



FastDesk Product Terms



1. Product Terms

The following Product Terms apply if the relevant Services are included within your Quotation. In the event of a conflict between the Product Terms and the applicable Terms and Conditions, these Product Terms shall prevail, but only to the extent of such conflict. Any capitalised terms used in this document shall have the meanings set out in the applicable Terms and Conditions (save where expressly provided otherwise below) and any additional definitions outlined below shall also apply.

FastDesk benefits from the SLA below.

Terms and Meaning

In this Section the following words shall have the following meanings unless the context requires otherwise:-

| Term | Meaning |
|--------------------------------|---|
| Customer Application Server | All and any software and applications provided by the Customer for publishing on the Platform provided by the Company. |
| Core Hours | Has the meaning set out in Paragraph 4 (Support Hours). |
| Emergency Hours | Has the meaning set out in Paragraph 4 (Support Hours). |
| Hardware | Any physical hardware purchased by the Company to provide the Platform e.g. firewall, servers. |
| Helpdesk | The facility to be provided by the Company in accordance with this Service Level Agreement to receive and respond to Support Requirements from the Customer. |
| Incident | Any failure of any part of the Platform to perform in accordance with its Intended Functionality; or any event or threat of an event that is not part of the standard operation of any part of the Platform and that causes, or may cause, an interruption to, or a reduction or adverse change in, the quality or functionality of any part of the Platform. |
| Intended Functionality | The full range of functionality the Platform is intended to provide as assessed by consideration of the Quotation and the actual workings of the Platform. |
| Parts | Any replacement or new hardware or any other equipment or parts supplied by ANS to the Customer in connection with the Support & Maintenance Services. |
| Persistent Desktop | All and any software and applications provided by the Customer for specific users for publishing on the Platform provided by the Company. |
| Platform | The hosted desktop services and the supported applications set out on the Quotation. |
| Response Times | The timescales set out in Paragraph 7 (Service Level Timescales). |
| Service Levels | The service level standards set out in Paragraph 7. |
| Software Incident | Any Incident relating to software purchased by the Company and/or the Customer. |
| Support & Maintenance Services | The full support and maintenance services as set out in Paragraph 2 (Service Definitions) provided by the Company to the Customer (to the extent purchased by the Customer as part of its solution as detailed on the Quotation). |
| Support Portal | ANS Glass to be made available by the Company to the Customer to enable personnel to view information and statistics maintained by the Company in |

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| | relation to the Support & Maintenance Services and log, and review the progress of, Support Requirements. |
| Support Requirement | A request by the Customer to the Company for support; or an Incident notified to the Company by the Customer or identified by the Company or identified in a monitoring alert. |
| Support Requirement Commencement | The time when a Support Requirement is (as applicable):- notified to ANS by the Customer via the telephone; or identified by the Company as a problem or by the Company's automated monitoring systems. |
| Users | Individuals who use the Platform on behalf of the Customer. |

Service Definitions

The Company shall provide Support & Maintenance Services for the Platform to ensure that all parts of it continue to function in all material respects in accordance with its Intended Functionality. The following describes the Support & Maintenance Services and these will apply to the extent purchased by the Customer as part of its solution as detailed on the Quotation:

| Service | Definition |
|-----------------------------|--|
| Foundation services | Provide functioning hardware required to run the Platform with the Intended Functionality and manage the physical hosting within a data centre with the following specification: Heating, Ventilation and Air Conditioning (HVAC); N+1 generators; N+1 UPS; N+1 cooling system; Fire suppression system; Full building management system; Fully monitored CCTV security and access control system; Manage and maintain a fully redundant connection using Tier 1 bandwidth providers and/or UK peering exchanges. |
| Operating system management | ANS will install and provide basic configuration and support of application software purchased through ANS as part of your solution. ANS will update Windows installations within 7 days of the release of critical patches working to an agreed process with the Customer. ANS will update Linux installations (if any) upon Customer request working to an agreed process with the Customer. ANS will update supported applications upon Customer request working to an agreed process with the Customer. |
| Firewall management | ANS will install and maintain the configuration of a hardware firewall. Configuration requests will be completed within 8 core hours. There is no hard limit on the number of support requests, but excessive usage will be queried by the account manager and future changes may be chargeable. Daily requests for a period of greater than 10 days would constitute excessive usage. |
| Backup management | ANS will perform a daily backup of the Platform and all specified data held on the Platform. ANS will identify, correct, and re-run failed backup issues within 8 core hours with the exception of quota issues. ANS will perform a data restore following Customer request for data that is lost or destroyed. |
| Anti virus management | ANS will install and maintain anti-virus software as set out on the Quotation, which will update daily. |
| Storage management | ANS will upgrade firmware upon vendor's advice. ANS will manage the storage network including the connected devices. |

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| Monitoring and alert management | ANS monitors uptime and undertakes CTM monitoring on an internal only basis. |
| Application Installation and Configuration | ANS will provide the initial installation and configuration of agreed foundation applications as set out on the Quotation. ANS will assist with the patching of agreed foundation applications upon Customer request. |
| Citrix environment | ANS will provide guidance to help the Customer install the necessary Citrix software onto Users' devices. ANS will use reasonable endeavours to provide support for the Citrix environment, where such environment is necessary for the operation of the FastDesk Service. |

Third Party Software

Where a Customer has selected the option of a Customer Application Server or Persistent Desktop, the Company can provide support for the publishing of the application only. The Company can support the publishing of the applications where these are certified as Citrix ready applications.

The Company does not support third party software applications that do not feature on its supported applications list set out in the Appendix or as part of the agreed Intended Functionality. The Company will work with the Customer during problem analysis to determine whether or not a technical issue is related to the third-party software.

However, the Company will offer reasonable efforts to support the Customer and if the ANS engineer is familiar with the software they may – at their discretion – offer help or advice. The Customer is responsible for accepting advice and any consequences for any unsupported applications.

The terms of this Service Level Agreement do not include or apply to and/or guarantee the following:

- Any issues caused by third party software which the Customer asks the Company to install and which do not appear on the supported applications list; or
- Any issues within any Customer code;
- Any issues caused by the Customer making changes to the Customer Application Server or Persistent Desktop.

Support Hours

In this Service Level Agreement time is categorised into the following periods:-

| Support Hours Period | Period Covered |
|----------------------|---|
| Core Hours | 9.00am to 6.00pm Monday to Friday excluding bank holidays in England. |
| Emergency Hours | 6.01pm to 8.59am Monday to Friday including bank holidays in England and 6.01pm Friday to 8.59am Monday including bank holidays in England and all of Saturday and Sunday in England. |

| Service Area | Support Hours Period Provided Within |
|---|--------------------------------------|
| Helpdesk | Core Hours |
| Services for Critical severity support | Core Hours + Emergency Hours |
| Services for High severity support | Core Hours |
| Services for Normal severity support | Core Hours |
| Monitoring Services | Core Hours + Emergency Hours |
| Agreed change managed process changes (48 hours' notice required) | Core Hours |

Self-help Website

ANS will use reasonable endeavours to maintain and make accessible to the Customer, a website containing guidance intended to enable the Customer to resolve problems in use and operation of the Platform and statistics for bandwidth usage, backups and support tickets.

Helpdesk

Provide a helpdesk (accessible by telephone, email and via ANS GLASS) to provide technical support to authorised Customer personnel (as listed in ANS GLASS) using, maintaining, updating or amending the Platform (except for the Customer Application Server/Persistent Desktop).

ANS will take all reasonable commercial efforts to ensure the help desk is staffed at all times (24 hours a day, 365 days a year) by sufficient personnel. During Emergency Hours, support shall only be required to respond to Critical Severity Support Requirements and will provide reasonable efforts to service High Level and Normal Severity level Support Requirements.

Helpdesk support includes:-

1. Logging Support Requirements, obtaining any information required by the Company in order to resolve Support Requirements and keeping the Customer updated regarding the status of Support Requirements.
2. Answering queries on the use and operations of the Platform.
3. Guidance in operation of the Platform.
4. Assistance in identifying and verifying the causes of suspected Incidents in the Platform.
5. Advice on bypassing or correcting identified Incidents in the Platform.

The Helpdesk will:-

1. Use reasonable endeavours to answer all support calls within 3 rings;
2. Answer over 90% telephone requests for support within 20 seconds.

Helpdesk Contact Details:-

Telephone 0800 230 0032
Emergency Telephone 0800 230 0299
Email support@ans.co.uk
Support Portal <https://ans.glass>

Additional contact details can be found online in ANS GLASS or via the Customer's Account team.

Service Level Timescales

ANS will reasonably endeavour to meet the following timescales for a Support Requirement:-

| Severity Level | Description | Solution Agreed |
|----------------|--|-----------------|
| Critical | Entire Platform is unavailable aka ESCALATION – You must escalate the account | 4 Core Hours |
| High | Operation of Platform is degraded for more than 4 hours time outs | 8 Core Hours |
| Normal | Errors that are non-disabling or cosmetic and clearly have little to or impact on the normal operation of the services. e.g. Minor performance degradation, maintenance task | Not applicable |

Network uptime guarantee:

Network infrastructure will be available 100% of the time. Network availability means all infrastructure including routers, switches and cabling is working (when not undergoing scheduled maintenance).

Unplanned Network Failure:

In the event of unplanned network failure we will refund 24 hours service for every 60 minutes loss of connection, up to a maximum value equal to your monthly subscription charge, to be applied to your ANS account.

In measuring Response Times:

All Response Times are calculated from Support Requirement Commencement.

All Response Times are only applicable to Support Requirements raised through a phone call from the Customer or an alert from the ANS monitoring system. Solution Agreed only applies to Support Requirements where the root cause is part of ANS's responsibility. The Solution Agreed is satisfied when the Support Requirement is either resolved or a time frame and plan for full resolution has been communicated.

The Customer is expected to provide ANS with accurate and prompt notification of any problem and assist as ANS may reasonably require to diagnose problems and implement any Solution Agreed.

Appendix – Supported Applications

- Microsoft Office 2016 Standard
- Google Chrome
- Adobe Acrobat/Reader
- Citrix ShareFile Drive Mapper
- Citrix Receiver