

## SCHEDULE 2 SERVICE DESCRIPTION

### 1 DEFINITIONS

In this Agreement the following words and expressions shall have the meanings set out below:

**“Initial Response”** means the time from when a Support Request is logged to when Maintel technical personnel response is allocated to the Incident or it is determined that an on-site response is required excluding any Third Party Influences, provided always such hours are within Supported Hours.

**“Response Times”** means the periods of time set out in this Schedule 2 and commencing on the assignment of a unique reference number to a Support Request within which Maintel, using reasonable endeavours, will respond.

**“Return to Service”** means the time, excluding any Third Party Influences, from when an Incident is logged to the time when either (i) full service is restored; or (ii) service is restored to the point where the Incident can be categorised as no more severe than a Category 3 Incident.

**“Service Levels”** means the level of service as set out in Schedule 2.

**“Service Desk”** means the point of contact within Maintel, via either telephone or the Support Portal through which all Support Requests will be raised.

**“Support Request”** means a request from the Customer made by telephone or via the Support Portal, in relation to an Incident.

### 2 Overview

Callmedia CX Now is a cloud delivered omni-channel contact centre solution accessed via the Internet. Callmedia CX Now integrates with leading CRM applications, providing built-in performance reporting and outbound calling capability. This Service is highly scalable and can be integrated into existing processes and workflow via its suite of APIs.

For the avoidance of doubt, Maintel shall not be held liable in any way, where the quality of service (“QOS”) for Callmedia CX Now is negatively impacted due to any element (such as internet services) that are outside the direct control of Maintel; save where the Customer has purchased ICON Connect or ICON Gateway services from Maintel.

#### Callmedia CX Now Services Trial Period

The Customer is responsible for the configuration of their trial users via the Callmedia Command Centre and no Direct Dial Inward (DDI) number porting will be carried out as part of the trial period. A temporary trial period PSTN connection provisioned with 10 channels will be used with Maintel provided DDI numbers, which the Customer can manually forward their existing numbers to, if required. Outbound calls will only be permitted to UK local, national and mobile numbers during the trial period and are subject to the published fair usage policy. Should the Customer not terminate the Service pursuant to clause 14 of this Agreement during the Trial Period, then Maintel will work with the Customer to migrate the PSTN connection to a production connection and carry out any number porting that is part of the Order at that point. Both parties hereby agree and acknowledge that such PSTN migration activities will not delay the commencement of billing for the Service.

### 3 End User Support

Callmedia CX Now is delivered as a managed Service together with the required technical and operational support.

#### 3.1 Platform Access & Security

The communications infrastructure is deployed within Amazon Web Services (AWS) secure resilient data centres which provide physical security and remote access management. Maintenance and administrative access is restricted to Maintel employees, and access is controlled via the AWS identity and access management service. Remote access is facilitated by multiple levels of tiered access

roles, and personal log in's and permissions are controlled by said roles. There is full logging and audit tracking of all access to, and activities performed on, the system, for both physical and remote access.

### 3.2 Backups

Callmedia CX Now includes configuration backups which are completed every 24-hours and can be restored by raising a ticket with the Callmedia CX Now Service Desk. This Service precludes the need for Customers to take their own backups.

## 4 Software Upgrades

Maintel shall at its discretion make regular improvements and upgrades to the Callmedia CX Now Service. These will be applied during planned maintenance periods which will be as required.

## 5 Planned Maintenance

Planned outages may be required to the Callmedia CX Now Service, for scheduled maintenance and/or upgrade activities, which shall be implemented with the intent to cause minimal impact to the Customer, on a reasonable endeavours basis. Maintel will affect such outages at times that have minimal impact to the Customer. Maintel will give the Customer no less than 10 days advance notice (save in respect of planned maintenance on circuits where the relevant carrier will provide 48 hours). A maintenance notification will be sent to the Customer, using the change control process.

## 6 Emergency Maintenance

It may be necessary from time to time to carry out emergency maintenance to the platform in order to maintain appropriate levels of service quality providing, where possible, minimum impact to the Customer. Given the nature of the 'emergency', it may not be possible to provide the Customer with advance notification.

## 7 Service Level Agreements

Callmedia CX Now service availability and Incident handling is described below.

### 7.1 Service Desk & Technical Support

Maintel define Incident categories or severity levels as follows:

SEVERITY	DEFINITION
Priority 1 – Critical Impact	Business is severely impacted 50% or more of users or trunks not available Call delivery to more than one site or to a mission critical site is impacted
Priority 2 – Major Impact	Business is significantly impacted 25% or more of users or trunks not available Call delivery to one customer site impacted There is risk of reoccurrence of the problem with further significant impact to the business
Priority 3 – Minor Impact	Non-critical, partial loss of functionality fault with minimal impact to the business Individual feature fault with acceptable workaround until fix applied Loss of non-critical system functionality
Priority 4 - Mobile / cordless phone failures	Not applicable for Callmedia CX Now
Priority 5 – Help Requests	Technical Assistance Technical Requests Knowledge Requests Configuration Change Requests User Requests

7.2 Maintel work to the following Service Levels, measured over a monthly period:

Service Type	Description	Incident Priority	Target
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<b>Service Desk Opening Hours</b>	Monday-Sunday, 00:00 – 23:59, including Bank Holidays		
<b>Service Desk Response – Voice Call</b>	Time taken for a customer services agent to answer the call	All	95% calls answered within 30 seconds
<b>Service Desk Response – Email</b>	Time taken for a customer services agent to respond to a ticket logged by email	All	Ticket to be logged and customer contacted with reference number within 2 hours
<b>Auto-ticket generation</b>	Time taken for a ticket to be generated from a system monitored alert or alarm	All	Ticket logged within 60 seconds
<b>Initial Engineering Response</b>	Time taken for a Maintel Technical Support engineer to be allocated to the Incident, commence fault diagnosis, and customer contacted	P 1 P 2 P 3 P 4 P 5	< 30 minutes < 60 minutes < 4 hours Not Used < 8 hours
<b>Customer Update</b>	Frequency with which Maintel managed Services will update the customer on Incident resolution progress	P 1 P 2 P 3 – 5	Every 60 minutes Every 4 hours N/A

#### 7.4 Availability Service Levels

The Callmedia CX Now Service has a baseline Service Level of 99.9% availability, which translates to no more than 44 minutes of unplanned service unavailability per month.

Yearly Availability	Monthly Availability	Total unavailability
99.9%	99.9%	44 minutes per month

#### 8.5 Service Outage Measurement

A Service outage shall be measured from the point in time that the initial Incident tracking ticket was created. The ticket may be created via automated ticket generation or from customer notification.