



RESELLER - Advanced Support for M365 SERVICE SCHEDULE

This Service Schedule should be read in conjunction with the General Terms & Conditions and the appropriate Work Order. It has been written to serve as a schedule between Bluesource and the Reseller, and where applicable, between the Reseller and Customer.

1 Service Overview

Microsoft 365 is a suite of cloud-based software-as-a-service (SaaS) productivity, collaboration, security and governance applications and tools that delivers an integrated and seamless user experience to organisations across the world. When organisations introduce Microsoft 365 services into their IT services landscape, it can transform the ways of working and attitude to how technology can be an enabler for working smart from anywhere on any device and on your terms.

The Bluesource Advanced Support for M365 service, (the "Service") is comprised of a range of selectable modules, each designed to deliver a consistent set of core benefits. These include comprehensive posture reviews, actionable recommendations, and ongoing expert support to ensure the Customer's Microsoft 365 tenant operates securely and efficiently. The service emphasises continuous optimisation, cost efficiency, and maximised return on investment, regardless of license level or selected modules. Central to the service are regular assessments of platform configuration and usage, availability and incident monitoring, and the provision of insightful usage data. These elements collectively enable the Customer to maintain an optimal, secure, and well-governed Microsoft 365 environment throughout the service lifecycle.

Bluesource's Service Management Centre ("SMC") delivers 24x7x365 monitoring and management of applications, devices, and servers for our client environments – be it public cloud, private cloud or on-premises. When an incident, problem, service request, event, or request for change is received, a ticket is logged within our ITIL structured ITSM platform where one of our engineers will review, investigate, and action the request. This could be resolving an incident in-house, escalating to a vendor for debugging – where the Bluesource "Escalation Support Add-on" service has been purchased or another escalation path is available – or assigning to our managed service team for change requests.

The Customer's service desk will remain responsible for taking end user calls, performing triage and actioning first-time fixes and will remain responsible for desktop support where face-to-face or 'hands-on' access is required to end user compute devices. The SMC will work alongside, acting as an extension to the Customer's team to receive incident escalations from the level 1 teams, troubleshooting issues, actioning service requests where they pertain to the Microsoft 365 services and managing escalations through to Microsoft, when necessary.

The Service includes the following key features, which apply to all included Service Modules as defined on the Work Order:

- **2nd and 3rd line support** – for issues arising out of the day-to-day business as usual activities to maintain and optimise the performance and health of the Service.
- **Standard administration, investigations, and reporting** – to support the business as it grows and ensure that the environment is well governed and maintained, for each included Service Module.
- **Tenant posture assessments with actionable recommendations** – ensuring tenant configurations included Service Modules are aligned with best and proven practices and corporate governance and strategy while maintaining the security posture.
- **Usage reporting and recommendations** – to encourage the use of features available under the current licensing and to help plan future initiatives, tailored to the Service Modules in scope.
- **License reporting and recommendations** – to ensure the investment in Microsoft is maximised and the right license mix is in place, for all relevant Service Modules.
- **Inclusive hours** – to deliver on-demand activities throughout the contract such as workshops, workload current state assessments and the implementation of non-standard change requests, service requests and remediation activities.
- **Module specific activities** – including configuration and policy lifecycle management to ensure the ongoing integrity, security, efficacy and compliance of all supported Service Modules within the Service scope.
- **Service delivery management** – to support and manage service quality, govern relationships, and assist with expectations and requirements of the Service.

Note: These activities are included as standard for each module included in your Work Order. The scope and frequency may vary depending on the modules chosen (e.g., Intune, Purview, Entra, etc.). Please refer to your Work Order for specific module inclusions and any module-specific limits or requirements.

For this Service Schedule, the following definitions apply:

"Agreement" the agreement between the parties for Service, incorporating this Service Schedule, General Terms & Conditions and Work Order.

"BaaS"	"Druva Backup as a Service" service provided by Bluesource's partner, Harbor (please refer to the appropriate Service Schedule at https://www.harborsolutions.com/service-descriptions). All references to the MSA in the Harbor Service Schedule shall apply to the General Terms and Conditions and not Harbor's MSA.
"Business Day"	08:00 – 18:00 BST/GMT, as appropriate, on a day other than a Saturday, Sunday or a public or bank holiday in England and Wales or Scotland. If the extended escalation hours option is added to the order, the 'Business Day' for escalations to Microsoft refers to the extended hours detailed on the Work Order (either Monday to Friday 08:00 to 23:00 GMT+BST or 24x5, both excluding public holidays).
"Customer"	the organisation buying and using the Service through the Reseller.
"Escalation Support Add-on"	a service add-on to facilitate the escalation of an incident on to MS (please see the Escalation Support Add-on service schedule at: a copy of which can be found at https://www.bluesource.co.uk/privacy-and-governance).
"Fair Usage Policy"	the number of inclusive hours logged against the Customer's account in any calendar month that are used for reactive support incident. The number of hours included per calendar month is as detailed in the Work Order.
"Fees"	the price to be paid by the Reseller to Bluesource, and Customer to Reseller, for provision of Services as set out in the Agreement, as amended by the Parties in writing from time to time.
"Full Service Date"	the date on which the full service becomes available after the on-boarding tasks have been completed.
"General Terms & Conditions"	the terms and conditions of business agreed between the Reseller and Bluesource, or Reseller and Customer, as applicable to the parties.
"Incident"	a technical issue associated with any related software or hardware that Bluesource is supporting for the Customer. The technical issue is opened by Bluesource's service desk with a unique case ID and placed in Bluesource's Incident management system.
"Inclusive Hours"	A bundle of hours to be utilised for on-demand activities to deliver a defined outcome such as engagements defined in the inclusive hours catalogue, technology roadmap sessions or configuration of specific features or policy settings within a Bluesource in-house supported product.
"Inclusive Hours Time Bundle Account"	the Customer's account with Bluesource, which records a running balance of the number of hours the Customer has remaining for use with Chargeable Hours activities. The initial amount of inclusive hours is detailed in the Work Order.
"Initial Term"	the first Term of the Service, as specified in a Work Order.
"Operations Manual"	The operational guide for the Service established between Bluesource and Customer.
"Proposal"	quotation document generated on Orderporter or issued by other means for Goods and/or Services from Bluesource.
"Reseller"	an organisation selling Bluesource's services to their customers, including the Customer.
"Service"	the service/s to be provided by Bluesource to the Customer as described in a Service Schedule and Work Order, including this "Service" for Bluesource Advanced Support for M365.
"Service Level Agreement (SLA)"	the Service level obligations set out in this Service Schedule.
"Service Modules"	Service Modules define the specific product suites of the Microsoft 365 platform that are in-scope for proactive out-tasking, monitoring, on-demand activities and support as detailed in the Service Inclusions section of this Service Schedule. The modules that are included as part of the Service are detailed on the Work Order. If none are selected on the Work Order, only the 'Standard' and 'Extra-Basic' modules are included as default.
"Service Schedule"	this service schedule which describes the Service.
"Service Start Date"	is the date that remote connectivity is established and Bluesource begins to deliver the Service, and in absence of this date, the date the order was placed with Bluesource by Customer.
"SMC"	Bluesource's global Service Management Centre providing personnel responsible for delivery of the Services.

“Support Data”	all data, including all text, sound, video, image files, or software, that are provided to Bluesource by or on behalf of Customer under this Agreement or produced during the relationship between the Parties, such as and not limited to support tickets, project documentation, contracts, purchase orders, invoices, and emails.
“Supported Products”	the product/s to be supported under this Service, which includes Microsoft 365 workloads as defined by the Service Modules only.
“Target Response Time” (“TRT”)	The target time to acknowledge receipt of a ticket that has been logged for the Customer by the SMC.
“Target Time to Action” (“TTA”)	The target time for work to begin on a ticket raised under the Service.
“Temporary Fix” or “Workaround”	A change advised by Bluesource in the procedures to be followed by Customer to minimise any disruption caused by an Incident.
“Term”	the duration of the Service.
“Ticket”	a ticket raised for Bluesource to resolve an Incident for Customer.
“Work Order”	the document detailing an order for Services and/or Goods agreed in writing by the Parties, including but not limited to: the Customer accepting a Proposal; issuing a purchase order to Bluesource; placing an order via an order form, email, or other means; or receiving a document labelled ‘work order’ from Bluesource.

2 Term and Termination

This Service Schedule shall commence on the Service Start Date and shall continue for the Initial Term stated in the Work Order subject to the provisions of the General Terms and Conditions.

Should the Agreement be terminated for any reason, any agreed sums owing, including any remaining balance of the Fee or Renewal Term Fee shall be due for payment in full by the Customer to Reseller and Reseller to Bluesource.

Fair Usage Policy

At the end of each quarter, Bluesource will review the number of hours logged against the agreement and should the average number of hours per month exceed the number of inclusive hours included in the Fair Usage Policy by more than 10%, Bluesource may require the purchase of an increase to the Fair Usage Policy hours to guarantee the continuity of the Service. Bluesource may at its discretion, continue to provide the Service whilst discussions regarding the plan of action for the next quarter takes place with the Reseller and Customer. Bluesource may at its discretion suspend the service if, after 1 (one) quarter, an agreement between the Parties has not been formalised, by means of a purchase order and signing the related quote.

Inclusive Hours Time Bundle

The Inclusive Hours Time Bundle Account hours can only be used within twelve (12) months of the Service Start Date and after this time, any unused time will expire and may no longer be used. The Reseller and Customer (via the Reseller) will be contacted prior to the expiry of the Service to discuss renewing the Service for another term.

The Inclusive Hours Time Bundle Account hours are drawn down in hourly increments where activities are ad-hoc requests based on the number of hours used for the Inclusive Hours Activity. Where a defined workshop, assessment, regular activity or defined outcome is selected, the number of hours that the activity will consume will be communicated to the Customer before the activity takes place and will be drawn down from the bundle on the completion of each activity. When the Customer's Inclusive Hours Time Bundle Account exceeds 90% utilisation, Bluesource will contact the Reseller and Customer (via the Reseller) to discuss the purchase of additional time. At any time, should the Customer's Inclusive Hours Time Bundle Account record a negative number, Bluesource may suspend the provision of Service, pending the purchase of additional hours.

A minimum of 40 hours may be purchased as a Work Order to 'top up' the Customer's Inclusive Hours Time Bundle Account. Additional time purchased is co-termed with the existing agreement and as such will expire at the anniversary of the main agreement. Should the agreement be renewed, Bluesource may – at their discretion – roll a percentage of the unused hours forward to the next contracted year.

3 Service Availability

The SMC will be available 24x7x365 for logging of Priority 1 Incidents.

Priority 2, 3 and 4 Incidents and service requests can be logged and actioned during the Business Day. Outside of the Business Day calls will be logged and actioned the next Business Day subject to service levels.

From time to time, it will be necessary for Bluesource to schedule maintenance which could cause a disruption to the Service. Bluesource will endeavour to provide a minimum of 72 working hours notice before conducting any planned Service affecting maintenance. Where significant changes are planned, Bluesource will endeavour to provide a minimum of 28 calendar days' notice.

Where emergency maintenance, updates, or other procedures are required to maintain the Services or prevent a failure, Bluesource will review these on a case-by-case basis and may be unable to notify the Customer in advance, based on the urgency and severity of the change. Bluesource shall advise Customer at the earliest opportunity where such activities have impacted Service. By the nature of emergency application of such activities, it is not possible to advise customers in advance, to prevent failure or timely resolution.

4 Service Inclusions

Service Modules Matrix Table

Service Component	Standard	Extra-Basic	Extra	Intune	Intune Endpoint Management	Purview	Exchange	SharePoint	Teams	Defender	Viva	M365 Apps	Copilot
Incident management	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Problem management	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Major incident reporting	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Monthly service reports	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Monthly service reviews	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Inclusive Hours Bundle	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Monitoring	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Standard administration			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Evergreen update investigations		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Inactive object discovery		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Inactive license management			✓										
License optimisation review			✓										
Enterprise App lifecycle management			✓										
User/group lifecycle management			✓										
DLP alert investigations						✓							
Policy configuration drift monitoring			✓	✓		✓	✓	✓	✓	✓			
Posture recommendations update			✓	✓		✓	✓	✓	✓	✓	✓	✓	✓
Tenant posture assessment			✓	✓		✓	✓	✓	✓	✓	✓	✓	✓
Policy efficacy validation			✓			✓				✓			
Device compliance reporting				✓									
Windows 11 update compliance management					✓								
Windows 11 advanced analytics report					✓								
Windows 11 driver management					✓								

Windows 11 app update management					✓								
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Service inclusions feature descriptions

Service Component	Description	Hours of Service / Frequency
Incident management	2 nd and 3 rd line remote technical support for the Service Modules defined on the Work Order with incident activity tracking & reporting.	Business Day
Problem management	Managing identified problems through to resolution and updating the internal knowledgebase for expedited future resolutions for the Service Modules defined on the Work Order.	Business Day
Service Level Agreement (SLA) driven TRT & TTA	See section 6 (Service Levels) for SLA details.	n/a
Major incident reporting	Service delivery management reporting for any P1 major incidents through to resolution.	Business Day
Monthly service reports	Report detailing service and time bundle usage - delivered via email.	Once per month
Monthly service reviews	Meeting delivered by the service delivery manager to review the service delivery, hours used and remaining along with addressing any challenges.	Once per month
Inclusive Hours Bundle	Bundle of time to call off for on-demand activities such as workshops, feature reviews and assessments and the implementation of non-standard change requests, service requests and remediation activities. Note: this is not to be used for projects or rollout of new services. These types of requests will be treated a separate project workstreams that will be quoted for and governed by a dedicated statement of work.	Business Day
Monitoring ¹	Daily monitoring activities and advisory notifications to the Customer tech team for the Service Modules defined on the Work Order.	Daily
Standard administration ¹	Well-defined pre-approved activities that do not require change board review, where applicable to the Service Modules defined on the Work Order:- - Existing policy assignment relevant to Service Modules in scope. - Update to allow/block lists relevant to Service Modules in scope. - Existing policy disabling relevant to Service Modules in scope. - License assignment/removal to groups. - Autopilot reset requests. - On-board endpoints to Defender for Endpoint. - Create, modify, delete applicable objects for Service Module – user group Teams site Assign RBAC roles. Refer to Work Order for included limits.	Business Day
Evergreen update investigations ¹	Conduct investigations into evergreen updates for the Service Modules defined on the Work Order, feeding into the monthly reports and notifying the Customer of important and actionable changes.	Once per month
Inactive object discovery ¹	Discovery of inactive objects to utilise for quarterly reporting for the Service Modules defined on the Work Order.	Once per month
Inactive license management ¹	Identification of inactive Microsoft 365 licenses.	Continuous
License optimisation review ¹	Analyse the license usage for the tenant and recommend options for optimising costs – annual activity.	Once per annum

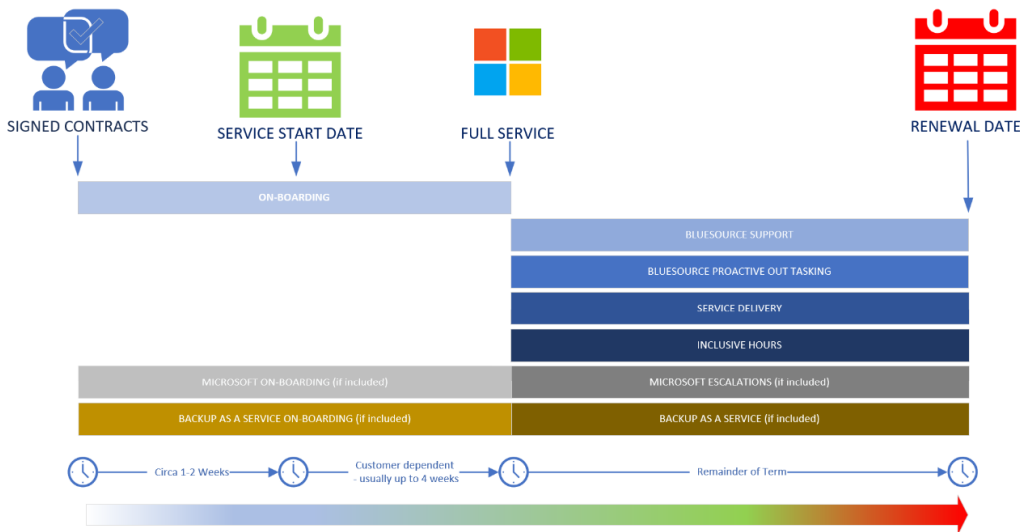
Enterprise App lifecycle management ¹	Analyse the Enterprise Apps and App registration configuration to identify expiring credentials, provision, remove and action in-life changes to permissions and configurations. Refer to Work Order for included limits.	Once per month
User/group lifecycle management ¹	Assist with the operation of the joiners, movers, leavers process related to Entra. Refer to Work Order for included limits.	Continuous
DLP alert investigations ¹	Conduct investigations in collaboration with the Customer relating to DLP alerts, identifying opportunities to tune policies which feed into the quarterly reviews.	Continuous
Policy configuration drift monitoring ¹	Report on changes to policies for in-scope Service Modules.	Once per month
Posture recommendations update ¹	Analyse the tenant posture to provide recommendations to enhance security and compliance where possible within the license level deployed. Report on technology usage and trends. Analyse monthly discovery data collected to report on trends and identify opportunities to optimise the tenant configuration for the included Service Modules.	Once per quarter
Tenant posture assessment ¹	Analyse the tenant configuration against industry standard security benchmarks and best practices for Microsoft 365 security – annual activity. Limited to the Service Modules defined on the Work Order.	Once per annum
Policy efficacy validation ¹	Validation of existing policies to ensure they are optimised and behave as expected and designed for the in-scope Service Modules.	Once per annum
Device compliance reporting ¹	Device compliance monitoring & notifications to the tech team.	Weekly
Windows 11 update compliance management ¹	Monitoring and reporting of update saturation to Windows 11 estate for Windows 11 endpoints managed via Intune.	Once per month
Windows 11 advanced analytics report ¹	Monthly reporting on Windows device health *Dependant on Intune suite licenses being assigned to all users.	Once per month
Windows 11 driver management ¹	Updating Windows 11 device drivers using Intune driver management.	Twice per annum
Windows 11 app update management ¹	Packaging in-band updates to applications. Refer to Work Order for included limits.	Once per month

¹Refer to Service Modules matrix table for which features are included in specific Service Modules and refer to the Work Order for which Service Modules are included in the Service.

Notes:

- 🔵 Tickets can be raised by one of up to 10 designated contacts by calling the SMC on 0345 319 2200, or by emailing: support@bluesource.co.uk
- 🔵 P1 classified Incidents must be reported by telephone to receive the appropriate response.
- 🔵 P2, P3 and P4 classified Incidents may be reported by either telephone, or email.
- 🔵 Where necessary to troubleshoot and resolve an Incident, Bluesource may, with the Customer's permission and supervision, need to remote on to the Customer environment using appropriate remote-control software.
- 🔵 All module selections should, at a minimum, include the Entra module.

5 | Service On-boarding and Lifecycle



Commented [NJ1]: @Viam, are the timings still relevant?

Commented [VM2R1]: 4 weeks is still relevant.

From signing contracts, the Service will be setup and transition through various phases in its lifecycle:

On-boarding:

The first main milestone is the Service Start Date, from which the Service shall commence, as agreed between the Parties, and usually detailed on the Work Order. Typically, this phase commences around one (1) to two (2) weeks after signing contracts and the order being placed. After the order has been placed, Bluesource will start to setup the Service in readiness and make contact to gather any necessary information ahead of the Service Start Date.

The main on-boarding tasks before the Service can go live are:

- Holding an on-boarding call,
- Creating and circulating the Service Operations Manual,
- Provisioning Bluesource named accounts for the SMC and managed service consultants,
- Assigning Bluesource any necessary rights (as per section 11 below),
- Provisioning the Bluesource reporting app, and
- On-boarding to the Bluesource monitoring platform,

During this on-boarding phase, Bluesource will be unable to provide support, conduct any out-tasking or escalate any Incidents to Microsoft for assistance. It is therefore advisable that the Customer completes all its obligations in a timely manner, so that the Full Service Date can coincide with the Service Start Date as closely as possible.

Full Service Date:

The Service can only commence once Onboarding has been completed and the following elements of service become live:

Bluesource Support:

The Bluesource Support element of the Service is available from the Full Service Start Date, for the Term of the Service.

Bluesource Proactive Out-tasking:

The Bluesource Proactive Out-tasking element of the Service is available from the Full Service Start Date, for the Term of the Service.

Service Delivery Management:

The Service Delivery Management element of the Service is available from the Full Service Start Date, for the Term of the Service.

Inclusive Hours:

The Inclusive Hours element of the Service, subject to this having been purchased in the Work Order, is available from the Full Service Start Date, for the Term of the Service.

Microsoft Escalations:

The final element of the Service, subject to this having been purchased in the Work Order, the ability for Bluesource to be able to escalate Incidents to Microsoft on the Customer's behalf, will be available when the full service comes in to affect, once the on-boarding phase has been fully completed.

Renewal:

Towards the end of the Term, the Parties will discuss any renewal requirements and upon renewing, unless any changes are required, the on-boarding phase will not be required.

For the avoidance of doubt the Fee for the Service applies from the Service Start Date and not when all elements of the Service become available to the Customer.

6 Service Levels

When an Incident is escalated to Bluesource it is received and logged as a support ticket, assessed, and then assigned a priority based on Bluesource's experience. An engineer will be assigned to start working on the ticket within the following time scales:

Priority	Target Response Time (Business Day)	Target Response Time (Outside Business Day)	Target Time to Action (Business Day)	Target Time to Action (Outside Business Day)
P1 – Critical	15 minutes	15 minutes	1 hour	1 hour
P2 – Urgent	4 hours within business day	N/A	4 hours within business day	N/A
P3 – High	1 business day (within 10 hours)	N/A	1 business day (within 10 hours)	N/A
P4 – Low	Next business day (within 20 hours)	N/A	Next business day (within 20 hours)	N/A
Service Requests	48 hours	N/A	48 hours	N/A

Monthly reports will be delivered within 7 working days of the start of the month.

Quarterly reports will be delivered within 14 working days of the start of the quarter.

If the Customer needs to raise the priority of a service ticket for any reason it should contact the SMC who will endeavour to review the assigned priority on a case-by-case basis.

The Priority definitions are:

Priority	Description
P1 – Critical	No workaround available, where the use of a critical system is impossible in the production environment, or severely risks critical business operations.
P2 – Urgent	No workaround available, where major functionality is severely affected or restricted, but not causing immediate work stoppage, and operation can continue in a restricted fashion.
P3 – High	There is a moderate loss or degradation of services, but work can reasonably continue in an impaired manner.

P4 – Low	There is a minor loss or degradation of services, but work can reasonably continue in an impaired manner, or a query regarding a product/service. Service requests and change requests.
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The priority will be assigned by Bluesource based on the information provided by the Customer when the ticket is logged. The Customer is expected to provide, at a minimum, the following information when logging an incident to enable Bluesource to assign the most appropriate priority service level:

- Description of the incident including detailed error messages.
- How the issue is impacting the business.
- How many systems are affected by the issue (where relevant).
- Details of any deadlines at jeopardy that may be faced due to the issue.
- Details of if the issue is causing work stoppage, or a business down scenario.
- How many users are being affected by the issue (estimate).
- Date and time the issue was first experienced.
- Details of any recent changes to the environment.
- Additional relevant information.

7 Raising Tickets

Tickets can be raised by one of the Customer's designated contacts by calling the SMC on **0345 319 2200**, or by emailing: support@bluesource.co.uk.

Where P1 classified Incidents are identified by the Customer, they need to be escalated to the SMC via telephone, **0345 319 2200**, to receive the appropriate Target Response Time which applies 24x7x365.

P2, P3 and P4 classified Incidents may be reported by either telephone, **0345 319 2200** or email support@bluesource.co.uk. The Target Response Time for P3 and P4 classified incidents is based on the Business Day.

Where necessary to troubleshoot and resolve an Incident, Bluesource may, with the Customer's permission and supervision, need to remote on to the Customer's environment using appropriate remote-control software.

8 Key Performance Indicators (KPI) for endpoint and application update management

The following key performance indicators will be used to measure the effectiveness of service delivery where not covered by measurements of service level discussed previously in this Service Schedule. These KPIs only apply to the Intune Endpoint Management Service Module, if taken out under the Agreement.

Windows Monthly Quality Updates

Windows 11 operating system updates, defined as 'quality updates' including security, non-security, critical and updates provided to address a zero-day vulnerability, that are published by Microsoft on the second Tuesday of each month, known as 'Patch Tuesday', will be released to the pilot and production ring groups within the following defined timescales:

Endpoint Ring Group (as defined in Intune)	Deferral Period (#days)	Notes	Reporting
Ring Group 0	0	These are test and pilot devices that are used to validate the efficacy of updates.	Included in monthly report pack.
Ring Group 1	1	Updates will be automatically released if no issues are reported to Bluesource for endpoints impacted through the previous phase.	Included in monthly report pack.
Ring Group 2	3	Updates will be automatically released if no issues are reported to Bluesource for endpoints impacted through the previous phase.	Included in monthly report pack.

The term 'released' means that the in-scope update or updates will be made available to the group but does not guarantee when or if the endpoint will successfully install the in-scope update or updates.

The 'Deferral Period' is the length of time, in days, after Microsoft has published the update or updates that the update or updates are released¹ to the endpoint ring group if no intervening action occurs and notwithstanding any additional deferral period that applies as part of a selected servicing channel.

Only Intune-enrolled, fully managed Windows 11 operating system versions that are within the Microsoft published support lifecycle are considered in-scope of this KPI, any other operating system version is considered out of scope.

Bluesource expects that these types of updates are considered 'standard changes' and will not require formal change board approval to meet the defined schedule.

Windows Out-of-Band Quality Updates

When Microsoft publishes an out-of-band quality update or updates to address an active zero-day vulnerability for Windows 11 operating systems, the update or updates will be released using the following expedited schedule:

Endpoint Ring Group (as defined in Intune)	Expedited Deferral Period (#days)	Notes	Reporting
Ring Group 0	0	These are test and pilot devices that are used to validate the efficacy of updates.	Daily for one week following release and the rolled up into monthly report pack.
Ring Group 1	0	Updates will be automatically released if no issues are reported to Bluesource for endpoints impacted through the previous phase.	Daily for one week following release and the rolled up into monthly report pack.
Ring Group 2	1	Updates will be automatically released if no issues are reported to Bluesource for endpoints impacted through the previous phase.	Daily for one week following release and the rolled up into monthly report pack.

Bluesource expects that the Customer security operations centre (SOC) will be responsible for raising tickets with Bluesource for out-of-band update or updates that require deploying to address a zero-day vulnerability or vulnerabilities.

Bluesource expects that these types of updates are considered 'standard changes' and will not require formal change board approval to meet the defined schedule.

Only Intune-enrolled, fully managed Windows 11 operating system versions that are within the Microsoft published support lifecycle are considered in-scope of this KPI, any other operating system version is considered out of scope.

Application Out-of-Band Updates

When application vendors for in-scope applications publish an out-of-band update or updates to address an active zero-day vulnerability for the in-scope application, the update or updates will be released to all scoped endpoints within 72 hours of Bluesource being notified of the update availability and being supplied the update package installers. Bluesource expects that the Customer security operations centre (SOC) will be responsible for raising tickets with Bluesource for out-of-band update or updates that require deploying to address a zero-day vulnerability or vulnerabilities.

Applications that are considered in-scope for this KPI are limited to those listed in the Bluesource app management catalogue.

Bluesource expects that these types of updates are considered 'standard changes' and will not require formal change board approval to meet the defined schedule.

Windows Annual Feature Updates

Windows 11 operating system feature updates will be delivered through the 'General Availability' servicing channel, released once per annum for operating system versions that are within the Microsoft published support lifecycle. Any operating system version that is not within the Microsoft published support lifecycle is considered out of scope.

9 Exclusions

Any component not explicitly defined in the service inclusions section is deemed out of scope of the service such as but not limited to:

- Implementation of new workloads and features – Bluesource can deliver these through discrete project engagements via our M365 consultancy service.
- Implementation of updates to workloads, apps, and features – Bluesource can deliver these through discrete project engagements via our M365 consultancy service.

- Troubleshooting, remediation of networking equipment, LAN, WAN, firewall and proxy services and Customer network diagnosis.
- Designing, building, or troubleshooting custom developed workflows. This can be delivered by Bluesource via discrete projects via our professional services team.
- Migration of data into or out of the Microsoft 365 platform.
- Custom development.
- End user call logging (level 1 support) – this service is not designed for end user support; the service is available to named callers and is considered a service desk to service desk offering.
- Documentation of any infrastructure.
- Onsite response to any incident requests, service requests or change requests.
- Availability of Microsoft 365 applications.
- Monitoring, management, or support of any 3rd party applications.
- Proactive maintenance except for where specified in the service inclusions.
- Supply of license subscriptions.
- Realtime security alert reporting or threat hunting.
- Realtime analysis of Microsoft 365 alerts.
- Customer network diagnosis – both local area networks and wide area networks.
- Where incidents are deemed to be platform related and require escalation to Microsoft, we will escalate incidents via the Customer's existing cloud solution provider (CSP) or direct support agreement. Where Customer has purchased the Enhanced Support Add-on, we will escalate incidents to Microsoft directly.

10 Supported Products

For the purposes of this services agreement, the supported products that are covered are limited to the Service Modules defined on the Work Order:

NOTE: Bluesource shall only support Microsoft operating systems (Windows 11) and applications (Microsoft 365 Apps for Enterprise) that are within the Microsoft support lifecycle. Products that have reached end of servicing or end of support are considered out of scope of the Service.

11 Customer obligations

The Customer shall:

- Provide sufficient available bandwidth on the Customer network to support the Microsoft 365 workloads deployed.
- Provide reasonable and relevant access necessary for Bluesource to troubleshoot and resolve the Incident.
- Provide any relevant documentation reasonably required for Bluesource to provide the Service.
- Provide a list and contact details of authorised personnel, who can engage with Bluesource support.
- Maintain relevant Third-Party support and maintenance contracts.
- Communicate up to date Customer contact information and ensure that Bluesource is informed of any such changes.
- Provide reasonable and relevant access to the items being monitored by the Service and to facilitate Bluesource setting up monitoring agents required to operate the Service.
- Identify and communicate a named point of contact for major incident escalation and 24x7x365 out of hours contact/s.
- Provide reasonable documentation of any security policies and change management procedures that the Customer require Bluesource to adhere to.
- Inform Bluesource of scheduled downtime or maintenance.
- Be responsible for investigating alerts escalated to them by Bluesource and any subsequent resolution.
- Provide reasonable and relevant access and permissions necessary for Bluesource to action change requests.
- Designate Bluesource as "Partner of Record" with Microsoft.
- Grant Bluesource "granular delegated admin role" for the tenant/s.
- Subscribe to Microsoft 365 under a separate agreement. This service does not include supply of licenses.
- When logging an incident provide, as a minimum, the information detailed in clause 5 above, for Bluesource to assign the most appropriate priority service level to an incident.
- Maintain an active Microsoft Support agreement throughout the lifecycle of this agreement unless the Escalation Support Add-on has been purchased through Bluesource.
- Maintain stable and available WAN, LAN, firewall and proxy services.
- Agree that if Customer restricts access to the Office 365 admin portal then the Bluesource public IP address range will be added as a trusted location to access the Customer's Office 365 admin portal so that we are able to log tickets on behalf of Customer and carry out the necessary management tasks.
- Ensure all in-scope users are correctly licensed.
- Promptly pay Reseller for the Service, in accordance with the General Terms & Conditions and Work Order agreed between Customer and Reseller.
- Where the Customer has not purchased a computer system backup service from Bluesource, the Customer shall remain responsible and liable for such backup and hold Bluesource harmless for any liability arising out of any computer system backup or failure to provide any computer system backup.

12 Reseller Obligations

The Reseller shall:

- Shall flow down to the Customer any specific terms relating to a Service agreed between the Parties, such as terms agreed in a relevant Statement of Work or Service Schedule, such as this schedule.
- Maintain the Customer and Reseller relationship.
- Be responsible for the Agreement between Customer and Reseller, including any flow down of terms from its own Agreement with Bluesource, as necessary.
- Provide any relevant documentation reasonably required for Bluesource to provide the Service to Customer.
- Provide a list and contact details of authorised personnel, who can engage with Bluesource support as Designated Contacts.
- Communicate up to date contact information for Reseller and/or Customer, and ensure that Bluesource is informed of any such changes.
- Promptly invoice the Customer for the Service.
- Promptly pay Bluesource for the Service, in accordance with the General terms & Conditions and Work Order agreed between Reseller and Bluesource.

13 Data Protection

Personal Data provided by the Customer shall, unless otherwise agreed in writing by both Parties, be processed in accordance with Bluesource's Data Processing Policy, available at <https://www.bluesource.co.uk/privacy-and-governance/>, and the relevant Agreement, including this Service Schedule.

Where BaaS has been included as part of the Service, the following shall also apply:

- The following subcontractor is used in the delivery of the Service:
 - **Harbor Solutions**
Bluesource partner located at Hamilton House, Mabledon Place, Bloomsbury, London WC1H 9BB, providing managed backup services and support on behalf of Bluesource. *Purpose of processing:* providing 24/7/365 support, monitoring, and managed services. Personal Data relating to contacts and support issues may be processed to provide the services and raise service tickets and process Backup Data.
- Customer acknowledges that information processed while performing the Services may contain personally identifiable information of individuals and associated metadata and that the processing of such information may therefore involve the processing of personal data.
- With respect to any and all data, including, but not limited to, third party data, personally identifiable information and associated metadata obtained by Bluesource or its subcontractors pursuant to Customer's use of the Services, Customer shall take all necessary measures to ensure that it, and all its employees, are aware that their personal data may be processed as part of the Services and that they have given their consent to such processing as well as complied with their responsibilities as data controller or data subjects, as applicable, in accordance with applicable Data Protection Laws.
- Customer understands and agrees that Bluesource and its subcontractors have no control or influence over the content of the backup data processed by Service, which they perform on behalf of Customer.

By placing an order for the Service via the Reseller, the Customer shall be deemed to have reviewed and accepted Bluesource's Data Processing and Privacy terms, and hereby enter into a data processing agreement ("DPA") by incorporating these policies into the Agreement.