.
 - b. Use of the "Bcc" function should be used when emailing more than one external recipient.
5. Gamma makes the distinction between the sending of mass emails and the sending of unsolicited email (spam). Mass emails may be useful for both sales and non-sales purposes (such as when communicating with Gamma's employees or customer base) and is allowed as the situation dictates. The sending of spam, on the other hand, is strictly prohibited.
6. It is Gamma's intention to comply with Privacy and Electronic Communications Regulations of 2003 governing the sending of mass emails. For this reason, as well as to be consistent with good business practices, Gamma requires that email sent to more than twenty (20) recipients external to Gamma have the following characteristics:
 - a. The email must contain instructions on how to unsubscribe from receiving future emails (a simple "reply to this message with UNSUBSCRIBE in the subject line" will do). Unsubscribe requests must be honoured immediately.
 - b. The email must contain a subject line relevant to the content.
 - c. The email must contain contact information, including the full physical address, of the sender.
 - d. The email must contain no intentionally misleading information (including the email header), blind redirects, or deceptive links.
7. Emails sent to company employees, existing customers (who have not previously unsubscribed), or persons who have already inquired about Gamma's services are exempt from the above requirements.
8. An email signature, contact information appended to the bottom of each outgoing email, is required and will be automatically added by the email system The contact details align to your Gamma's Global Address List entry.
 - a. Gamma automatically adds an email disclaimer to the end of every outgoing external email message, this must contain the legally required notices.
9. Gamma recognises that employees may have personal email accounts in addition to their company provided account. The following sections apply to non-company provided email accounts:

- a. Except in exceptional circumstances employees are prohibited from sending business email from a non-company-provided email account.
- b. Employees are permitted to access external or personal email accounts from the corporate network, if such access is approved by your line manager.

Social Media

1. Blogging and social networking by Gamma's employees, on behalf of or regarding Gamma, are subject to the terms of Gamma policy, whether performed from the corporate network or from personal systems.
2. Unless requested as part of a formal promotional activity employees must not post Gamma Group work related items - including pictures, names, product information or commentary on any company activity - on Social Networking or file sharing web sites.

Telephones and Voice Mail

1. Workers must not record messages containing sensitive information on answering machines or voice mail systems.
2. Video and voice call records must be managed in line with the Data Security Standard.

Monitoring and Privacy

1. Although Gamma does not carry out speculative investigations, Gamma reserves the right to monitor all use of Gamma Group resources. All investigations relate to policy violation or to protect Gamma from threat. a. Employees should not expect privacy by default when using the corporate network or company resources. Such use may include but is not limited to transmission and storage of files, data, and messages.

Web Proxy Usage Policy

To ensure a secure browsing environment and protect organisational resources from unauthorised access, malware, and other cyber threats, all internet traffic originating from organisational devices and systems must be routed through an authorised web proxy solution. This policy applies to all employees, contractors, vendors, and third parties using the organisation's network or accessing its resources.

1. Mandatory Use of Web Proxies
 - a. All internet-bound traffic from organisational devices or systems must be routed through Gamma's authorised web proxy to enforce security controls, including content filtering, malware protection, data loss prevention (DLP), and adherence to regulatory requirements.
 - b. Direct access to the internet that bypasses the web proxy is strictly prohibited.
2. Blocked and Monitored Content
 - a. The web proxy will block access to unauthorised websites, including but not limited to those hosting inappropriate, illegal, or malicious content.
 - b. User activities conducted through the web proxy are subject to monitoring and logging to ensure compliance with Gamma's security policies and regulatory obligations. Monitoring

activities will be performed in accordance with applicable data protection and privacy regulations, ensuring transparency and proportionality.

3. Configuration Compliance
 - a. Users must not attempt to disable, bypass, or otherwise interfere with web proxy settings implemented on their devices. Such actions will be considered a violation of this policy and may result in disciplinary action.
 - b. Personal devices connecting to the Gamma network must comply with web proxy controls, which may include the installation of organisational security software or configuration settings where applicable.
 - c. Configuration changes to organisational systems and devices are strictly controlled and must follow Gamma's change management procedures.
4. Incident Response and Reporting
 - a. Users encountering blocked websites or experiencing technical issues related to the web proxy must report the incident to the IT support team for resolution following Gamma's incident response protocols.
 - b. Any attempts to bypass or tamper with web proxy controls will be logged, investigated, and handled in accordance with Gamma's incident management and disciplinary procedures.
5. Periodic Updates and Notifications
 - a. Gamma reserves the right to update web proxy configurations to address emerging threats, comply with legal and regulatory changes, or enhance security measures.
 - b. Users will be notified of significant changes to the web proxy policy or configuration through regular security awareness communications.
6. Enforcement and Acknowledgement
 - a. Non-compliance with the web proxy usage policy may result in:
 - i. Restricted access to organisational resources.
 - ii. Disciplinary action up to and including termination of employment or contract.
 - iii. Potential legal action in the event of intentional violations resulting in harm to the organisation.
 - b. By using Gamma devices, networks, or accessing any Gamma systems, all users acknowledge and consent to the mandatory use of the web proxy and agree to adhere to this policy.
 - c. Gamma will conduct periodic reviews and audits of web proxy configurations and associated logs to ensure compliance with security frameworks and legal obligations.

Responsibilities

Reporting of Security Incidents

If a security incident or breach of any security policies is discovered or suspected, the employee must immediately notify the IT Service Desk on 0333 240 3400.

- a. Outside of office hours, incidents must be reported to the on call IT Engineer on 0333 240 3400 providing details of the situation.

General security concerns or questions should be raised with the Group Security Operations Centre (security@gamma.co.uk). Examples of incidents that require notification include: a. Suspected compromise of login credentials (username, password, etc.).

- b. Suspected virus/malware/Trojan infection.
 - c. Loss or theft of any device that contains company information.
 - d. Loss or theft of ID badge or key card.
 - e. Any attempt by any person to obtain a user's password over the telephone or by email.
 - f. Any other suspicious event that may impact Gamma's information security.
 - g. Employees must treat a suspected security incident as confidential information.
 - h. Employees must not withhold information relating to a security incident or interfere with an investigation.
1. The Group Network and Security Director is responsible for the content of this policy
 2. People managers are responsible for their teams following this policy.
 3. All employees are expected to adhere to the policy.

Policy Adoption

Violations of this policy will be managed through the Gamma Disciplinary process.

Service Level Agreement

Service Level Agreement Definitions

Incident Priority

Gamma identifies an incident as unplanned interruption or degradation to the operational functionality or users of its services.

Gamma's priority level is assigned when the case is logged via proactive monitoring and alerting or contact into the Gamma Service Desk. The priority of an incident is pre-defined and automatically allocated by the Gamma Incident Management System as per set out below. These are based on the impact of the incident on the customer's business.

Gamma deems a critical site / critical data centre where the customer has purchased a highly available service from Gamma with dual diverse access and dual on-premise hardware.

Where a fault relates to a European or International incident, these issues will be treated on a reasonable endeavours basis.

Incident Priority Levels

Priority Level	Service Type	Definition
1	Critical Gamma core network only All Gamma product types	Gamma critical* service issue - Loss across all services on a Gamma core products. Major Incident process will be immediately invoked in this event
2	High UCaaS & CCaaS	Incident, loss of service or major degradation affecting multiple or critical users across multiple sites or at a critical site in the customer's estate impacting full operational capacity
3	Medium UCaaS & CCaaS	Incident or loss of service affecting multiple users at a single site, a critical user or impact to associated product features or plug-ins impacting isolated operational capacity
4	Low UCaaS & CCaaS	Incident or loss of services affecting a non critical single users, features or plugin
	All	A question or information required about a Gamma provided service

Service Availability Calculations

Standard

Type	Definition
Available Minutes	Service Minutes less the total of all minutes during the Measurement Period when the service is not Available.
Service Minutes	The number of minutes in the Measurement Period minus any minutes when the Services are not available due to Planned Outages.

Service Availability is defined as the ability of a Service to perform its required function over a stated period of time. It is reported as the percentage of time that a Service is actually available for use by the Customer within agreed Service hours.

Availability is calculated as:

$$\frac{\text{Total number of minutes in the measurement period} - \text{Unplanned Downtime}}{\text{Total number of minutes in the measurement period}} \times 100$$

Availability Measurement Period: 1 Calendar month

Gamma shall measure the Available* Minutes by monitoring the designated equipment at each applicable site, using Gamma provided tools.

*Available means that the device is responding to Gamma provided tools.

The following shall not be included when calculating the Service Levels:

- a. Outages which are deemed by Gamma to be the result of matters outside of Gamma's direct control
- b. Downtime during planned or notified emergency maintenance works
- c. Customer using the Services outside of the agreed service definition
- d. Customer user error

Service Quality

Gamma monitors the overall service quality of all products using various methods and tooling to provide a reliable core network service.

Service Credits

Gamma will provide the Customer Service Credits where it fails to provide Services in line with the Key Performance and Service Level Performance Indicators. For the purpose of calculating Service Credits, any failures that occur within periods of agreed outages and maintenance windows will not be considered. Delays in identifying or repairing the incident attributable to the Customer shall be disregarded in the calculation of credits.

Service Credits are based on a calculation of site availability and not single user availability.

For any amendments to Service Credits without what is provided and outlined in this document should be discussed with the Customer's Advocate.

The total of all Service Credits applied against all Services in any given month will be limited to 10% of the total Service Charges for the relevant period.

If Gamma fails to perform according to the service targets in the Key Performance Indicators, Customer's sole remedy is to receive the credits or take the action set forth under the heading "Service Credit", provided Customer has claimed credits within thirty (30) days of noncompliance

by notifying Gamma in writing. If one event causes Gamma to miss more than one Service Level target, only the Service Level carrying the greatest Noncompliance sum shall apply.

Incident response time and update frequency

Gamma will provide a reference number for new incident cases instantly when logged proactively by our monitoring and alerting platforms, via an email, a call into our service desk or via our Gamma Hub platform. At this point the case will be triaged and assigned to an engineer to provide a further update based on the timescales associated to the severity. This update will include an initial review of the incident, a priority assessment, and an update to the incident case and/or call to the customer.

Gamma will provide the customer with updates on the progress of the incident based on its priority, each update will be communicated by email, call or via our Gamma Hub platform with Major Service Incidents also being published on the Gamma website at <http://www.gamma.co.uk/support/service-status/>

Action	Priority 1	Priority 2	Priority 3	Priority 4
Gamma to provide customer with an incident update	30 min±	60 min±	4 hours±	48 hours±

± Time period can be extended or reduced with the agreement of the Customer on an individual case basis.

Target repair response times for Gamma Products

Gamma UCaaS & CCaaS

Service	Priority 1	Priority 2	Priority 3	Priority 4
Horizon Cloud Contact Centre	60 min	4 hours	12 hours	Next platform release

Service Availability

Gamma UCaaS & CCaaS

Total Service Availability of:	Target Availability
Horizon / Horizon Cloud Contact Centre	99.95%

Service Quality

Gamma UCaaS & CCaaS

Gamma uses two primary measurements to monitor performance within our UCaaS and CCaaS portfolio.

PESQ

The performance is measured using Perceptual Evaluation of Speech Quality (PESQ) score that covers a scale from 1 to 5 (bad/excellent). Gamma's UCaaS and CCaaS Services support G.711 and G.729 for external call termination.

The PESQ targets are measured from probes within the Gamma Network auto generating test calls every 10 minutes through the network infrastructure. These performance measures apply to the performance provided within the core Gamma Network.

The PESQ score targets for the supported Codecs for UCaaS and CCaaS Services are as follows:

Service	Codecs	Mean Average PESQ Score	Period
Horizon Cloud Contact	G.711	4.1	One Calendar Month
	G.729	3.7	One Calendar Month

Service Credits

Gamma UCaaS & CCaaS

Service credits will be applicable should the level of core service availability (see Service Availability), not meet the target monthly percentage as per the table below. For our Microsoft Teams service, Service credits apply to monthly channel rentals only.

Service availability and other measures with the SLA relate to the service and does not include access or Microsoft environment (Teams and Phone system).

Total Service Availability of:	Target Availability	Availability			Credit Cap
		Service Credit Due as % of Service Change			
Horizon Cloud Contact Centre	99.95%	<99.95%	<98.00%	<97.00%	20%
		5%	10%	20%	
		10%	15%	25%	

General KPIs

Gamma Service Desk Quality

The Gamma Service Desk will use reasonable endeavours to answer 100% of Customer incident calls but has a target of answering 85% of the Customer's calls within 30 seconds. Emails received will be responded to immediately by the Gamma Incident Management System, and based on Priority, will be responded to by a support agent within 24 hours.

Billing and Invoicing

Gamma raises invoices monthly no later than the 15th day of each month. Its single unified billing platform enables Gamma to achieve a billing accuracy of 99.9%. Any queries raised by the Customer will be answered within 48 hours.

Complaint Handling

Gamma takes complaints very seriously and has a well-defined process to promptly remedy any complaint raised by the Customer. Gamma targets initially responding to the Customer's complaints within 2 working days and will mutually agree follow-up communication times based on the specifics of the complaint. All complaints should be raised via the Customer's Advocate or via the Complaints process for progression and updates. Gamma aims to resolve complaints within 10 working days, depending on complexity.

Our full complaints policy is defined within the separately provided Complaints Code of Practice.

General Assumptions, Constraints and Caveats

The following assumptions, constraints and caveats apply to this Schedule:

If an incident is found after investigation to be outside of the scope of this Schedule, the incident may be deemed chargeable, subject to agreement with the Customer.

Accurate resolution to an incident is subject to the correct information being supplied to the Gamma Service Desk.

Any Gamma managed communications lines, cabling, equipment, software, or Services that are made faulty by the following matters will be replaced on a reasonable endeavours' basis, will be excluded from Service Level performance calculations, and the Customer may be charged for time, material and labour required to replace/repair the fault:

- i. Faults caused or resulting from any unauthorised or unsupervised work on the communications lines, cabling, equipment, software, or services (for example, a Gamma Engineer not being present).
- ii. Any damage or modification to the equipment caused or made by the Customer.
- iii. Any faults caused by environmental conditions at any of the Customer's Premises such as power supply, climate or housing.
- iv. An event of Force Majeure occurs where Gamma is prevented or delayed in carrying out its duties or providing Services, by circumstances or events beyond its reasonable control.

The following are not considered as a fault relating to the Services and will be excluded from Service Level performance calculations:

- v. Scheduled Maintenance previously agreed with the Customer.
- vi. Outages that occur during any Scheduled Maintenance windows.

- vii. Emergency maintenance carried out by Carrier's partners.
- viii. Any action out of the direct control of Gamma or any Third Party supplier that causes any damage whatsoever to the physical link between Customer Premises and Network Point of Presence.

The Service Levels stated in this Schedule are subject to change as a result of agreed changes in the support process.

The Emergency Change process must only be used for exceptions and must not be used as a means to expedite an Operational Change Request unreasonably.

The Customer is responsible for the support of the chosen Cloud Exchange services which should be dealt with via its relationship with Microsoft. Gamma is responsible only for the physical connection between the Customer's network and the Cloud Exchange platform.