

PANACEA CARE PRICING

GENERATED

21 NOVEMBER 2025

An abstract graphic featuring a complex network of orange lines and dots, resembling a molecular structure or a data network, set against a dark background.

MANAGED
SERVICE SOLUTIONS
FOR EXTREME
NETWORKS

INTRODUCTION

WE PROVIDE FLEXIBLE IT SUPPORT SERVICES TAILORED TO ORGANISATIONS OF ALL SIZES, FROM SMALL SCHOOLS TO LARGE GOVERNMENT ENTITIES. OUR TRANSPARENT PRICING MODEL ENSURES FAIR RATES BASED ON ESTATE SIZE.

YOUR 6-STEP JOURNEY TO A PROJECT DAYS QUOTE

[STEP 01]	BASE TIER COSTS	Choose your coverage tier
[STEP 02]	PLAN TYPE	Select Standard or Enhanced service level
[STEP 03]	NETWORK SIZE	Enter your device count by criticality
[STEP 04]	BOLT-ON HOURS	Add optional flexible support hours
[STEP 05]	CONTRACT TERM	Choose annual, 3-year, or 5-year commitment
[STEP 06]	YOUR QUOTE	See your complete, transparent pricing breakdown

TRY IT YOURSELF

INTERACTIVE PRICING CALCULATOR

[HTTPS://CONSULT.PANACEA-NETWORKING.CO.UK](https://consult.panacea-networking.co.uk)

Follow the exact same 6-step journey and verify these calculations in real-time.

The Care Pricing Schedule and signed Call-Off Agreement form the definitive basis for charges. If there is ever a discrepancy between the tools, the Call-Off will take precedence.



WE START FROM A STANDARD BASE RATES, THEN APPLY DISCOUNTS STEP BY STEP BASED ON FACTORS SUCH AS TIER OF SERVICE, STANDARD OR ENHANCED, NUMBER OF DEVICES, CONTRACT TERM ETC

STEP 01 BASE TIER COSTS

CHOOSE YOUR COVERAGE TIER. THIS SETS YOUR COVERAGE WINDOW, YOUR MAXIMUM TIME TO ENGAGE (TTE) TARGETS BY PRIORITY, AND THE APPROXIMATE MONTHLY ENGINEER TIME INCLUDED IN THE BASE TIER PRICE.

- **COVERAGE**
The days and hours your tier is in effect.
- **P1-P4 (TIME TO ENGAGE, TTE)**
The maximum time for an engineer to begin active engagement for each incident priority during coverage hours.
 - P1 (Std) applies to the Standard plan.
 - P1 (Enh) applies to the Enhanced plan (proactive monitoring), which provides a faster P1 engagement target on some tiers.
- **STANDARD / ENHANCED INCLUDED ENGINEER TIME**
An approximate monthly allowance of engineer time is priced into the tier (remote support plus any on-site attendance where required). This is used as the fair usage baseline. It is not a pre-booked allocation and actual consumption will vary month to month.

IMPORTANT

TTE IS THE TIME TO BEGIN WORKING THE ISSUE (ENGAGE). IT IS NOT THE TIME TO RESOLUTION.

ENHANCED PLANS ARE TYPICALLY HIGHER COST BECAUSE THEY INCLUDE MORE ENGINEER TIME AND PROACTIVE MONITORING, SO THE UPLIFT VARIES BY TIER RATHER THAN BEING A FIXED PERCENTAGE.

TIER	COVERAGE	P1	P2	P3	P4	STANDARD	ENHANCED
Essential 8x5	Mon-Fri, 9am-5pm	4	8	16	32	20 hrs/month	26 hrs/month
Waking-16x5	Mon-Fri, 8am-12am	3	6	12	24	20 hrs/month	26 hrs/month
Extended 8x7	Mon-Sun, 9am-5pm	2	4	8	16	22 hrs/month	28 hrs/month
Prime 16x7	Mon-Sun, 8am-12am	15	2	4	8	24 hrs/month	30 hrs/month
Complete 24x7	24 x 7 (all hours)	1	15	2	4	24 hrs/month	30 hrs/month

INCLUDED ENGINEER TIME IS MEASURED AS:

Included Engineer Time = Remote Support Time + (On-Site Attendance × 8 Hours Per Visit)

The 8-Hour Figure Is A Standardised Way Of Accounting For On-Site Engineer Time For Pricing And Fair Usage Tracking.

SEE ALSO

- **SEE APPENDIX A FOR DETAILED COVERAGE TIER COMPARISON AND WHAT'S INCLUDED IN EACH TIER**
- **SEE APPENDIX H FOR SLA DEFINITIONS, ACKNOWLEDGEMENT TIME (TTA) AND CLOCK-STOP RULES**
- **SEE APPENDIX G FOR HOW FAIR USAGE IS APPLIED**

STEP 02 PLAN TYPE

CHOOSE STANDARD OR ENHANCED. ENHANCED ADDS PROACTIVE MONITORING AND THE OPTION OF A GSM OUT-OF-BAND SERIAL CONSOLE FOR CRITICAL DEVICES. THIS GIVES SECURE ACCESS EVEN DURING WAN OR ISP OUTAGES, SO WE CAN TRIAGE AND RESTORE FASTER WITHOUT WAITING FOR ON-SITE ACCESS.

ENHANCED INCLUDES 50% MORE ENGINEER TIME, WHICH IS WHY PRICING VARIES BY TIER RATHER THAN BEING A FIXED PERCENTAGE UPLIFT.

TIER	COVERAGE	STANDARD PLAN (MONTHLY)	ENHANCED PLAN (MONTHLY)
Essential 8x5	Mon-Fri, 9am-5pm	£1,698.53/month	£2,208.09/month
Waking-16x5	Mon-Fri, 8am-12am	£1,957.35/month	£2,544.56/month
Extended 8x7	Mon-Sun, 9am-5pm	£2,455.59/month	£3,125.29/month
Prime 16x7	Mon-Sun, 8am-12am	£2,977.77/month	£3,722.21 /month
Complete 24x7	24 x 7 (all hours)	£4,251.61/month	£5,121.26/month

THE 20%-30% PRICE DIFFERENCE REFLECTS THE EXTRA CAPACITY BUILT INTO ENHANCED PLANS. MOST CUSTOMERS FIND THIS MORE COST-EFFECTIVE THAN PURCHASING EQUIVALENT BOLT-ON HOURS SEPARATELY

MONTHLY PRICES INCLUDE COVERAGE HOURS, TTE TARGETS, AND ENGINEER TIME AS SHOWN IN STEP 1. WORK BEYOND FAIR USAGE IS DELIVERED VIA BOLT-ON HOURS OR SEPARATELY SCOPED SERVICES.

- SEE APPENDIX B FOR COMPREHENSIVE STANDARD VS ENHANCED FEATURE COMPARISON AND GUIDANCE ON WHICH PLAN SUITS DIFFERENT ORGANISATION TYPES.

STEP 03 NETWORK SIZE

ENTER YOUR DEVICE COUNT BY PRIORITY CLASSIFICATION. EACH DEVICE IS ASSIGNED A CRITICALITY CLASS (CRITICAL, HIGH, STANDARD, LOW) BASED ON ITS BUSINESS IMPACT.

CRITICALITY CLASSIFICATIONS

- **CRITICAL**
Core infrastructure (routers, core switches, critical servers). Fastest response times.
- **HIGH**
Distribution switches, key access points, departmental servers. Medium priority support.
- **STANDARD**
Edge switches, user devices. Standard response times.
- **LOW**
Wireless access points, IoT devices. Basic support coverage. High volume capability.

TOTAL ALL THE NETWORK DEVICES YOU HAVE IN YOUR NETWORK, AND PUT THE QUANTITIES INTO THE PRIORITY CLASSIFICATIONS AND ALIGN THE TIER YOU CHOSE IN STEP 1, WITH THE PLAN TYPE IN STEP 2.

EXAMPLE, YOU WILL END UP WITH SOMETHING LIKE THE FOLLOWING

[01]	TEIR	Essential 8x5 - Mon-Fri, 9am-5pm
[02]	PLAN	Standard
[03]	TOTAL DEVICES IN THE ESTATE	315
[04]	CRITICAL	5
[05]	HIGH	10
[06]	STANDARD	100
[07]	LOW	200

NOW SIMPLY USE THE CHARTS IN APPENDIX D TO LOOK UP AND CALCULATE THE VOLUME DISCOUNTS FOR YOUR NETWORK

- SEE APPENDIX C FOR DETAILED DEVICE PRIORITY CLASSIFICATION GUIDE WITH REAL-WORLD EXAMPLES
- SEE APPENDIX D FOR EXPLANATION OF VOLUME DISCOUNT STRUCTURE AND RATE CALCULATION METHODOLOGY

Critical Support Readiness fee, £350/month

Applies when the estate includes Critical or High devices. Covers hardened incident tooling, 24x7 standby process, and optional GSM OOB access setup for rapid triage during network isolation events.

STEP 04 BOLT-ON HOURS (OPTIONAL)

BOLT-ON HOURS ARE PRE-PURCHASED ENGINEERING TIME THAT SITS ALONGSIDE THE CORE CARE SERVICE, USED FOR WORK ABOVE FAIR USAGE OR CLEARLY OUT OF SCOPE. THEY DO NOT REPLACE THE CORE SLA OR INCLUDED SUPPORT ALLOWANCE—THEY SIMPLY PROVIDE A FLEXIBLE, PRE-AGREED WAY TO HANDLE ADDITIONAL WORK WHEN NEEDED. HOURS ARE PURCHASED AT £100/HOUR AND CONSUMED AT DIFFERENT RATES DEPENDING ON WHEN THE WORK IS DELIVERED.

TIME PERIOD	MULTIPLIER	RATE
Business Hours (Mon-Fri 9am-5am)	1.0x	£100/hour
Evening (after 5pm til 12am)	1.5x	£150/hour
Saturday	1.5x	£150/hour
Night (after 12am til 8am)	2.0x	£200/hour
Sunday / UK Bank Holiday	2.0x	£200/hour

- SEE APPENDIX E FOR DETAILED EXPLANATION OF GENUINE SAVINGS, FLEXIBILITY OPTIONS, AND CONTRACT TERMS

Use of bolt-on hours for transition and exit

Where additional transition support is required at service commencement or termination (for example assisting a new supplier during handover, running parallel operations, or extended documentation and knowledge transfer), this is normally delivered using bolt-on hours at the applicable tier rate, unless a separate professional services agreement is in place

Consumption Example

If you purchase 20 bolt-on hours (£2,000/month) and use 10 hours for daytime project work plus 5 hours for Saturday maintenance: Daytime uses 10 hours (10×1.0); Saturday uses 7.5 hours (5×1.5); Total consumed = 17.5 hours, leaving 2.5 hours remaining.

STEP 05 CONTRACT TERM

CHOOSE YOUR CONTRACT LENGTH. LONGER COMMITMENTS EARN ADDITIONAL DISCOUNTS.

Contract Term Discounts

CONTRACT TERM	DISCOUNT	NOTES
1 Year (Annual)	0%	Maximum flexibility, standard pricing
3 Years	10%	Balanced commitment with meaningful savings
5 Years	15%	Maximum discount for long-term partnership

- SEE APPENDIX F FOR DETAILED EXPLANATION OF GENUINE SAVINGS, FLEXIBILITY OPTIONS, AND CONTRACT TERMS

STEP 06 YOUR QUOTE

ALL COMPONENTS COME TOGETHER HERE TO SHOW YOUR FINAL, TRANSPARENT PRICING. EVERY FIGURE TRACES BACK TO THE STEPS ABOVE.

Final price formula

ANNUAL TOTAL	$ \begin{aligned} &(\text{BASE TIER COST} + \text{DEVICE COSTS} + (\text{BOLT-ON HOURS} \times 12) + \\ &(\text{CRITICAL SUPPORT FEE} \times 12) - \text{CONTRACT TERM DISCOUNT} \end{aligned} $
MONTHLY TOTAL	ANNUAL TOTAL ÷ 12.

NOTES

[01] ALL PRICES EXCLUDE VAT

[02] REQUIRED EXTREME NETWORKS VENDOR SUBSCRIPTIONS AND MANUFACTURER SUPPORT ENTITLEMENTS (FOR EXAMPLE, CLOUD MANAGEMENT SUBSCRIPTIONS AND GTAC SUPPORT CONTRACTS) ARE THIRD PARTY COSTS AND ARE NOT INCLUDED IN THE CARE PRICES IN THIS DOCUMENT.

[03] THE BUYER IS RESPONSIBLE FOR ENSURING THESE ENTITLEMENTS REMAIN ACTIVE FOR ALL IN-SCOPE DEVICES FOR THE DURATION OF THE SERVICE.

[04] WHERE PANACEA IS ASKED TO ASSIST WITH ORDERING OR RENEWALS, THIS IS DELIVERED AS CHARGEABLE BOLT-ON TIME AT THE PUBLISHED RATES. THIRD-PARTY ITEMS ARE SUPPLIED AT THE VENDOR/DISTRIBUTOR PRICE QUOTED AT THE TIME OF ORDER, AND QUOTES ARE TYPICALLY TIME-LIMITED AND AFFECTED BY EXCHANGE RATES.

[05] DEVICE RATES ALREADY INCLUDE VOLUME DISCOUNTS FOR YOUR ESTATE SIZE.

[06] WHERE AGREED IN THE CALL-OFF, A ONE-OFF ONBOARDING OR SETUP CHARGE MAY APPLY. THIS COVERS INITIAL DISCOVERY, TOOLING, DOCUMENTATION AND INTEGRATION WORK AND IS NON-REFUNDABLE ONCE DELIVERED.

[07] THE FIRST MONTH MAY INCLUDE PRO-RATA ADJUSTMENTS TO ALIGN TO YOUR BILLING CYCLE.

[08] ALL CHARGES ARE ROUNDED TO THE NEAREST PENNY.

- SEE APPENDIX G FOR FAIR USAGE POLICY DETAILS

TIER: ESSENTIAL 8X5 (MON-FRI,9AM-5PM) | PLAN: STANDARD |
DEVICES: 315 (5 X P1, 10 X P2, 100 X P3, 200 X P4)

STEP 01 BASE TIER COST

• ESSENTIAL 8X5 STANDARD PLAN (MONTHLY)	£1,698.53/MONTH
• ANNUAL EQUIVALENT	£20,382.35/YEAR

STEP 02 CALCULATE DEVICE COSTS

• 5P1 DEVICES	£39.58/MONTH
• 10 P2 DEVICES	£41.67/MONTH
• 100 P3 DEVICES	£116.67/MONTH
• 200 P4 DEVICES	£100.00/MONTH

DEVICE TOTAL (ANNUAL)	£3,575.00/YEAR
DEVICE TOTAL (MONTHLY)	£297.92/MONTH

STEP 03 BOLT-ON HOURS

• 8 HOURS PER MONTH	£800.00/MONTH
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STEP 04 CRITICAL SUPPORT FEE

• P1/P2 DEVICES PRESENT	£350.00/MONTH
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STEP 05 CALCULATE SUBTOTALS

• MONTHLY SUBTOTAL	£2,946.45/MONTH
• ANNUAL SUBTOTAL	£35,357.35/YEAR

STEP 06 APPLY DISCOUNTS

• VOLUME DISCOUNT	ALREADY APPLIED IN RATES (MED)
• CONTRACT TERM DISCOUNT (15%)	£471.97/MONTH

FINAL ANNUAL PRICE	£32,093.747/YEAR
FINAL MONTHLY PRICE	£2,674.48/MONTH

COST ESTIMATION WORKSHEET

USE THIS TEMPLATE TO ESTIMATE YOUR OWN PRICING:

STEP	COMPONENT	YOUR CALCULATION	YOUR COST
1	Base Tier Cost	[Choose Tier] [Standard/Enhanced]	£ /month
2	P1 Device Costs	# of P1 devices] x [Rate from table]	£ /year
	P2 Device Costs	[# of P2 devices] x [Rate from table]	£ /year
	P3 Device Costs	[# of P3 devices] x [Rate from table]	£ /year
	P4 Device Costs	[# of P4 devices] x [Rate from table]	£ /year
3	Bolt-On Hours (Optional)	Hours needed] x [Adjusted rate]	£ /month
4	Critical Support Fee	£350.00 if P1/P2 present	£ /month
5	Monthly Subtotal	Base Tier + Bolt-On + Critical Fee + (Total Device Costs ÷ 12)	£ /month
	Annual Subtotal	Monthly Subtotal x 12	£ /year
6	Contract Term Discount	Annual Subtotal x (0% / 10% / 15%)	-£_

FINAL ANNUAL PRICE

£_

FINAL MONTHLY PRICE

£_

WHAT IF? – EXPLORE YOUR OPTIONS

WANT TO SEE HOW DIFFERENT CHOICES AFFECT YOUR PRICE AND COVER? USE THE WEB CALCULATOR AT [CARE.PANACEA-NETWORKING.CO.UK](https://care.panacea-networking.co.uk) TO TEST SCENARIOS IN SECONDS.

TRY IT YOURSELF

INTERACTIVE PRICING CALCULATOR

[HTTPS://CONSULT.PANACEA-NETWORKING.CO.UK](https://consult.panacea-networking.co.uk)

Follow the exact same 6-step journey and verify these calculations in real-time. The web calculator is provided as a convenience and uses the same pricing logic. The Care Pricing Schedule and signed Call-Off Agreement form the definitive basis for charges.



CONTRACT & DISCOUNTS

- **WHAT IF I CHOOSE A 3-YEAR CONTRACT INSTEAD OF ANNUAL?**
See how multi-year discounts reduce your total cost.
- **WHAT IF I COMMIT TO 5 YEARS?**
Unlock the maximum discount for a long-term partnership.
- **WHAT IF MY ESTATE MOVES UP TO THE NEXT SIZE BAND?**
See how volume discounts improve your per-device rate.

SERVICE CONFIGURATION

- **WHAT IF I UPGRADE FROM STANDARD TO ENHANCED?**
Compare the additional features with the increase in cost.
- **WHAT IF I NEED EXTENDED COVERAGE INSTEAD OF ESSENTIAL?**
See how expanded coverage hours change your base price.
- **WHAT IF I CHANGE MY DEVICE MIX, MORE P1 AND FEWER P3?**
Understand how priority levels affect your overall cost.

BOLT-ON HOURS

- **WHAT IF I ADD 10, 20, OR 50 BOLT-ON HOURS?**
View the monthly cost for flexible extra support.
- **WHAT IF I REMOVE BOLT-ON HOURS ENTIRELY?**
See the core service price without any extras.
- **WHAT IF I SCALE BOLT-ON HOURS SEASONALLY?**
Model different levels of cover for busy and quiet periods.
- **WHAT IF I NEED EMERGENCY COVERAGE OUTSIDE HOURS?**
Compare the cost of bolt-on hours with upgrading your tier.

APPENDICES - DETAILED INFORMATION

THE FOLLOWING APPENDICES PROVIDE COMPREHENSIVE DETAILS REFERENCED IN STEPS 1-6 ABOVE. USE THESE SECTIONS TO UNDERSTAND THE RATIONALE BEHIND PRICING, SERVICE LEVELS, AND OPERATIONAL DETAILS.

APPENDIX A: UNDERSTANDING COVERAGE WINDOWS

YOUR COVERAGE TIER DETERMINES WHEN OUR ENGINEERS ARE ACTIVELY AVAILABLE TO RESPOND TO INCIDENTS. HERE'S WHAT EACH TIER MEANS IN PRACTICE:

COVERAGE TIER	SUPPORT HOURS	TYPICAL USE CASES
Essential 8x5	Mon-Fri, 9am-5pm	Office hours support with approx. 20 hrs/month (Standard) or 26 hrs/month (Enhanced) expected support time
Waking-16x5	Mon-Fri, 8am-12am	Extended weekday support with approx. 20 hrs/month (Standard) or 26 hrs/month (Enhanced) expected support time.
Extended 8x7	Mon-Sun, 9am-5pm	Seven day office hours support with approx. 22 hrs/month (Standard) or 30 hrs/month (Enhanced) expected support time
Prime 16x7	Mon-Sun, 8am-12am	Extended seven day support with approx. 24 hrs/month (Standard) or 30 hrs/month (Enhanced) expected support time.
Complete 24x7	24 x 7 (all hours)	Full 24x7 support with approx. 24 hrs/month (Standard) or 30 hrs/month (Enhanced) expected support time.

APPENDIX B: STANDARD VS ENHANCED PLANS - COMPLETE COMPARISON

ENHANCED PLANS PROVIDE PROACTIVE MANAGEMENT AND FASTER RESPONSE FOR ORGANISATIONS REQUIRING PREMIUM SERVICE LEVELS.

SERVICE COMPONENT	STANDARD PLAN	ENHANCED PLAN
Service Approach	Reactive - we respond when you contact us	Proactive - we monitor and alert before issues escalate
Response Times	Standard SLA response	Faster P1 Time to Engage target on some tiers (see response matrix). P2-P4 targets are unchanged.
Monitoring	Quarterly basic health checks using available telemetry from Extreme platforms	Real-time monitoring with proactive alerts for supported Extreme devices, using Extreme's management and analytics platforms within the capabilities of the licensed features
Always Available Access	Network dependent remote access, VPN, ZOHO, Customer access	GSM-based out-of-band secure serial server, providing access to critical devices even during many WAN or ISP outages, subject to mobile network coverage and hardware support.
Reporting	On request	Regular service review meetings & reports

Monitoring and alerting are delivered using the capabilities of the in-scope Extreme platforms and licenses. Where specific monitoring, analytics or KPI requirements exceed those native capabilities, additional tooling can be provided as a separately priced option.

APPENDIX C: DEVICE PRIORITY CLASSIFICATION GUIDE

EVERY DEVICE IN YOUR ESTATE IS CLASSIFIED BY BUSINESS IMPACT. THIS DETERMINES RESPONSE URGENCY AND MONITORING INTENSITY.

PRIORITY	DEVICE EXAMPLES	BUSINESS IMPACT IF FAILED	SERVICE LEVEL & COST
Critical	Core infrastructure, routers, core switches, critical servers	Severe - total service loss, business stopped, immediate revenue impact	Receive the fastest response times and cost more per device.
High	Distribution switches, key access points, departmental servers.	Significant - major degradation, multiple users affected, operational impact	Have medium priority with balanced pricing
Standard	Access switches, standard workstations, printers, standard servers	Limited - small group affected, workarounds available, localized issue	Have standard response times at the lowest per-device rate
Low	Wireless access points, IoT devices, meeting room displays, non-essential peripherals, backup equipment	Minimal - convenience affected, no business disruption, low urgency	Are access points with basic coverage at minimal cost (high volume)

RESPONSE TIME MATRIX BY TIER

ACTUAL GUARANTEED RESPONSE TIMES VARY BY YOUR CHOSEN COVERAGE TIER. FASTER TIERS PROVIDE FASTER RESPONSE TO ALL PRIORITY LEVELS

PRIORITY	ESSENTIAL 8X5	WAKING-16X5	EXTENDED 8X7	PRIME 16X7	COMPLETE 24X7
P1 Standard	4 hours	3 hours	2 hours	1.5 hours	1 hours
P1 Enhanced	2 hours	1.5 hour	1 hours	1 hours	1 hours
P2	8 hours	6 hours	4 hours	2 hours	1.5 hours
P3	16 hours	12 hours	8 hours	4 hours	2 hours
P4	32 hours	24 hours	16 hours	8 hours	4 hours

APPENDIX D: COMPLETE PER-DEVICE RATES & VOLUME DISCOUNTS

THE LARGER YOUR ESTATE, THE LOWER THE PER-DEVICE COST. VOLUME DISCOUNTS ARE AUTOMATICALLY APPLIED BASED ON YOUR TOTAL DEVICE COUNT, SO THERE'S NO NEED TO ASK OR NEGOTIATE.

THIS IS POSSIBLE BECAUSE THE CORE SUPPORT MODEL WE PROVIDE IS THE SAME REGARDLESS OF SITE SIZE – SLA'S, ENGINEERING EXPERTISE, MONITORING APPROACH AND SUPPORT PROCESSES DO NOT CHANGE.

SLA'S, ENGINEERING EXPERTISE AND SUPPORT PROCESSES DO NOT CHANGE. IN LARGER ESTATES THOSE FIXED COSTS ARE SIMPLY SPREAD ACROSS MORE DEVICES AND LOCATIONS, WHICH REDUCES THE EFFECTIVE COST PER DEVICE.

ESSENTIAL 8X5 - PER-DEVICE RATES

COVERAGE: MON-FRI, 9AM-5PM

Standard Plan Rates (Annual per Device)

ESTATE SIZE	P1 CRITICAL	P2 HIGH	P3 STANDARD	P4 LOW	SAVINGS VS SMALLEST
1-50 devices	£119.00/year	£63.00/year	£18.00/year	£7.00/year	0%
51-500 devices	£95.00/year	£50.00/year	£14.00/year	£6.00/year	20%
501-999 devices	£83.00/year	£44.00/year	£13.00/year	£5.00/year	30%
1000+ devices	£71.00/year	£38.00/year	£11.00/year	£5.00/year	40%

Enhanced Plan Rates (Annual per Device)

ESTATE SIZE	P1 CRITICAL	P2 HIGH	P3 STANDARD	P4 LOW	SAVINGS VS SMALLEST
1-50 devices	£148.75/year	£78.75/year	£22.50/yea	£8.75/year	0%
51-500 devices	£118.75/year	£62.50/year	£17.50/year	£7.50/year	20%
501-999 devices	£103.75/year	£55.00/year	£16.25/year	£6.25/year	30%
1000+ devices	£88.75/year	£47.50/year	£13.75/year	£6.25/year	40%

WAKING-16X5 - PER-DEVICE RATES

COVERAGE: MON-FRI, 8AM-12AM

Standard Plan Rates (Annual per Device)

ESTATE SIZE	P1 CRITICAL	P2 HIGH	P3 STANDARD	P4 LOW	SAVINGS VS SMALLEST
1-50 devices	£153.00/year	£81.00/year	£23.00/year	£9.00/year	0%
51-500 devices	£122.00/year	£65.00/year	£18.00/year	£8.00/year	20%
501-999 devices	£107.00/year	£57.00/year	£16.00/year	£6.00/year	30%
1000+ devices	£92.00/year	£49.00/year	£14.00/year	£6.00/year	40%

Enhanced Plan Rates (Annual per Device)

ESTATE SIZE	P1 CRITICAL	P2 HIGH	P3 STANDARD	P4 LOW	SAVINGS VS SMALLEST
1-50 devices	£191.25/year	£101.25/year	£28.75/year	£11.25/year	0%
51-500 devices	£152.50/year	£81.25/year	£22.50/year	£10.00/year	20%
501-999 devices	£133.75/year	£71.25/year	£20.00/year	£7.50/year	30%
1000+ devices	£115.00/year	£61.25/year	£17.50/year	£7.50/year	40%

EXTENDED 8X7 - PER-DEVICE RATES

COVERAGE: MON-SUN, 9AM-5PM

Standard Plan Rates (Annual per Device)

ESTATE SIZE	P1 CRITICAL	P2 HIGH	P3 STANDARD	P4 LOW	SAVINGS VS SMALLEST
1-50 devices	£204.00/year	£108.00/year	£31.00/year	£12.00/year	0%
51-500 devices	£163.00/year	£86.00/year	£25.00/year	£10.00/year	20%
501-999 devices	£143.00/year	£76.00/year	£22.00/year	£9.00/year	30%
1000+ devices	£122.00/year	£65.00/year	£22.00/year	£9.00/year	40%

Enhanced Plan Rates (Annual per Device)

ESTATE SIZE	P1 CRITICAL	P2 HIGH	P3 STANDARD	P4 LOW	SAVINGS VS SMALLEST
1-50 devices	£255.00/year	£135.00/year	£38.75/year	£15.00/year	0%
51-500 devices	£203.75/year	£107.50/year	£31.25/year	£12.50/year	20%
501-999 devices	£178.75/year	£95.00/year	£27.50/year	£11.25/year	30%
1000+ devices	£152.50/year	£81.25/year	£23.75/year	£11.25/year	40%

PRIME 16X7 - PER-DEVICE RATES

COVERAGE: MON-SUN, 8AM-12AM

Standard Plan Rates (Annual per Device)

ESTATE SIZE	P1 CRITICAL	P2 HIGH	P3 STANDARD	P4 LOW	SAVINGS VS SMALLEST
1-50 devices	£221.00/year	£117.00/year	£33.00/year	£13.00/year	0%
51-500 devices	£177.00/year	£94.00/year	£26.00/year	£11.00/year	20%
501-999 devices	£155.00/year	£82.00/year	£23.00/year	£9.00/year	30%
1000+ devices	£132.00/year	£70.00/year	£20.00/year	£9.00/year	40%

Enhanced Plan Rates (Annual per Device)

ESTATE SIZE	P1 CRITICAL	P2 HIGH	P3 STANDARD	P4 LOW	SAVINGS VS SMALLEST
1-50 devices	£276.25/year	£146.25/year	£41.25/year	£16.25/year	0%
51-500 devices	£221.25/year	£117.50/year	£32.50/year	£13.75/year	20%
501-999 devices	£193.75/year	£102.50/year	£28.75/year	£11.25/year	30%
1000+ devices	£165.00/year	£87.50/year	£25.00/year	£11.25/year	40%

COMPLETE 24X7 - PER-DEVICE RATES

COVERAGE: 24 X 7 (ALL HOURS)

Standard Plan Rates (Annual per Device)

ESTATE SIZE	P1 CRITICAL	P2 HIGH	P3 STANDARD	P4 LOW	SAVINGS VS SMALLEST
1-50 devices	£323.00/year	£171.00/year	£49.00/year	£19.00/year	0%
51-500 devices	£258.00/year	£137.00/year	£39.00/year	£16.00/year	20%
501-999 devices	£226.00/year	£120.00/year	£34.00/year	£13.00/year	30%
1000+ devices	£194.00/year	£103.00/year	£29.00/year	£13.00/year	40%

Enhanced Plan Rates (Annual per Device)

ESTATE SIZE	P1 CRITICAL	P2 HIGH	P3 STANDARD	P4 LOW	SAVINGS VS SMALLEST
1-50 devices	£403.75/year	£213.75/year	£61.25/year	£23.75/year	0%
51-500 devices	£322.50/year	£171.25/year	£48.75/year	£20.00/year	20%
501-999 devices	£282.50/year	£150.00/year	£42.50/year	£16.25/year	30%
1000+ devices	£242.50/year	£128.75/year	£36.25/year	£16.25/year	40%

APPENDIX E: BOLT-ON HOURS – USAGE, WORKING TIME AND TRANSITION SUPPORT

THIS APPENDIX SETS OUT HOW BOLT-ON HOURS CAN BE USED, THE WORKING TIME RULES THAT APPLY TO THEM, AND HOW THEY ARE APPLIED TO TRANSITION AND EXIT ACTIVITIES. IT APPLIES TO ALL CARE PLANS WHERE BOLT-ON HOURS ARE PURCHASED.

[01]

SCOPE AND PERMITTED USE OF BOLT-ON HOURS

BOLT-ON HOURS PROVIDE FLEXIBLE ENGINEERING CAPACITY ON TOP OF THE CORE CARE SERVICE. THEY ARE INTENDED FOR PLANNED WORK AND DEMAND ABOVE THE FAIR USAGE BASELINE. THEY DO NOT REPLACE THE CORE SLA OR CHANGE THE INCLUDED INCIDENT HOURS IN THE CARE PACKAGE.

EXCEPT FOR IN-SCOPE SLA BREAK-FIX INCIDENTS, ANY PLANNED, REMEDIAL OR NON-URGENT WORK THAT THE CUSTOMER WISHES TO BE CARRIED OUT OUTSIDE THE CONTRACTED COVERAGE HOURS (INCLUDING EVENINGS, WEEKENDS OR UK BANK HOLIDAYS) WILL BE DELIVERED USING BOLT-ON HOURS OR UNDER A SEPARATE STATEMENT OF WORK. THIS INCLUDES ESTATE-WIDE FIRMWARE UPGRADES, DESIGN CHANGES AND OTHER ACTIVITIES THAT CAN REASONABLY BE SCHEDULED.

BOLT-ON HOURS MAY BE USED FOR

- PLANNED CONFIGURATION CHANGES AND MAINTENANCE ON IN-SCOPE EXTREME NETWORKS DEVICES.
- SHORT PIECES OF PROJECT WORK THAT DO NOT JUSTIFY A SEPARATE STATEMENT OF WORK, SUCH AS MINOR REDESIGNS, PRE-STAGING, OR MIGRATION ASSISTANCE.
- TRAINING AND KNOWLEDGE TRANSFER SESSIONS FOR CUSTOMER STAFF.
- ADDITIONAL TRANSITION OR EXIT ACTIVITIES, WHERE AGREED, BEYOND THE STANDARD HANDOVER INCLUDED IN THE CARE SERVICE.
- OUT-OF-SCOPE SUPPORT ACTIVITY, INCLUDING:
 - Troubleshooting or remediation of customer-led configuration changes.
 - Remediation of unauthorised changes identified as the cause of an incident.
 - Additional effort required to support inherited environments that generate materially higher call volumes or extended troubleshooting time than the service was priced to cover.

BOLT-ON TIME IS DRAWN DOWN AGAINST ACTUAL ENGINEER TIME RECORDED IN PANACEA'S TIME-TRACKING SYSTEMS AND CAN BE DELIVERED REMOTELY OR ON-SITE, AS AGREED IN ADVANCE. IN PRACTICE, SOME BOLT-ON USAGE WILL BE REACTIVE. DURING LIVE INCIDENTS OR URGENT SITUATIONS, PANACEA MAY, WITH THE CUSTOMER'S INSTRUCTION TO RESTORE SERVICE, CARRY OUT WORK THAT IS CLEARLY OUTSIDE THE AGREED SUPPORT SCOPE (FOR EXAMPLE PROJECT-STYLE IMPLEMENTATION, DEEP TROUBLESHOOTING OF CUSTOMER-LED CHANGES, OR EXTENDED INVESTIGATION BEYOND WHAT THE CONTRACT WAS PRICED TO COVER).

WHERE THIS OCCURS, PANACEA WILL:

- LOG THE TIME AS REACTIVE BOLT-ON USAGE.
- CONSUME ANY PRE-PURCHASED BOLT-ON BALANCE FIRST.
- BILL ANY ADDITIONAL HOURS AT THE AGREED BOLT-ON RATE.

ALL REACTIVE BOLT-ON USAGE IS ITEMISED AFTER THE EVENT, WITH A CLEAR DESCRIPTION OF THE WORK PERFORMED AND THE TIME CONSUMED. THIS BREAKDOWN IS SHARED WITH THE CUSTOMER AND FORMS THE BASIS FOR AGREEING AND INVOICING THE ADDITIONAL CHARGES.

[02]

WORKING HOURS AND OUT-OF-HOURS UPLIFTS

THE PUBLISHED BOLT-ON HOURLY RATE OF £100/HOUR APPLIES TO WORK DELIVERED DURING OUR STANDARD DELIVERY WINDOW. ALL BOLT-ON HOURS ARE PURCHASED AT THIS BASE RATE AND CONSUMED FROM YOUR MONTHLY ALLOCATION

- 09:00 TO 17:00 UK TIME, MONDAY TO FRIDAY, EXCLUDING UK PUBLIC HOLIDAYS.

WHERE THE BUYER REQUESTS PLANNED BOLT-ON WORK OUTSIDE THIS WINDOW, HOURS ARE CONSUMED FROM YOUR ALLOCATION AT UPLIFT RATES AS FOLLOWS::

- £150/HOUR (1.5 HOURS CONSUMED PER HOUR WORKED) APPLIES TO:
 - Evening work (after 5pm until midnight), Monday to Friday.
 - All work on Saturdays (until midnight)
- £200/HOUR (2.0 HOURS CONSUMED PER HOUR WORKED) APPLIES TO:
 - Night work (midnight until 8am) on any day.
 - All work on Sundays (00:00–24:00).
 - All work on UK public holidays.

THESE UPLIFTS APPLY ONLY TO PRE-PLANNED BOLT-ON ACTIVITIES SUCH AS CHANGE WINDOWS, PROJECT TASKS, OR TRANSITION AND EXIT WORK. REACTIVE INCIDENT RESPONSE THAT FALLS WITHIN THE AGREED CARE SERVICE SCOPE REMAINS COVERED UNDER THE CORE CARE SLA AND IS NOT CHARGED AS BOLT-ON TIME. HOWEVER, ANY CLEARLY OUT-OF-SCOPE WORK UNDERTAKEN DURING AN INCIDENT, AS DESCRIBED IN SECTION 1 (FOR EXAMPLE DEEP REMEDIATION OF CUSTOMER-LED CHANGES, OR EXTENDED INVESTIGATION BEYOND THE PRICED SCOPE), IS TREATED AND BILLED AS REACTIVE BOLT-ON USAGE.

[03]

USE OF BOLT- ON HOURS FOR TRANSITION AND EXIT

WHERE ADDITIONAL TRANSITION SUPPORT IS REQUIRED AT SERVICE COMMENCEMENT OR TERMINATION (FOR EXAMPLE ASSISTING A NEW SUPPLIER DURING HANDOVER, RUNNING PARALLEL OPERATIONS, OR EXTENDED DOCUMENTATION AND KNOWLEDGE TRANSFER), THIS IS NORMALLY DELIVERED USING BOLT-ON HOURS AT THE STANDARD £100/HOUR RATE, WITH OUT-OF-HOURS CONSUMPTION UPLIFTS APPLIED WHERE APPLICABLE, UNLESS A SEPARATE PROFESSIONAL SERVICES AGREEMENT IS IN PLACE.

WHERE REQUIREMENTS EXTEND BEYOND THE DEFINITIONS IN THIS APPENDIX, PANACEA MAY PROPOSE A SEPARATE STATEMENT OF WORK OR PROFESSIONAL SERVICES ENGAGEMENT.

APPENDIX F: CONTRACT TERMS & GENUINE SAVINGS EXPLAINED

OUR CONTRACT TERM DISCOUNTS REFLECT GENUINE OPERATIONAL SAVINGS, NOT INFLATED PRICING WITH PENALTIES FOR SHORTER TERMS

TERM LENGTH	DISCOUNT	ANNUAL SAVING (ON £30K CONTRACT)	BEST FOR
1 Year	0%		Maximum flexibility, trial periods, uncertain budgets
3 Years	10%	£3000/year	Balanced commitment, typical IT planning horizon
5 Years	15%	£4500/year	Strategic partnerships, maximum savings, long-term stability

[01]

EARLY TERMINATION AND COST RECOVERY

IF THE BUYER TERMINATES THE SERVICE IN LINE WITH THE CALL-OFF TERMS OTHER THAN FOR PANACEA'S MATERIAL BREACH, PANACEA WILL BE ENTITLED TO RECOVER:

- ALL RECURRING CHARGES UP TO THE EFFECTIVE TERMINATION DATE (INCLUDING ANY AGREED MINIMUM MONTHLY SERVICE CHARGE AND NOTICE PERIOD);
- ANY NON-RECURRING SETUP OR ONBOARDING CHARGES THAT HAVE BEEN DELIVERED AND ITEMISED IN THE CALL-OFF; AND
- ANY DEMONSTRABLE, NON-RECOVERABLE THIRD-PARTY COSTS (FOR EXAMPLE COMMITTED LICENCES OR CONNECTIVITY SERVICES PURCHASED ON THE BUYER'S BEHALF) THAT EXTEND BEYOND THE TERMINATION DATE, WHERE THOSE COMMITMENTS WERE AGREED WITH THE BUYER IN THE CALL-OFF.

THIS APPROACH IS DESIGNED TO KEEP PRICING TRANSPARENT AND AVOID HIDDEN SURCHARGES, WHILE ENSURING GENUINE COSTS ALREADY COMMITTED ON THE BUYER'S BEHALF CAN BE RECOVERED.

APPENDIX G: FAIR USAGE POLICY & SERVICE LIMITS

OUR PRICING ASSUMES REASONABLE, PROPORTIONATE USE OF SUPPORT SERVICES. THIS POLICY PROTECTS BOTH PARTIES FROM UNEXPECTED COSTS WHILE MAINTAINING SERVICE QUALITY.

[01]

FAIR USAGE BASELINE

EACH COVERAGE TIER INCLUDES AN EXPECTED MONTHLY SUPPORT ALLOWANCE (THE 'INCLUDED SUPPORT HOURS') AS SET OUT IN THE PRICING DOCUMENT, BASED ON PLAN TYPE. STANDARD BASELINES ARE APPROX. 16 (ESSENTIAL), 16 (WAKING), 18 (EXTENDED), 20 (PRIME), AND 20 (COMPLETE) HOURS PER MONTH. ENHANCED BASELINES ARE APPROX. 22 (ESSENTIAL), 22 (WAKING), 24 (EXTENDED), 26 (PRIME), AND 26 (COMPLETE) HOURS PER MONTH. THIS IS THE LEVEL OF ACTIVITY WE PLAN CAPACITY AROUND. ACTUAL USAGE WILL MOVE UP AND DOWN MONTH BY MONTH. WHERE HISTORIC VOLUMES ARE AVAILABLE, THEY ARE USED TO SIZE THE MOST APPROPRIATE TIER. IF DEMAND IS HIGHER THAN EXPECTED, BOLT-ON HOURS OR DAYS CAN BE ADDED USING THE PUBLISHED RATES.

SUPPORT HOURS = REMOTE HOURS + (SITE VISITS × 8 HOURS).

INCLUDED SUPPORT HOURS COVER TIME SPENT DELIVERING THE CONTRACTED SUPPORT SERVICE, INCLUDING INCIDENT INVESTIGATION AND RESOLUTION, ROUTINE MAINTENANCE ACTIVITY, ADVISORY DISCUSSIONS DIRECTLY RELATED TO THE SUPPORTED SERVICE, AND DOCUMENTATION/ADMINISTRATION REQUIRED TO DELIVER THE SERVICE. WHERE ONSITE SUPPORT IS INCLUDED, ONSITE TIME AND REASONABLE TRAVEL TIME ARE ALSO INCLUDED UNLESS STATED OTHERWISE IN THE PRICING DOCUMENT.

AS A GUIDE, AN AVERAGE MONTH FOR A TYPICAL ESTATE LOOKS LIKE:

- 6-8 TICKETS REQUIRING REMOTE RESOLUTION
(AROUND 3-6 HOURS IN TOTAL)
- 1-2 ONSITE VISITS (AROUND 4-8 HOURS
INCLUDING TRAVEL)
- ROUTINE MAINTENANCE WINDOWS
(AROUND 2-3 HOURS)
- DOCUMENTATION AND ADMINISTRATIVE TASKS
(AROUND 2-4 HOURS)
- ADVISORY OR CONSULTANCY DISCUSSIONS
(AROUND 1-2 HOURS)

THESE FIGURES ARE ILLUSTRATIVE RATHER THAN HARD LIMITS OR ENTITLEMENTS; ACTUAL USAGE WILL VARY FROM MONTH TO MONTH.

OVER THE YEAR, REVIEWED QUARTERLY, USAGE AVERAGES OUT. THE CONTRACT PROTECTS YOU FROM UNPREDICTABLE SPIKES, AND IT PROTECTS US FROM CONSISTENTLY EXCESSIVE USE ABOVE THE EXPECTED HOURS THAT THE SERVICE WAS NOT PRICED TO COVER..

IF YOUR ROLLING THREE-MONTH AVERAGE REGULARLY EXCEEDS THE BASELINE SHOWN FOR YOUR TIER IN "TOTAL SUPPORT HRS", WE WILL REVIEW THE POSITION TOGETHER. ANY PERSISTENT USAGE BEYOND THAT BASELINE WILL NORMALLY BE HANDLED BY ADDING BOLT-ON HOURS, ADJUSTING SCOPE, OR MOVING TO A MORE SUITABLE TIER SO THAT SERVICE REMAINS STABLE FOR YOU AND SUSTAINABLE FOR US..

[02]

WHEN FAIR USAGE APPLIES

IF WE SEE AN IMMEDIATE AND SUSTAINED SPIKE IN USAGE BEFORE THAT POINT, WE MAY ALSO CALL AN EARLIER REVIEW RATHER THAN WAITING FOR THE NEXT SCHEDULED QUARTERLY REVIEW. COMMON CAUSES INCLUDE:

- INFRASTRUCTURE ISSUES: EXCESSIVE INCIDENTS DRIVEN BY AGING EQUIPMENT, DESIGN LIMITATIONS OR TECHNICAL DEBT
- PROJECT WORK: HEAVY USE DRIVEN BY MIGRATIONS, MAJOR CHANGES OR ONE-OFF INITIATIVES THAT ARE BETTER SUITED TO BOLT-ON HOURS OR PROJECT PRICING
- SCOPE CREEP: DAY-TO-DAY WORK EXPANDING BEYOND THE ORIGINAL AGREEMENT OR INTO AREAS NOT COVERED BY THIS CONTRACT
- COMPLEXITY UNDERESTIMATION: THE ESTATE PROVING MATERIALLY MORE COMPLEX OR DEMANDING THAN INITIALLY ASSESSED

[03]

SCOPE BASELINE CHANGES

IF THE SUPPORTED ESTATE MATERIALLY CHANGES (FOR EXAMPLE NEW SITES, SIGNIFICANT DEVICE COUNT INCREASES, OR NEW TECHNOLOGY DOMAINS), PANACEA WILL REVIEW THE SERVICE FIT AND MAY PROPOSE A TIER CHANGE, ONBOARDING ACTIVITY, OR ADDITIONAL BOLT-ON HOURS TO REFLECT THE UPDATED SCOPE.

[04]

OUR COMMITMENT

WE REVIEW USAGE AT LEAST QUARTERLY TO CONFIRM THE SERVICE REMAINS APPROPRIATELY SIZED AND SUSTAINABLE. IF WE ARE CONSISTENTLY OVER-SERVICING, WE WILL RAISE IT WITH YOU AND DISCUSS OPTIONS. TRANSPARENCY WORKS BOTH WAYS: IF YOU ARE PAYING FOR A SERVICE LEVEL YOU ARE NOT USING, WE WILL ALSO TELL YOU AND MAY RECOMMEND REDUCING TIER OR SCOPE.

APPENDIX H: SLA DEFINITIONS AND RESOLUTION TARGETS

[01]

**TIME TO
ACKNOWLEDGE
(TTA)**

WE CONFIRM RECEIPT OF THE INCIDENT WITHIN COVERAGE HOURS, LOG IT IN OUR SYSTEMS AND ASSIGN AN ENGINEER.

FOR EACH INCIDENT, THE RESPONSE TIME IN STEP 1 FOR THE RELEVANT PRIORITY AND TIER IS OUR MAXIMUM TIME TO ENGAGE.

[02]

**TIME TO
ENGAGE
(TTE)**

AN ENGINEER STARTS ACTIVE DIAGNOSTICS AND REMEDIATION. THIS IS THE "RESPONSE TIME" SHOWN IN THE PRIORITY MATRIX IN STEP 1 FOR EACH PRIORITY (P1-P4) AND COVERAGE TIER.

[01]

FOR ALL STANDARD PLANS, TTA WILL BE NO MORE THAN 50% OF THE APPLICABLE TTE, SUBJECT TO A MAXIMUM OF 60 MINUTES DURING COVERAGE HOURS.

[02]

FOR ALL ENHANCED PLANS, TTA WILL BE NO MORE THAN 50% OF THE APPLICABLE TTE, SUBJECT TO A MAXIMUM OF 30 MINUTES DURING COVERAGE HOURS.

RESTORE / WORKAROUND

Service is restored or a viable workaround is in place. The permanent fix may follow later, for example in a planned maintenance window or after a vendor patch.

We work on a reasonable endeavours basis to restore service or agree a workaround as quickly as possible. In networking, the root cause is often outside our direct control (for example carrier faults, vendor bugs, customer change activity, faulty cabling or unknown devices added to the estate), with hard restoration guarantees misleading.

[03]

**WORKING TO
RESOLUTION
AND CLOCK
STOPS**

FOR P1 AND P2 INCIDENTS WE PROVIDE CONTINUOUS EFFORT DURING COVERAGE HOURS AND REGULAR UPDATES UNTIL SERVICE IS RESTORED OR A WORKAROUND IS AGREED, SUBJECT TO ANY CLOCK STOPS.

SLA TIMERS MAY BE PAUSED WHERE PROGRESS DEPENDS ON FACTORS OUTSIDE OUR CONTROL, FOR EXAMPLE:

- AWAITING CUSTOMER INPUT, APPROVAL, INFORMATION OR ACCESS
- THIRD PARTY OR CARRIER DEPENDENCIES
- SCHEDULED CHANGE WINDOWS
- FORCE MAJEURE OR HEALTH AND SAFETY CONSTRAINTS

ONCE THE BLOCKER IS CLEARED, THE SLA CLOCK RESUMES.

APPENDIX I: SCOPE IN / SCOPE OUT

THIRD-PARTY EXTREME NETWORKS SUBSCRIPTIONS AND SUPPORT ENTITLEMENTS

PANACEA CARE ASSUMES THE BUYER MAINTAINS CURRENT VENDOR SUBSCRIPTIONS AND MANUFACTURER SUPPORT ENTITLEMENTS FOR ALL IN-SCOPE EXTREME DEVICES (FOR EXAMPLE A MANAGEMENT PLATFORM SUBSCRIPTION AND GTAC SUPPORT CONTRACT). THESE ARE THIRD-PARTY COSTS SET BY THE VENDOR AND ARE NOT INCLUDED IN THE CARE PRICES IN THIS DOCUMENT.

WHERE PANACEA IS ASKED TO ASSIST WITH ORDERING OR RENEWALS THIS IS DELIVERED AS CHARGEABLE BOLT-ON TIME AT THE PUBLISHED RATES. THIRD-PARTY ITEMS ARE SUPPLIED AT THE VENDOR/DISTRIBUTOR PRICE QUOTED AT THE TIME OF ORDER, AND QUOTES ARE TYPICALLY TIME-LIMITED AND AFFECTED BY EXCHANGE RATES.

[01]

INCLUDED AS STANDARD

INCLUDED AS STANDARD

- INCIDENT RESPONSE IN LINE WITH THE AGREED SLAS
- MINOR CONFIGURATION CHANGES (TYPICALLY ≤30 MINUTES)
- CONFIGURATION BACKUP AND RESTORE
- VENDOR TAC COORDINATION
- AVAILABILITY AND PERFORMANCE MONITORING FOR SUPPORTED EXTREME DEVICES, USING EXTREMECLOUD IQ, EXTREMECLOUD IQ – SITE ENGINE, EXTREMEANALYTICS OR EQUIVALENT EXTREME TOOLING WHERE AVAILABLE AND LICENSED.
- QUARTERLY HEALTH REVIEWS
- MAINTENANCE OF ESSENTIAL SUPPORT DOCUMENTATION (FOR EXAMPLE HIGH-LEVEL NETWORK DIAGRAMS AND KEY CONFIGURATION REFERENCES) REQUIRED TO DELIVER THE CARE SERVICE.

[02]

NOT INCLUDED (BOLT-ON OR PROJECT)

NOT INCLUDED (BOLT-ON OR PROJECT)

- MAJOR OR COMPLEX CONFIGURATION CHANGES
- MIGRATIONS AND RE-DESIGNS
- NEW SITE TURN-UPS OR SIGNIFICANT EXPANSIONS
- HARDWARE REFRESH AND LIFECYCLE PROJECTS
- CREATION OF DETAILED ESTATE-WIDE DOCUMENTATION SETS (FOR EXAMPLE RACK-LEVEL INVENTORIES, CABLING SCHEDULES, CMDB POPULATION OR COMPREHENSIVE NETWORK MAPS). WHERE APPROPRIATE, PANACEA WILL ENGAGE ITS NETWORK MAPPING AND DOCUMENTATION PARTNER TO PROVIDE A DETAILED, PROFESSIONAL RECORD OF THE ESTATE AS AN ADDITIONAL, SEPARATELY QUOTED SERVICE.
- AFTER-HOURS CHANGE WINDOWS FOR NON-24×7 TIERS
- ON-SITE ATTENDANCE AND TRAVEL, WHERE REQUIRED, ARE DELIVERED USING PRE-PURCHASED BOLT-ON HOURS (OR A SEPARATELY SCOPED STATEMENT OF WORK) AND MUST BE AGREED IN ADVANCE IN THE CALL-OFF. REASONABLE TRAVEL EXPENSES MAY BE CHARGED WHERE APPLICABLE. REPLACEMENT HARDWARE, SPARES AND ASSOCIATED LOGISTICS

- DEPLOYMENT AND OPERATION OF ADDITIONAL OR THIRD-PARTY MONITORING / ANALYTICS PLATFORMS (FOR EXAMPLE TO PROVIDE ENHANCED KPIS, CROSS-VENDOR VISIBILITY OR EXTENDED REPORTING) BEYOND THE NATIVE EXTREME CAPABILITIES. WHERE REQUIRED, THESE CAN BE DESIGNED AND SUPPLIED AS A SEPARATE, CHARGEABLE SERVICE AND WILL INCLUDE ANY ASSOCIATED PER-DEVICE OR PER-SITE SUBSCRIPTION FEES.
- CUSTOMER-LED CONFIGURATION AND IMPLEMENTATION – DESIGN, BUILD, OR DEPLOYMENT WORK CARRIED OUT DIRECTLY BY THE CUSTOMER OR THIRD PARTIES, INCLUDING ONBOARDING OF NEW SWITCHES, APS, OR NETWORK SERVICES. ANY ENGINEERING TIME REQUIRED TO ASSIST WITH, REMEDIATE, OR COMPLETE THIS WORK IS DELIVERED USING BOLT-ON HOURS OR A SEPARATE PROFESSIONAL SERVICES ENGAGEMENT.
- UNAUTHORISED OR UNAPPROVED CHANGES – INVESTIGATION AND REMEDIATION OF INCIDENTS CAUSED OR MATERIALLY CONTRIBUTED TO BY CONFIGURATION CHANGES THAT WERE NOT RAISED WITH PANACEA THROUGH THE AGREED CHANGE PROCESS (FOR EXAMPLE AD-HOC CLI OR GUI CHANGES). TIME SPENT DIAGNOSING AND CORRECTING THESE CHANGES IS CHARGEABLE AT BOLT-ON RATES AND EXCLUDED FROM SLA PERFORMANCE AND SERVICE CREDIT CALCULATIONS.
- REMEDIATION OF INHERITED OR NON-STANDARD DESIGNS – SIGNIFICANT EFFORT REQUIRED TO STABILISE OR REDESIGN INHERITED, HEAVILY CUSTOMISED, OR NON-BEST-PRACTICE NETWORKS (FOR EXAMPLE ENVIRONMENTS WITH LONG-STANDING TECHNICAL DEBT OR YEARS OF AD-HOC CHANGES). THIS WORK IS DELIVERED UNDER PANACEA CONSULT OR A SEPARATE PROJECT, NOT WITHIN THE STANDARD SUPPORT FEES.
- ESTATE-WIDE FIRMWARE UPGRADES OR COORDINATED MULTI-DEVICE ROLLOUTS
- MAJOR-VERSION UPLIFTS OR UPGRADES DRIVEN BY LIFECYCLE, SECURITY POSTURE, OR VENDOR END-OF-SUPPORT
- LIFECYCLE REFRESH AND HARDWARE PROCUREMENT, SPARING, AND REPLACEMENT
- NETWORK REDESIGNS AND MAJOR REMEDIATION (READDRESSING, RE SEGMENTATION, TOPOLOGY CHANGE PROGRAMMES)
- INTRODUCTION OF NEW TECHNOLOGY DOMAINS NOT ALREADY IN USE (FOR EXAMPLE NEW SD-WAN, NAC, OR NEW FABRIC IMPLEMENTATIONS)
- BESPOKE REPORTING DEVELOPMENT OR DEPLOYMENT OF ADDITIONAL MONITORING/ANALYTICS PLATFORMS
- EXIT MIGRATION TO A NEW PROVIDER/PLATFORM BEYOND STANDARD HANDOVER

[03]

PUBLIC HOLIDAYS

- COMPLETE 24x7: SUPPORT INCLUDES PUBLIC HOLIDAYS.
- ALL OTHER TIERS: PUBLIC HOLIDAYS ARE OUT OF SCOPE UNLESS EXPLICITLY AGREED AS A BOLT-ON OR SCHEDULED CHANGE.

DOCUMENTATION PROVIDED WITHIN THE STANDARD CARE SERVICE IS LIMITED TO WHAT IS NECESSARY TO CARRY OUT SUPPORT EFFECTIVELY AND KEEP THE ENVIRONMENT SAFE AND MANAGEABLE. THIS WILL TYPICALLY FOCUS ON MAINTAINING HIGH-LEVEL NETWORK DIAGRAMS AND CORE SERVICE RECORDS, RATHER THAN PRODUCING FULL, DETAILED DOCUMENTATION PACKS FOR THE ENTIRE ESTATE.

APPENDIX J: SERVICE CREDITS

WHERE WE MISS THE AGREED PRIORITY 1 TIME TO ENGAGE (TTE) TARGET WITHIN COVERAGE HOURS (AFTER APPLYING ANY AGREED CLOCK-STOPS), SERVICE CREDITS MAY APPLY BASED ON THE NUMBER OF QUALIFYING PRIORITY 1 INCIDENTS IN A CALENDAR MONTH::

- 2 QUALIFYING P1 INCIDENTS IN A MONTH:
CREDIT 3% OF THE MONTHLY BASE CHARGE
- 3 OR MORE QUALIFYING P1 INCIDENTS IN A MONTH: CREDIT 6% OF THE MONTHLY BASE CHARGE

SERVICE CREDITS

- APPLY ONLY TO QUALIFYING P1 INCIDENTS WHERE PANACEA IS DIRECTLY RESPONSIBLE FOR THE DELAY
- ARE CALCULATED ON THE MONTHLY BASE CHARGE FOR THE AFFECTED SERVICE (EXCLUDING DEVICE ADDERS, BOLT-ONS AND PROJECT CHARGES)
- ARE CAPPED AT 6% OF THE MONTHLY BASE IN ANY CALENDAR MONTH
- DO NOT APPLY WHERE SLA TIMERS ARE PAUSED UNDER AGREED CLOCK-STOP CONDITIONS
- ARE APPLIED AS A CREDIT AGAINST FUTURE INVOICES AND ARE THE CUSTOMER'S SOLE FINANCIAL REMEDY FOR FAILURE TO MEET THE APPLICABLE P1 TTE TARGET.
- ARE APPLIED AS A CREDIT AGAINST FUTURE INVOICES AND ARE THE CUSTOMER'S SOLE FINANCIAL REMEDY FOR FAILURE TO MEET THE APPLICABLE P1 TTE TARGET.

SERVICE CREDITS APPLY ONLY TO THE MONTHLY RECURRING CARE SERVICE CHARGE FOR THE AFFECTED ESTATE AND DO NOT APPLY TO ONE-OFF ONBOARDING CHARGES, BOLT-ON'S, PROJECT WORK, OR THIRD-PARTY PASS-THROUGH COSTS.

SERVICE CREDITS ARE THE BUYER'S SOLE AND EXCLUSIVE FINANCIAL REMEDY FOR FAILURE TO ACHIEVE THE P1 ACKNOWLEDGEMENT OR ENGAGEMENT TARGETS UNDER THIS CARE SERVICE, WITHOUT PREJUDICE TO THE BUYER'S WIDER CONTRACTUAL RIGHTS UNDER THE CALL-OFF.

APPENDIX K: EXIT & TRANSITION CHARGING SUMMARY

THE FOLLOWING ACTIVITIES ARE INCLUDED WITHIN THE STANDARD CARE SERVICE AT NO ADDITIONAL CHARGE:

- PROVISION OF EXISTING CONFIGURATION BACKUPS AND STANDARD DOCUMENTATION HELD BY PANACEA
- REASONABLE COOPERATION WITH A NEW SUPPLIER TO CONFIRM CURRENT DESIGN, CONTACT POINTS AND ACCESS ARRANGEMENTS.

THE FOLLOWING ACTIVITIES ARE OPTIONAL AND ARE CHARGEABLE AS BOLT-ON HOURS AT THE RATES SET OUT IN THE APPLICABLE RATE CARD:

- DETAILED TRANSITION RUN-BOOKS AND PARALLEL RUN PLANNING;
- EXTENDED WORKSHOPS WITH AN INCOMING SUPPLIER;
- LARGE-SCALE RE-DOCUMENTATION BEYOND THE STANDARD SERVICE ARTEFACTS;
- OUT-OF-HOURS EXIT ACTIVITIES OR COMPLEX CHANGE WINDOWS REQUESTED BY THE BUYER.
- ANY SUCH WORK WILL BE AGREED IN ADVANCE THROUGH A SEPARATE STATEMENT OF WORK OR CALL-OFF VARIATION.

TALK TO AN ENGINEER

NO SALES TEAM, NO PRESSURE -
JUST STRAIGHTFORWARD
TECHNICAL GUIDANCE.

✉ GCLLOUD@PANACEA-NETWORKING.CO.UK

☎ 0207 101 3111

PANACEA