

O2 PROFESSIONAL SERVICES - SERVICE SCHEDULE

The following terms and conditions apply to the provision of O2 Professional Services.

1 DEFINITIONS

1.1 In this Service Schedule, in addition to those terms defined in the General Conditions for Business customers (which can be found [here](#)) the following terms and expressions apply:

Term/Expression	Meaning
"Application License"	means the underlying cloud or SaaS application licenses required to be separately purchased by the Customer and to which the O2 Professional Services relate.
"Day"	means seven (7) hours of work.
"Devices"	means any smartphone, tablet, personal computer (including Apple Mac), laptop, wearable device that is supported by the End-User Licensed Software;
"Half Day"	means three and a half (3.5) hours of work.
"My Business Apps"	means the Service provided by O2 that allows Customers to view their purchased cloud or SaaS applications;
"Microsoft 365"	means as set out in Microsoft Online Service Schedule ;
"O2 Professional Services"	means the following services which can be provided on a subscription or one-off purchase depending on the service: <ol style="list-style-type: none">1. Premium Support;2. 'Office365 Email Migration' (or "O365 Email Migration");3. 'SharePoint Professional Service';4. 'Admin Tutorial' for a selected cloud or SaaS application (i.e. Microsoft 365, Box, McAfee, Sophos and MaaS360);5. 'MaaS360 Jump Start';6. 'Consultation Service Days';7. 'Professional Service Days'; and8. 'Solution Architect'.
"Premium Support"	means 24/7 customer support (as further described in Appendix 1 below) for the following cloud or SaaS applications: Microsoft 365 (or "M365"), Box, McAfee, Sophos and MaaS360.
"Service Levels"	means the service levels and support services detailed in Appendix 2 of this Service Schedule;
"Statement of Work" or "SOW" or "Project Proposal"	means the statement of work or project proposal agreed between O2 and the Customer in respect of the O2 Professional Services required for a specific project, including the types of services, amount of sessions required and any technical requirements the Customer must comply with.

2 O2 PROFESSIONAL SERVICES

2.1 The O2 Professional Services provided by O2 are designed to support the implementation and use of cloud or SaaS applications by our Customers' businesses (e.g. Microsoft 365 or MaaS360). The O2 Professional Services include a range of services involving qualification, design, set up, migration and ongoing customer support in relation to cloud or SaaS applications which have been separately purchased or subscribed to by the Customer.

2.2 The Premium Support Services will be provided in accordance with the Service Levels set out in Appendix 2 of this Service Schedule.

3 SERVICE ACCESS AND USE

Placing orders for O2 Professional Services

3.1 The Customer may directly place an order for any O2 Professional Service through their O2 business sales contact.

Use of the O2 Professional Services

3.2 The Customer must have separately purchased from O2 relevant Application Licenses to the cloud or SaaS application to which the O2 Professional Service relates.

3.3 The Customer must have an account created and set up on the My Business Apps service provided by O2, or the relevant vendor platform, before any order for O2 Professional Services can be placed.

3.4 The provision of O2 Professional Services is subject to the Customer complying at all times with the provisions of this Service Schedule and paying the Charges (set out in the Commercial Schedule) in accordance with the Agreement.

3.5 The Customer shall comply with any reasonable instructions given from time to time by O2 concerning the O2 Professional Services.

3.6 Before attending any 'Admin Tutorial', the Customer will ensure that it has backed up all systems and performed any required maintenance prior to the performance of the Service. Such systems will include, without limitation: (a) servers; (b) networks; (c) storage; (d) power; (e) lighting; and (f) air-conditioning/heating.

4 TERM AND TERMINATION

One-off purchases of O2 Professional Services

4.1 Unless otherwise stated in the Commercial Schedule, the O2 Professional Services are available to purchase as one-off purchases with no associated Minimum Period.

Premium Support subscription

4.2 Unless agreed otherwise, Premium Support shall be purchased together with the Application License for the duration of the Minimum Period of such Application License. Each Premium Support subscription is purchased per User.

4.3 The Customer will be charged the monthly Rental Charge until the Customer cancels the subscription to the associated O2 Professional Service upon providing O2 a minimum of 30 days' written notice.

5 SUPPORT

5.1 Premium Support: O2 will provide the Customer 24/7 support via phone upon receipt of an order for Premium Support, the channels by which the Customer may contact the Premium Support will be communicated via email to the Customer upon subscription to the Premium Support Service.

5.2 All other O2 Professional Services (i.e. except Premium Support): O2 will aim to contact the Customer within seven (7) working days to organise the appointment and set expectations relating to the delivery of the one-off O2 Professional Service. O2 Business Gurus will only investigate technical issues and respond to Customer queries during business hours.

6 CHARGES

6.1 Unless set out in the Commercial Schedule, the Customer shall be charged for O2 Professional Services on the following basis:

- a) Premium Support will be billed on a monthly basis per User; and
- b) All other O2 Professional Services will be billed as one-off Charges.

7 LIMITATIONS

7.1 O2 will use reasonable skill and care in providing the O2 Professional Services.

7.2 Certain restrictions relating to unlicensed, outdated or unsupported platforms, hardware and technical support issues may hinder O2's ability to support the Customer.

7.3 Any technical issue which requires the physical intervention of an O2 Business Guru or which relates solely to hardware or Devices, will not fall within the scope of these O2 Professional Services.

7.4 O2 will not provide through these O2 Professional Services:

- a) Consultancy services for third party systems or software (e.g. APS, Integrations);
- b) Custom software development; or
- c) Physical data centre related activities, such as implementation, testing and/or fixing of network equipment, servers, power units or cables.

7.7 O2 Business Gurus will use commercially reasonable efforts to resolve Customers' technical issues, however not all technical issues can be resolved by these technicians.

7.8 O2 does not warrant that:

- a) the O2 Professional Service will be error free or free of harmful components, interruptions or failures; or
- b) the Customer's data will be secure or not otherwise lost or damaged; or
- c) there will be no malfunctions or other errors in the O2 Professional Service caused by virus, infection, worm or similar malicious code not introduced or developed by O2.

APPENDIX 1

Subject to clause 7 of this Service Schedule, the O2 Professional Services available to be purchased by the Customer are outlined below:

1 PREMIUM SUPPORT

This Service is provided as a turnkey technical support service: to provide break-fix support to Customers on a 24/7 basis as well as technical support for issues related to the use of Application Licenses purchased from O2.

Premium Support services are provided based on both the number of intended users and the scope of required assistance. They may be rendered over the telephone or chat, through a remote connection or e-mail.

These Premium Support Services are divided into the following two categories:

a) Premium Support for Microsoft 365

This Service is provided as ongoing support and provides access to an O2 Business Guru that will provide technical assistance to Customers on the use of Microsoft 365 products.

This Premium Support covers the following technical support with regards to Microsoft 365:

- tier 1: end User assistance;
- tier 2: assistance of Customer's User with administrator rights; and
- tier 3: managed escalations for technical support issues that require intervention from relevant software manufacturers.

Premium Support for Microsoft 365 is available on a 24/7 basis through O2 Business Gurus. O2 will also make available a managed collection of self-help resources related to Microsoft 365 that Customers can make available to their Users.

This Service includes:

- i) Break-fix support where a cloud or SaaS application was designed to work in a certain way and it is not functioning correctly, O2 will support and assist the Customer to fix and resolve the issue, unless identified as being out of scope in the following paragraph;
- ii) Sending welcome emails to new Customer's User administrator rights with links and attachments to resources that will assist them in the account activation process of the relevant Microsoft 365 Application License;
- iii) Providing preliminary support and assistance to Customers with general Microsoft 365 queries and providing guidance on finding resources that enable them to resolve their technical issues;
- iv) Providing preliminary support and assistance to Customers in integrating their Microsoft 365 applications with other applications and systems to the extent possible;
- v) Providing assistance and guidance to Customers' User with administrator rights or Users with the management of their Microsoft 365 Application Licenses and/or configuration of their Microsoft 365 suite of applications; and
- vi) Managing escalations to Microsoft in the event that the issue requires the intervention of Microsoft in order to be resolved.

The following services are **excluded** from the scope of this Service:

- i) Support of requests related to data deletion either due to an expired Microsoft 365 Application License, as well as cancelation, data corruption or data deletion linked to a Customer or third party retention policy;
- ii) Any services or support offerings that are sold separately as a one-off service as set out in clause 3.1 of this Service Schedule;
- iii) Microsoft 365 backup or recovery;
- iv) Designing and/or creating materials (document, presentations files, etc);
- v) Resetting the Customer's administrator's passwords;
- vi) Support of issues related to Microsoft 'Active Directory', 'ADSF' or hybrid configurations of Microsoft 365;
- vii) Support of add-ons, software or other technology not included in Microsoft 365; or
- viii) Configuration of any client applications other than Microsoft Office 365 on any Devices or mobile operating systems.

b) Premium Support for Box, McAfee, Sophos and MaaS360

This Service is provided as a turnkey technical support service, to provide break-fix support to Customers on a 24/7 basis as well as technical support for issues related to the use of Application Licenses purchased from O2.

This Premium Support covers the following technical support with regards to McAfee, Sophos and MaaS360:

- tier 1: end User assistance (only for Box);
- tier 2: assistance of Customer's User with administrator rights; and
- tier 3: managed escalations for technical support issues that require intervention from relevant software manufacturers.

This Service includes:

- i) Break-fix support where a cloud or SaaS application was designed to work in a certain way and it is not functioning correctly, O2 will support and assist the Customer in fixing and resolving the issue, unless identified as being out of scope in the following paragraph;
- ii) Sending welcome emails to new Customers' User with administrator rights with links and attachments to resources that will assist them in the account activation process of the relevant Application License;
- iii) Providing preliminary support and assistance to Customers with general queries related to their cloud or SaaS Application Licenses and providing guidance on finding resources that enable them to resolve their technical issues;
- iv) Providing preliminary support and assistance to Customers, when required, with installing and configuring the relevant cloud or SaaS Application License that they have purchased from O2;
- v) Providing assistance and guidance to Customers' User with administrator rights or Users with the management of their Application Licenses; and
- vi) Managed escalations to the appropriate software vendor if the issue requires the intervention of the software vendor in order to be resolved.

The following services are **excluded** from the scope of this Service:

- i) Any services or support offerings that are sold separately as a one-off purchase as set out in clause 3.1 of this Service Schedule;
- ii) Initiating or running any of the cloud or SaaS applications on behalf of the Customer;
- iii) Designing and/or creating materials (document, presentations files, etc);
- iv) Resetting the Customer's administrator's passwords;
- v) Support of issues related to the interaction of the Application License and an unsupported software or technology; or
- vi) Support of add-ons, software or other technology not covered in the scope of this Service.

2 OFFICE 365 EMAIL MIGRATION

This Service is provided only through a one-off migration assistance, it covers one (1) Customer administrator training session and a managed migration of email mailbox data from a compatible source system into Microsoft 365 (as specified in the relevant SOW).

Each migration project must include a minimum of four (4) mailboxes.

The managed migration of email mailbox data covers an information collection session that may be done live with an O2 Business Guru by phone or chat, or completed by the Customer directly using an online form (as determined in the SOW).

Once the required information for the migration has been collected and validation of all requirements has been performed by O2, the copy of the source data (data migration) to the Customer's Microsoft 365 account may begin.

The actual data migration will occur at a time scheduled by O2 (as set out in the SOW), but its duration will vary based on the limitations of the source systems infrastructure, bandwidth, as well as other factors such as the Customer's response time when required to take certain actions to facilitate the migration.

As set out in clause 4.1 of this Service Schedule, the Customer is responsible for the purchase of relevant Microsoft 365 subscriptions.

Some restrictions may apply to migrations from Google Mail, Lotus Notes, Groupwise and Zimbra as mail sources, these will be specified in the SOW.

This Service includes:

- i) Discovery of email accounts, aliases, distribution groups, public folders and shared mailboxes to verify migration plan with Customer's administrator prior to migrating;
- ii) Migration of data from supported source system to Microsoft 365 account;
- iii) DNS configurations to ensure email switchover to Microsoft 365;
- iv) Configuration of Microsoft 'Active Directory' service;
- v) Outlook application setup;
- vi) Instructions to Customer on how to configure Devices;
- vii) Quality assurance and mail flow checks;
- viii) Post migration sweep of source mail server hourly for forty-eight (48) hours;
- ix) providing a Customer point-of-contact communications throughout the migration project; and
- x) Migration project coordination.

This Service **excludes** Microsoft 'Active Directory' synchronisation.

3 SHAREPOINT Professional Service

This Service is provided only through a one-off migration assistance, it covers one (1) Customer administrator training session and a managed migration of Customer data from a compatible source system to Microsoft Sharepoint (as set out in the relevant SOW).

The managed migration of data to Sharepoint covers an information collection session that may be done live with an O2 Business Guru by phone or chat, or completed by the Customer directly using an online form (as specified in the SOW).

Once the required information for the migration has been collected and validation of all requirements has been performed by O2, the copy of the source data (data migration) to the Customer's Microsoft 365 Sharepoint account may begin.

The actual data migration will occur at a time scheduled by O2, but its duration will vary based on the limitations of the source systems infrastructure, bandwidth, as well as other factors such as the Customer's response time when required to take certain actions to facilitate the migration.

As set out in clause 4.1 of this Service Schedule, the Customer is responsible for the purchase of relevant Microsoft 365 Sharepoint subscriptions.

Some restrictions may apply to migrations from certain data sources, these will be detailed in the SOW.

This Service includes:

- i) Assessing the source environment for potential issues and providing a report to the Customer for remediation;
- ii) Discussing and implementing access and sharing policies for Microsoft 365 SharePoint and OneDrive;
- iii) Discussing migration approach, timelines and User impact with Customer;
- iv) Performing test migrations and facilitating access and user acceptance testing (the Customer is responsible for updating Users); and
- v) Finalising the migration to meet the deadline agreed with the Customer in the SOW.

4 ADMIN TUTORIAL FOR MICROSOFT 365, MCAFEE, SOPHOS AND MAAS360

This Service is provided only through a single tutorial, and it includes one (1) session with an O2 Business Guru for one (1) Customer's User (with administrator rights) in relation to one (1) cloud or SaaS Application License.

The Service is a one-on-one tutorial session, during which the O2 Business Guru will show the Customer administrator how to activate, install and use the basic features of a given cloud or SaaS Application License.

An Admin Tutorial may include "leave behinds" with information on the use of the selected cloud or SaaS application that the Customer can refer to or send to other Users. The Customer will have a chance to ask any questions he/she might have about the selected cloud or SaaS application.

This Service includes:

- i) Assignment of administrator rights to the selected cloud or SaaS application to specified User(s);
- ii) Implementation of the selected cloud or SaaS application to the Customer's Devices;
- iii) Initiation of the automated deployment of the selected cloud or SaaS application to additional Users;
- iv) High level tutorial on the use of their cloud or SaaS application answering any questions the Customer might have about the Application License; and
- v) Supported Microsoft 365 Applications include Outlook, Word, Excel, Powerpoint, OneNote, Access, Teams, One Drive, Yammer.

The following services are excluded from the scope of Services:

- i) Backing up systems and maintenance prior to the performance of the Services;
- ii) Consultancy for third party systems or software (e.g. APS, Integrations);
- iii) Custom software development; or
- iv) Physical data centre related activities, such as implementation, testing and/or fixing of network equipment, servers, power units or cables.

5 SOLUTION ARCHITECT

This Service is provided on a project basis and grants access to a highly skilled engineer, who will assist the Customer in scoping and designing a digital solution to meet the Customer's technical requirements. The number of Half Days and Days required to complete the project will be set out in the SOW.

This Service includes:

- i) Discussing and eliciting business and technical requirements from Customers; and
- ii) Turning these requirements into fit for purpose technical solutions and services;
- iii) Enhancing and modifying the Customer's IT environment in accordance with the plan.

6 MAAS360 Jump Start

This Service is provided only through a one-off onboarding assistance, it covers one (1) Customer administrator training session for MaaS360.

The Service includes:

- i) An introduction to the MaaS360 portal;
- ii) User enrolment including the enrolment of up to four (4) Customer Devices;
- iii) Advice on how to manage the Customer's MaaS360 security policy;
- iv) How to navigate MaaS360 applications (including catalogues, bundles and attributes); and
- v) How to run a Device inventory report.

7 CONSULTATION DAYS

This Service is provided on a project basis and covers an in depth consultation with an O2 technical specialist about the Customer's technical requirements in order to scope out the O2 Professional Services required to meet the Customer's technical objectives.

The Consultation Day work is only prospective in nature and does not involve any actually IT work being undertaken the O2 specialist.

The Consultation Days are charged on a Half Day or full Day basis.

8 PROFESSIONAL SERVICE DAYS

This Service is provided on a project basis and covers technical services provided by O2's technical specialist team to carry out the work set out in the SOW agreed between O2 and the Customer.

The Professional Service Days are charged on a Half Day or full Day basis.

APPENDIX 2

SERVICE LEVEL COMMITMENTS AND SUPPORT SERVICES FOR PREMIUM SUPPORT

This Appendix outlines the performance metrics applicable to the Premium Support Services.

O2 shall correct such issues in accordance with the timeframe set out in the Table 1.0 below, including through the implementation of workarounds, updates or upgrades, or other means that O2 may deem necessary to provide the Professional Services in compliance with the specifications in this Service Schedule or the applicable cloud or SaaS application Service schedule.

This provision will apply to all technical issues for Customers and Users identified and reported to O2 by the Customer and that O2 can substantiate.

a) **Case Prioritization**

Any technical issues reported by the Customer to O2 and verified by the O2 Business Gurus will be classified and assigned a priority by O2 in its reasonable discretion. The following priorities and their meanings are detailed below:

Table 1.0

Issue Severity Level	Response Time	Target Action	Issue Resolution Time
Level 1	One (1) hour.	On the technical issue being appropriately reported to O2 and acknowledged, O2 will work 24/7 using commercially reasonable efforts to investigate and to provide a workaround or final fix for the technical issue, with appropriate escalation and feedback on status to the Customer.	Four (4) hours
Level 2	Two (2) hours.		Eight and a half (8.5) hours
Level 3	Two (2) business days.		Five (5) business days
Level 4	Three (3) business days.		Twenty (20) business days

Issue Severity Level	Definition
Level 1	Application License is down or not operating properly for all O2 Customers
Level 2	Application License is down or not operating properly for all Users
Level 3	User is experiencing technical issues
Level 4	Assisting the Customer administrator with maintenance and implementation of an Application License

O2 will provide to the Customer an acknowledgement of receipt relating to a reported issue and will respond within the target timeframes specified in Table 1.0 above. The response will include the priority assigned to the case by O2, any actions taken, target resolution time, estimated resolution time if available, and any escalation plans.

Any resolution of a technical issue is subject to verification and reproduction of the technical issue by O2, with Customer's reasonable assistance in verifying and reproducing such technical issue. Such resolution(s) may include a temporary workaround, patch or bypass.

b) Application of Appendix 2

O2's obligations under this Appendix do not extend to any on-going test or training instances of the Application Licenses provided to the Customer or downtime, issues or errors that are caused by:

- i) Third party hardware or software;
- ii) Use of the Application License in violation of the terms of the Agreement;
- iii) Use of the Application License in other than in accordance with any user guide or the reasonable instructions of O2; or
- iv) Circumstances or events beyond the reasonable control of O2, including, without limitation, any force majeure events, the performance and/or availability of local independent service providers used or employed by the Customer, or any network beyond the demarcation or control of O2.