

Database as a Service – Service Description

Version 11.2

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1. Version Control

Version	Author	Date	Purpose
11.2	Jamie Beaumont	29 th March 2024	Minor updates
11.3	Jonathan Wood	25 th July 2025	Minor Updates

2. Introduction

This Service Description describes Database as a Service (DbaaS) that Claranet provides and details the Customer's responsibilities in relation to this Service. The Service Description forms part of the Agreement between the Parties and should be read in conjunction with the terms of the Customer Experience for Managed Services Document ("**CXMS**") and the Claranet Master Services Agreement ("**MSA**") set out at www.claranet.co.uk/legal or as otherwise agreed by the Parties and the Parties agree to be bound by such terms. Unless otherwise specified, all terms used within this document are in accordance with the terms to be found in the CXMS and the MSA.

3. Scope of Service Description

The Customer agrees that any services, activities, and deliverables not expressly set out within this Service Description shall be out of scope for the Service. Any components which are described as optional or additional in this Service Description will be chargeable at additional cost and will need to be purchased by the Customer and an Order Form or Statement of Works will need to be signed by the Customer.

Notwithstanding the foregoing, in the event Claranet completes additional services, activities and/or deliverables upon the request or at the direction of the Customer, the Customer shall be responsible for the payment of all Fees and expenses associated therewith, whether or not an Order Form or Change Request has been executed.

4. Service Overview

The DbaaS Service provides the Customer access to immediate expert resource to manage the Customer's database. The Customer's estate will be managed by professional Database Administrators (DBA's), who perform specific activities that underpin the Customer's applications and data to allow the Customer to focus on core business activity.

The Service differs from other database management as everything is taken care of behind the scenes and the Customer's relational database management system (RDBMS) database is delivered back "as a service". As part of DbaaS, the RDBMS application and underlying resources are delivered in a single package.

Claranet's core portfolio of database support covers the following:

- Informix
- MSSQL
- MySQL
- Postgres
- Oracle

Whilst Claranet support different database technologies, Claranet aims to remain agnostic in its approach and deliver a consistent experience across all database types where possible. Any differences in support can be found in the appendix.

5. Service Features

5.0. Standard Features

The following features are supported as standard:

Feature	Description
Performance	Claranet will ensure the databases are performing optimally by completing the following: • Daily optimisation – rebuild, re-org, statistics; and • Daily resource checks of CPU, Memory, IO and capacity planning.
Patching/ Cumulative Updates	Critical Security patches will be applied when required. Cumulative Updates can be applied when requested by the Customer. This can be applied in-hours as part of the Service, or out of hours for an additional charge or use of PAD days.
Cross cloud capability	This service is available across multiple cloud platforms: • Public clouds: Microsoft Azure, Amazon Web Services • Private clouds: Claranet Cloud Platform • On-premises cloud environments for supported technologies as agreed with the Customer Supported database versions and PaaS services will be agreed with the Customer.
Database maintenance	Claranet will complete the following key maintenance tasks: • Database Integrity Checks will be performed where applicable dependant on the Database type. For Example for MSSQL this would be a Database Consistency check (DBCC); • Daily updates of database statistics; • Housekeeping of the system databases; • Database repairs, where required; • Configuration changes; • Check validity of Backups when this service is performed by Claranet • 24x7 Monitoring and alerting of the databases instances. Claranet shall perform scheduled maintenance of the database within an agreed maintenance window. These will be scheduled out of hours at a time convenient to both parties at no additional charge to reduce any disruption to the Customer.

5.1. Additional/Optional Features

The following features can be purchased on top of the standard Service and will be subject to additional charges:

Feature	Description
Informix Operating System Support	See appendix
Out-of-Hours work	Any Standard Features can be performed out of hours.
Database Migration	Claranet can migrate the Customers' database prior to the service go-live.
Database Instance Version Upgrades	Database version upgrades (for example, SQL 2019 to SQL2022) can be performed at the Customer's request.

5.2. Third Party Terms and Conditions

As part of the Agreement with Claranet, the Customer's Service will be provided in accordance with the Terms of Service between Azure, AWS, Redgate, HCL and IBM and the Customer in relation to its use of the software as part of the solution or Service provided by Claranet.

The Customer agrees to and confirms that it has read and understand that the Customer is bound by the vendors Terms of Service set out herein in relation to the Services/software, which can be found at:

- For Azure Terms and Conditions, please refer to the [Azure Services Service Terms](#)
- For AWS Terms and Conditions, please refer to the [Amazon Web Services Service Terms](#)
- For Redgate Terms and Conditions, please refer to the [Redgate Terms](#)
- For HCL Terms and Conditions, please refer to the [HCL Terms](#)
- For IBM Terms and Conditions, please refer to the [IBM Terms](#)

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5.3. Data Sovereignty & Security

The DbaaS Service is only for maintaining the Customers database and does not interact with the Customers data stored within the database. Therefore, the sovereignty, retention and security of the data is the responsibility of the Customer. Claranet however will work to security best practices throughout the Service.

If Claranet hosts the database within the Claranet Cloud, please see the Claranet Cloud Service Definition.

5.4. Data Backup & Disaster Recovery

Claranet will perform regular backups using Claranet best practice policies for databases. The type of backup may vary based on factors like the database version and how the databases are structured. This is to ensure compatibility and optimal performance.

For more information, please see Claranet's Backup and Recovery Service Definition.

6. Scoping and Quotation

Claranet will work with the Customer to establish the scope of the Service and provide an indicative quotation and proposal, thereafter and where relevant, Claranet will create a schedule of scope or a Statement of Work.

Scoping	Claranet	Customer
Database Health Check: A database health check will be performed prior to go-live to determine the health of the databases coming under contract and to deliver remediation work where needed.	✓	

7. Onboarding

Onboarding will commence once the Customer has signed the Order Form, including any relevant documentation such as an SOW/Schedule of Scope and this Service Description. During this phase, the Customer will collaborate with Claranet to gather essential information and cooperate with Claranet to onboard the Service. Further details can be found in the CXMS Service Description.

Failure by the Customer to engage and support Claranet during onboarding, may result in additional professional Service Fees and may delay the project. In addition, in the event the Customer has delayed the onboarding, Claranet may, at its sole discretion, activate the rights at Section 11.

When being brought onto the service, the Customer will be charged a Professional Service fee, whereby Health Checks will be performed and any migrations required to run the service or are requested by the customer will be performed under PADs.

7.0. Pre-Requisites

Before Claranet can process an order, the Customer is required to complete the following pre-requisite activities to ensure that the Services can be delivered. If such pre-requisite activities are not met by the Customer, then this may have consequential adverse impact on the delivery of Services and may prevent Claranet from delivering on its obligation and/or require changes in a Change Request Form to remediate any impact.

Pre-requisite Activity	Impact
The Customer will provide access to the licensing and technical information managed by the Customer that is required for the delivery of the Service by Claranet. This includes, but not limited to, the database technology, location and number of the database servers and instances, and existing licenses.	If Claranet is unable to obtain this information, the Customer will be unable to be onboarded to the Service due to impacts to service delivery.
The Customer will attend all the project planning and workshop sessions to establish the scope of Service that it requires.	If the Customer does not attend project planning or workshop(s), there is an expected impact to service go-live and service delivery.
The Customer will provide all information requested in the format specified by Claranet within five (5) working days to enable Claranet to deliver the Service.	This provides the Claranet Data team adequate time to understand and fulfil the request on behalf of the Customer. If the request is not delivered as expected, there is a potential service impact.
The Customer must provide access and permissions to all infrastructure components and databases to Claranet.	Without access to the database with full administrative privileges and monitoring installed, Claranet will be unable to perform the full suite of features available and will be unable to deliver the Service

8. Project Delivery

This section provides an overview of the Service following implementation:

8.0. Roles and Responsibilities

The Customer, or any appointed third parties, acknowledge and agree to perform its responsibilities as Claranet's delivery, implementation and performance of the Service is dependent upon the timely and effective completion of the Customer's roles and responsibilities and/or Claranet's reasonable instructions. If the responsibilities as set out below are not met, and any Service Levels set out herein are impacted, Service Credits will not apply as a result:

Responsibility	Description
Provide a suitable primary contact for the length of the Service	To ensure smooth delivery of the Service, the Customer must provide Claranet with a primary contact with the relevant knowledge and experience to provide all necessary assistance to Claranet pursuant to this Service Description and/or the SOW.

Access to key staff and stakeholders.	The Customer must provide key staff and stakeholders, both internal and external (where relevant), are available for engineer visits, meetings and/or workshops.
Provide a safe and suitable working environment	Where Claranet employees are required to attend Customer and/or third-party premises, the Customer must ensure that Claranet employees are provided with a safe and suitable working environment.
Statement of Works (SOW)	The SOW sets out the terms and conditions that apply to the delivery of the Services, and provides a more detailed description of the Service.
Provide information required by Claranet	The Customer shall provide any information requested in the format specified by Claranet within five (5) working days, unless agreed otherwise in writing.
Responding to project requests and changes by Claranet	The Customer shall respond to any project-related request made by Claranet within five (5) working days. Unless agreed otherwise in writing.
Provide access, support and personnel	The Customer will provide the necessary access, support and relevant personnel to successfully complete the delivery of the Project.
Reasonable and timely cooperation	Unless agreed otherwise within the SOW, the Customer will provide reasonable and timely cooperation and follow instructions within five (5) working days, as required by Claranet.
Managing Customer-managed stakeholders	The Customer will be responsible for all communications to all key or relevant Customer-managed stakeholders regarding the Service for the duration of the project, including but not limited to any technical change and/or approval required by Claranet.
Notifications regarding maintenance	The Customer will inform Claranet of any scheduled maintenance or emergency maintenance within reasonable notice that will affect the Service's performance is scanning, verifying, and identifying vulnerabilities within the Customer's Assets.
Changes to information	The Customer will ensure that technical details are kept up-to-date by submitting a Change Form to Claranet to confirm or update its relevant details.

Database version upgrade requests

Requests pertaining to major database version upgrades are to be carried out by the Customer.

Resources for tooling

The Customer must ensure that the infrastructure running the instances in scope have enough resource capacity to support the tooling required to run the service.

8.1. Project Plan

The project plan follows a linear process:

- A Database Health Check will be performed in order to understand what versions and applied patches exist, the performance of the system, any existing errors, monitoring and ensuring backups are working;
- Detection scripts will be deployed in order to ascertain the remedial works required to complete onboarding. Claranet will apply patches to get the database up to date and will resolve errors that will result in outages prior to go-live.
 - If the Customer has a legacy system that needs to come under contract, Claranet will need to perform updates to the database prior to go-live.

9. Managed Service

This Section applies to Managed Services and will be read in conjunction with the CXMS, which provides a framework for Claranet's core support experience and describes what a customer can expect from any standard Managed Service solution provided by Claranet. This Section is intended to complement the CXMS and provide details specific to the Service. In the event that this Section conflicts with CXMS, the provisions of this Section will prevail to the extent of such conflict.

9.0. Points of Contact

Purpose	Who to contact	Contact Info
For any Customers being migrated prior to onboarding	Assigned DBA	Provided prior to go-live
To be the Customers first point of contact for queries related to the Database service once transitioned to the in-life service	Service Desk/ServiceNow	Provided prior to go-live
For any other Customer queries. A Customer Success Manager is assigned if the Customer is taking another Managed Service	Customer Success Manager or Account Manager	Provided prior to go-live if provided a Customer Success Manager

9.1. Support Channels

Support channels including escalation paths, incident and request handling, problem resolution and levels of escalation are all found within the CXMS document.

9.2. Monitoring

Claranet uses best in class enterprise tooling to provide powerful intelligence across the Customer's environment. The Customer benefits from these tools as they enable careful management of the database by Claranet's DBA team. Claranet will install a monitoring agent so it can provide this service and will need full administrative access to the database servers or instances.

9.3. Co-Management

Whilst the Database service doesn't have co-management options for the Customer, there is co-management with the Customers chosen public cloud provider whereby infrastructure management will be handled by either AWS or Azure. Therefore, Claranet is not responsible for the uptime or availability of these systems as this responsibility falls to the public cloud provider.

9.4. Reporting

Service reporting is set up at the start of the service and delivered via our Customer Success Managers through Quarterly Business Reviews. Additional, bespoke reporting can be set up for additional charge. If the Customer does not have a Customer Success Manager, there is no reporting provided as part of the service.

9.5. Service Priority Levels

Category	P1	P2	P3	P4	P5
Definition	Total service is unavailable. Must be a live/production environment.	Partial service, an element of the total service has failed	Impaired service, no element has totally failed but there is a quality issue	The service is unaffected. Request for product related technical advice or configuration change. Change Requests* *Changes for 3rd Line Only service tier is upon escalation only and may result in additional fees	General information and feature questions related to the Claranet service
Response time	15 minutes (status updates – 60 minutes)	1 hour (Status updates – 2 hours)	2 hours	4 hours	1 Business Day
Service hours	(24x7x365)	(24x7x365)	Mon-Fri 8:00-18:00 Excludes Bank Holidays	Mon-Fri 8:00-18:00 Excludes Bank Holidays	Mon-Fri 8:00-18:00 Excludes Bank Holidays

9.6. Exceptions

Claranet excludes responsibility for meeting any Service levels to the extent that meeting the Service levels is affected by the following exceptions hereunder:

- if the Customer is in default under the Agreement;
- in the event that the Service is unavailable due to any component, event or situation not wholly within the control of Claranet, including but not limited to a failure of a component that Claranet is not responsible, electrical power sources, networking equipment, computer hardware, computer software or website content provided or managed by the Customer;
- in respect of any non-availability which results during any periods of scheduled maintenance or emergency maintenance;
- in the event that the Service is disrupted or unavailable due to viruses, unauthorised users or hackers;

- in the event that the Service is unavailable due to changes initiated by the Customer, whether implemented by the Customer or by Claranet on its behalf;
- in the event that the Service is unavailable as a result of the Customer exceeding system capacity;
- in the event that the Service is unavailable due to the Customer's failure to adhere to Claranet's implementation, support processes and procedures;
- in the event that the Service is unavailable due to the acts or omissions of the Customer and its employees, agents, contractors or otherwise;
- in the event that the Service is unavailable due to a force majeure event;
- in the event that the Service is unavailable due to any violations of Claranet's Acceptable Use Policy;
- in the event that the Service is unavailable due to the Customer's negligence or wilful misconduct of the Customer or others authorised by the Customer, to use the Services provided by Claranet; and
- in the event that the Service is unavailable due to any failures that cannot be corrected because the Customer are inaccessible or because Claranet personnel are unable to access the Customer's relevant sites.

9.7. Maintenance & Patching

Unless stated otherwise in this Service Description or the Statement of Work, maintenance and patching is not included as part of the Service. The Customer understands and agrees that Claranet shall have no liability, whether in contract or in tort, arising out of or relating to the Agreement or these Services for any direct, indirect, special, incidental or consequential losses, damages, costs or expenses whether arising directly or indirectly (including negligence) because the Customer accepts the risk and liability for the Service and managing such vulnerabilities.

Where patching and/or maintenance is included within the Service, it will be managed across a monthly patch cycle or based on reasonable notice provided by Claranet. If the patching and/or maintenance is identified as critical, patches will be applied as soon as reasonably possible.

In the event the Customer has not replied to Claranet regarding the implementation of a patch or maintenance or if a request is made to reverse an implemented patch/update due to any reasons raised by Claranet or the Customer, within 14 days of notification from Claranet, Claranet may (1) commence the patching and/or maintenance without further notice to the Customer, or (2) Claranet will be under no further obligation to provide further vulnerability management specifically related to that patch and will not have any liability for potential exposure should a threat subsequently exploit that vulnerability, in the case of either (1) or (2) the Customer understands and agrees that Claranet shall have no liability, whether in contract or in tort, arising out of or relating to the Agreement or these Services for any direct, indirect, special, incidental or consequential losses, damages, costs or expenses whether arising directly or indirectly (including negligence) from such actions.

However, Claranet reserves the right to patch or perform maintenance itself or via a third party for the Services, including managed equipment, whether proactively or after the event, to address vulnerabilities without explicit authorisation in exceptional circumstances (a significant risk to the customer, Claranet or any other Claranet customers), for example if a critical vulnerability has been announced by a third party that poses a significant risk to the Services. However, Claranet reserves the right to patch or perform maintenance itself or via a third party for the Services, including managed equipment, whether proactively or after the event, to address vulnerabilities without explicit authorisation in exceptional circumstances (a significant risk to the customer, Claranet or any other Claranet customers), for example if a critical vulnerability has been announced by a third party that poses a significant risk to the Services.

The DbaaS Service will require the following maintenance and patching activities to ensure the that the Service is performing fit for its intended purpose. For those that Claranet are responsible for, Claranet will endeavour to provide reasonable notice to the Customer.

Activity	Claranet	Customer
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Patching: Patching of the Customer database instances can be performed at the request of the Customer. If critical patches have been released by the vendor, Claranet will contact the Customer in order to allow the Customer to provide direction. Patching is not automatically applied by Claranet upon release due to the potential impact to customer applications and related systems.

✓

If there is a threat of significant damage to the Customer's systems, the existing vulnerabilities will be eliminated as part of emergency maintenance work. Claranet will inform the Customer in advance if this maintenance work has an impact regarding the backup services. Claranet always strives to minimise disruption caused by maintenance work.

Upgrades: The Party who manages the Customer's test environment will be responsible to test the upgrade(s) to the Customer's database.

✓

✓

Where Claranet is responsible to test the upgrades, Claranet shall check the service packs, patches and updates provided by the manufacturers and install them after a positive preliminary check.

9.8. Third Party Support

For Informix Database Management, Claranet will provide support on problems effecting the performance and availability of the database. However, should Claranet be unable to resolve the problem, Claranet will raise a ticket with HCL who provides an additional level of support.

9.9. Hardware Life Cycle Management

If it's a service that is going end of life with the vendor, Claranet will raise it with the Customer so the Customer can confirm what they'd like to do. If the Customer chooses to continue with an out-of-support product, Claranet will not be able to meet Service Level Agreements.

10. Change Management

This Section provides how Claranet processes Change Requests during the lifecycle of the Service. Any change that are implemented by either Parties may affect the Service and the SLA, and in such circumstance where an SLA is breached due to a change request, Service Level Credits will not apply.

10.0. Change Request Types

Where Claranet deems a change needs to be made, Claranet shall proceed to implement such change without Customer consent, unless such change will materially degrade the Service or access to the Service. If Claranet are making a change in response to Customer delays, inactions, failures or changes made by the Customer without Claranet's consent, Claranet reserves the right to charge the Customer the relevant applicable Fees to implement such change, which includes but is not limited to; fixes, patches and/or upgrades.

Simple Change Requests by the Customer must be submitted through a ticket in the Claranet Online portal. Any other changes requested by the Customer must be submitted through the Change Request Form found in Schedule 1 of this Service Description, and will be subject to scoping, onboarding, and further charges where applicable.

Definitions of Change Request Types are listed as follows:

Change Request Types	Definition	Changes
Simple Change Request (SC)	A simple change is one where the request alters the existing Service in	• N/A

	such a way that it will still operate in the manner set out under the original Order Form or SOW.	
Complex Change Request (CC)	A complex change is where the request alters the Service in such a way that it no longer will operate in the manner set out under the original Order Form or SOW. This may have an impact on the ongoing billing or the agreed Scope of the Service. Such changes will be subject to Claranet's acceptance and will be authorised by both Parties before being implemented.	• Increasing the number of instances covered by Claranet • Additional database technologies coming under contract • Additional complex reporting requirements • Amending Disaster Recovery

10.1. Included Change Catalogue

The following changes are considered Simple Change Requests that can be requested by the Customer at no additional costs.

Change	Description
Outage prevention and resolution	Claranet will take action to avoid or resolve service outages. For example, ensuring there is enough disk space.
Critical patches	Claranet will deploy critical patches if critical patches are being done on behalf of the Customer.
Adding and removing users	If the Customer needs users added or deleted, this will be performed by Claranet after the Customer has made us aware.
Freeing up/allocating disc space	If disc space needs to be freed up or allocated, this will be performed by Claranet at request of the Customer.
Service pack/patch upgrades	At the Customer's request, Claranet can apply update(s) and upgrade(s) to its Service within normal business hours. Please note that updates to the server, not the database, aren't within scope of this service.
Memory utilisation amendments	Claranet can amend memory utilisation on the RDBMS application to suit the need of the application/database and scale up infrastructure requirements that are impacting performance, but this will only be implemented by following the standard change control process.

11. Delays and Cancellation Terms

1. Professional Services must be used within 6 months from the date of Customer's signature of the Order Form and at expiry of this period, Claranet may invoice the full remaining Professional Services Fees and the Customer will pay those Fees in accordance with the Agreement. Thereafter, the Customer will have a further 6 months to use those remaining Professional Services, after which they will expire on such date if unused. Unless agreed otherwise, Professional Services are non-refundable.

2. The Customer agrees and acknowledges that Claranet will estimate the time required to complete the Services and that additional days of Professional Services may be required to complete the Services. Claranet shall notify the Customer where it determines in good faith additional days are required to complete the Services and such additional days may then be authorised by the Customer in accordance with Change Request Form at Schedule 1 or an additional Order Form.

3. If the Customer postpones a booking (e.g. a workshop, meeting or a call) at short notice, then the following will be charged by Claranet, depending on the amount of notice given:

Notice for Postponement	Postponement Fee
Greater than 10 working days	0% of the Fees associated to the booking
Less than 10 working days but greater than 5 working days	50% of the Fees associated to the booking
Less than 5 working days	75s% of the Fees associated to the booking

4. If the Customer seeks to cancel a Service/s before the expiry of the Initial Term or Renewal Term, Claranet will automatically invoice and the Customer shall pay for cancellation charges equivalent to the total Fees that would otherwise have otherwise be payable for the remainder of the Initial Term or Renewal Term of the respective Service/s, unless agreed otherwise.

5. Once the cancellation has been processed by Claranet, the Customer shall follow Claranet's reasonable instructions to decommission any hardware and to cease access to relevant systems that the Customer received as part of the Service.

6. Unless agreed otherwise within the Agreement (Order Form or SOW), within 14 days of the cancellation date, the Customer at its expense shall return to Claranet all hardware, Claranet Equipment and peripherals provided as part of the Services. However, in the event the Customer wishes to purchase any of the hardware, Claranet Equipment and/or peripherals provided as part of the Services, they can request a quotation from Claranet. In either case, 14 days' prior to the cancellation date, the Customer shall notify Claranet Hardware Returns for details of return or request for quotation by emailing: hardwarereturns@uk.clara.net.

7. During service decommissioning, Claranet will hand over technical documentation to the relevant stakeholders as well as providing access back to the Customer and decommissioning any Claranet account. Any monitoring licenses will be reabsorbed by Claranet.

12. Terminology

Unless otherwise specified, capitalised terms used in this Service Description shall bear the same meanings as those used in the Master Service Agreement, unless otherwise expressly stated herein. Set out below are a description of key technical terms used in this Service Description.

Terms	Definition
Customer Experience for Managed Services (CXMS) Document	The CXMS document provides a framework for Claranet's core managed support experience and describes what a customer can expect from any standard Managed Service provided by Claranet. It outlines the responsibilities of both Claranet and the Customer, including how to log and escalate cases, how SLA targets are prioritised, set, and achieved, as well as the tools used to perform these functions.
SQL	Structured query language (SQL) is a programming language for storing and processing information in a relational database. A relational database stores information within rows and columns representing different attributes and the relationships between the data. SQL statements are used to store, update, remove, search and retrieve data within the database.
Relational Database	A relational database is a type of database that stores and provides access to data points that are related to one another and based on the relational model which is an intuitive and straightforward way of representing data in tables.
Relational Database Management System	A Relational Database Management System (RDBMS) is a program that allows the Customer to create, update and administer a relational database.
DBA	Database Administrator(s) (DBA) are experienced individuals tasked with ensuring the efficiency running of and completion of technical tasks related to maintaining a database through specialised software.

Appendix A – Informix Service Tasks

Informix Managed Services Tasks/Responsibilities

The tables below illustrate the components specific to the Informix Database Managed Service and the Optional Operating System Managed Service and can't be taken as a standalone service.

Managed Services shall include the items listed in the following table and marked with a tick, in relation to the Database (DB) and operating system (OS):

Task	Detail	DB	OS
Capacity planning and provisioning	Ensure efficient use of disk space including efficiency of any purge routines	✓	✓
	Review of and in relation to known limitations	✓	✓
	Manage table sizing, indexing and reorganization	✓	✓
	Logical volume management		✓
	Provide trend analysis required for short, medium and long term capacity provision	✓	✓
Performance monitoring, planning and tuning	Support problem diagnosis, tactical and strategic planning providing platform assurance and optimizing hardware resource utilisation	✓	✓
Documentation (including standard build definition)	Creation, maintenance and storage	✓	✓
Supplier management	Audit hardware maintenance and software licensing to maintain cover and compliance	✓	✓
	Purchase and installation of additional capacity	✓	✓
Compliance auditing	Support processes to meet regulatory compliance such as modes of operation and reviews of the key elements such as user accounts (leavers, permissions) and login failures	✓	
	Host based configuration change detection software maintenance and review		✓
	Server build validation against defines standards		✓
	Vulnerability identification and patch management		✓
	Validation of users accounts and access levels against password and account policy		✓
Provision of database software	Software patching in response to security alerts, technical issues or vendor support	✓	✓
Maintenance and configuration of key system processes	Backup monitoring scheduling, storage manager integration	✓	✓
	Database optimizer statistics maintenance	✓	
	Automated monitoring (health, performance, capacity and problem diagnosis)	✓	✓
	Integration with SAN operations such as cloning where deployed	✓	
Setup	Installation and configurations	✓	✓
	Client connectivity integration	✓	
	Physical database design	✓	
	Logical database design advice	✓	
	Review of schema changes prior to third party release and support during release	✓	
	BIOS management of hardware resources		✓
	Cluster service provisioning		✓

	Presentation to the appropriate VLANs, port management and access requirements		✓
	Security hardening		✓
	Remote console access/maintenance		✓
Restore, failover and DR testing	Participation in the execution and planning	✓	✓
User account management	Create and remove permissions	✓	✓
General requests for information	Address general client enquiries with respect to the database environment	✓	
Third party escalation	Liaison required for bug handling and root cause analysis of internal errors	✓	✓
Connection issue resolution		✓	✓
Connection issue resolution		✓	✓
Hardware and software function and performance		✓	✓
Crashes/failures, scheduled process failure		✓	✓
Replication failures and performance		✓	✓

Appendix B – Paid Advance Days (PADs)

PADs are offered on a T&M (Time and Materials) per day/hour basis or to be consumed as pre-scheduled days/hours. They are for planned change/transformation or modernisation activities. One day equals 7.5 hours.

Paid Advance Days (PADs)	Claranet	Customer
One-off transformation – One-off engagements can be used for additional project work, amendments and/or additions to the Claranet managed solution that is not covered within the scope of changes	Option	
Pre-scheduled transformation – Pre-scheduled days can be used for additional project work, amendments and/or additions to the Claranet managed solution that is not covered within the scope of changes	Option	
Paid Advance Days (PADs)		
Tasks not covered within the scope of changes. Additionally, Customers can pre-schedule these days to occur at regular intervals		
Scope – The Customer will provide Claranet with the following: - Detailed scope of work for PADs day(s) - Provide access to suitable qualified staff, resources and information - Reasonable notification of intended or planned activities as part of PADs day(s)		✓
Pre-scheduled days, conditions of use: - The number of pre-scheduled days is to be defined at least 4 weeks in advance of the required date(s) - The exact day(s) and recurrence are to be defined at least 4 weeks in advance of the consultant being required e.g. every Monday and Tuesday or last Friday of each month - Any changes or cancellations are to be communicated to Claranet at least 4 weeks in advance, failure to do so will result in the days deducted from the Customer's allocation. - Unused pre-scheduled days can be accumulated and rolled over to a maximum of 3 months after which they expire - The maximum contiguous use of pre-scheduled days, without prior Claranet management approval, is limited to 3 days		✓

Schedule 1

Change Request Form

Change Request Form to Order Form/SOW [Subject] made pursuant to the Master Services Agreement dated [Status] between Customer and Claranet ("MSA").

This Change Request Form shall be read in conjunction with the relevant SOW, Service Description(s) and MSA, all terms and conditions of which shall continue to have full force and effect, except to the extent as expressly altered (by reference to the affected clause or section/paragraph number) by this Change Request Form.

Change Request Form No.	
Date of Change Request	
Requested by	
Presented to Customer (Name)	
Related to Order Form/SOW [Subject]	

Title of Change:	
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Description of Change:	
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Reason for Change:	
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Effect on Service Deliverables (including a list of any affected Service Deliverables):	
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Charges relating to the Change:	
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Effect on Fees	
Item Description	[Insert as applicable]
Total change in Fees	

Proposed timetable and milestones:	
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Change to the Service Levels (if any):	
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Other affected elements of the Agreement:	
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Signed for and on behalf of Customer Limited:	Signed for and on behalf of Claranet Limited:
Name:	Name:
Title:	Title:
Signature:	Signature:
Date:	Date: