

SmartSERVICES™ Level 1 Service Desk Service Schedule

LAST UPDATED 14 April 2021

- PARTIES**
1. The Missing Link Network Integration Pty Ltd ABN 56 101 690 635 (**The Missing Link / We / Our**); and
 2. The Client specified in the Master Services Agreement referred to below (**Client / You / Your**)

This SmartSERVICES™ Level 1 Service Desk Services Schedule (**this Schedule**) is part of the agreement between the parties in relation to the services of The Missing Link described below (**this Agreement**).

This Agreement comprises the provisions of: (a) the Master Services Agreement signed by the parties; (b) this Schedule; and (c) the quotation, issued by The Missing Link to and accepted by the Client, which refers to services in and incorporates the provisions of this Schedule (**the Quotation**).

Terms defined in the Master Services Agreement will have the same meanings in this Schedule and the Quotation unless the context requires otherwise.

1 Definitions

Asset Management means The Missing Link will maintain a list of all the Supported End-User Devices that are managed under the Service in The Missing Links software tool. Exports of this asset list can be provided to the customer on request.

Device Lifecycle Management means The Missing Link will periodically review the list of all Supported End-User Devices that are managed under the Service in The Missing Links software tool and provide to you a report and replacement plan on Supported End-User Devices that are approaching end of life or end of support/warranty.

Email and Web Security Support means The Missing Link will assist the Supported End-User with incidents or service requests relating to their email and web security tools. This includes resolving incidents relating to blocked email and whitelisting domains. This service includes Standard or Minor changes. Major Changes are outside the scope of this service and will be billed at a Time & Materials rate.

If no solution can be found, Email and Web Security Support passes on the incident to You following the Ticket Handover Process. Note: an incident or service request that is not able to be resolved remotely or if the incident/service request impacts more than one user, it is outside of scope of Email and Web Security Support.

End-user Process Documentation means The Missing Link will maintain documentation on Level 1 processes required to support the end-user. The documentation will be stored in The Missing Link's knowledge management system and will not be accessible by You. However, exports of this documentation can be provided on request.

You are required to provide the initial End-user Process Documentation for The Missing Link to maintain during the Service onboarding.

Endpoint Protection Support means The Missing Link will assist the Supported End-User with incidents or service requests relating to their endpoint protection software.

If no solution can be found, Endpoint Protection Support passes on the incident to You following the Ticket Handover Process. Note: an incident or service request that is not able to be resolved remotely or if the incident/service request impacts more than one user, it is outside of scope of Endpoint Protection Support.

Monitoring of Supported End-User Devices to ensure they have up to date endpoint protection software is outside of scope of Endpoint Protection Support.

Incident Management means a defined process for logging, recording and resolving incidents. The aim is to restore the Service as quickly as possible. This excludes incidents relating to users who are not Supported End-Users and Major Incidents.

All incidents will be logged in The Missing Link's ticket management tool which You will have access to via the Self Service Portal.

Logging of tickets in the Client's ticket management system will be defined in the Ticket Handover Process. It is the responsibility of the Client to manage tickets in their system.

Infrastructure Management Support means the support for incidents or service requests relating to infrastructure. This includes resolving incidents relating to servers and storage devices.

New Device Installations (Installs, Moves, Adds & Changes) is defined as including desktop or laptop installations for Supported End-Users on equipment purchased from The Missing Link.

If the number of new device installations is more than 10% of the total number of Supported End-User Devices The Missing Link reserves the right to consider this a project and will be out of scope of this service.

Major Changes means any risky or high impact changes that are beyond maintenance of The Client's existing products and technologies at their optimum levels (e.g. major version upgrades).

Major Incidents means an incident that causes a serious interruption to business activities across multiple users.

Malicious Software Removal means The Missing Link will endeavour to remove malicious software from a Supported End-User Device using installed, current and supported endpoint protection software.

If the malicious software is not able to be removed using the installed endpoint protection software, or if the infection impacts more than one Supported End-User or Supported End-user Device, it is outside of scope of Malicious Software Removal and will be handed over to You following the Ticket Handover Process or all time will be billable at our Time and Materials rate.

MFA & Identity Support means The Missing Link will assist the Supported End-User with incidents or service requests relating to their Multi-Factor Authentication (MFA) tools and their identity within Active Directory and Azure Active Directory. This will include incidents or service requests related to and the setting up of the Supported End-Users MFA tools. This service includes Standard or Minor changes. Major Changes are outside the scope of this service and will be billed at a Time & Materials rate.

If no solution can be found, MFA & Identity Support passes on the incident to You following the Ticket Handover Process. Note: an incident or service request that is not able to be resolved remotely or if the incident/service request impacts more than one user, it is outside of scope of MFA & Identity Support.

Minor Changes means undocumented low risk or low impact changes carried out to maintain Supported Products and Technologies or for the purposes of user and group administration. The scope of these changes is limited to the skillset of a Level 1 resource.

Mobile Device Management Support means The Missing Link will assist the Supported End-User with incidents or service requests relating to their enrolment of mobile devices in your mobile device management tool. This service includes Standard or Minor changes. Major Changes are outside the scope of this service and will be billed at a Time & Materials rate.

If no solution can be found, Mobile Device Management Support passes on the incident to You following the Ticket Handover Process. Note: an incident or service request that is not able to be resolved remotely or if the incident/service request impacts more than one user, is outside of scope of Mobile Device Management Support.

Monthly Ticket Report means a report will be provided by The Missing Link to a user that you nominate that will contain a summary of all the tickets logged over the calendar month.

Onsite End-User Support means the onsite resolution of problems or incidents by The Missing Link on Supported End-User Devices.

Patch Management means the ongoing management of software patches, plus the download and installation across Supported End-User Devices.

Problem Management means a defined process used by The Missing Link for logging, recording and resolving problems. The aim is to detect the underlying cause of the incident to prevent it from reoccurring. This excludes problems relating to devices not managed by The Missing Link.

Remote Level 1 Support means The Missing link will register and classify received incidents and promptly endeavour to resolve the incident. If necessary, they will request external support, e.g. from software or hardware manufacturers. The aim is to restore a failed IT service as quickly as possible.

Remote Level 1 Support includes the gathering of information from the Supported End-User to determine the issue, analysis of the symptoms to determine the cause, basic troubleshooting and resolving the issue by following End-User Process Documentation.

If no solution or End-User Process Documentation can be found, Remote End-User Support passes on the incident to You following the Ticket Handover Process. Note: an incident not able to be resolved remotely or if the incident impacts more than one user, it is outside of scope of Remote End-User Support.

In order to gain remote access to the Supported End-Users device, The Missing Link will utilise Our remote access tool. This requires the user to download and run the application, then provide permission for The Missing Link to gain access to their device. The user will need to provide permission to The Missing Link to access their device each time We require remote access.

Remote Level 1 Support also processes Level 1 service requests and keeps Supported End-Users informed about their incidents' status at agreed intervals.

Support for mobile devices covers hardware, operating system and business-related applications.

SaaS Level 1 Support means the support for incidents or service requests relating to Software-as-a-Service (SaaS) products.

Self-service Portal refers to The Missing Link's client web portal where users that you nominate will have access to log, update and track incidents and service requests.

Service Delivery Management means The Missing Link will manage the performance of the services within the scope of this Agreement. It includes regular meetings, providing recommendations for optimising the Service and providing escalation assistance.

Standard Changes means documented low risk or low impact changes carried out by The Missing Link to maintain Supported Products and Technologies or for the purposes of user and group administration. The scope of these changes is limited to the skillset of a Level 1 resource.

Standard Operating Environment (SOE) Management means The Missing Link provides SOE design, development, and testing and maintaining the image including updates as required.

Supported End-User Devices refers to the Client assets that are covered by this Agreement. A Supported End-User Device must be deployed using Your standard operating environment. This may include things like, a corporate owned device, joined to the domain and/or enrolled in the corporate Mobile Device Management system.

Supported End-Users refers to the users that are covered by this Agreement as nominated by the Client. The list of these users will vary from time to time and will be provided to you on request.

The Missing Link will install a tool on Your Active Directory domain that will periodically report on the number of active user accounts. This report will be used each month to calculate the number of users for the invoice. If the number of users from this report is less than the number of users on the Quotation, the quantity from the Quotation will be used instead.

Supported Products and Technologies means the list of supported products found [here](#). This list is updated from time to time as products go end of life or support by vendors is no longer available.

Ticket Handover Process means a defined process used by The Missing Link and You to facilitate the handover of tickets between The Missing Link and You. This process will detail the tools, required information, communication methods used in the handover and automation to be used.

Transition Remediation means up to the equivalent of one month of the monthly charges specified in the Quotation in our standard consulting rates, for The Missing Link's consultants to remediate any issues with The Client's in-scope End-user Process Documentation, as determined by The Missing Link. The purpose is to bring The Client's End-user Process Documentation up to acceptable standards to enable The Missing Link to efficiently manage the deliverables throughout the life of the contract. Any remediation work in addition to the equivalent of one month of the monthly charges specified in the Quotation will be billable. The Client will be provided a detailed quote specifying the remediation work and any costs before any billable work will commence.

Vendor Management means liaising with vendor to arrange for a repair or replacement of faulty supported personal devices (excluding mobiles). Where third party vendor management is required; all equipment must be covered under warranty.

2 Initial Term

The contract term specified in the Quotation.

3 Client Contact

The client contact specified in the Quotation.

4 Client Facilities / Premises

The client address specified in the Quotation or additional addresses as agreed in writing.

5 The Service – Deliverables

The Services to be supplied by The Missing Link comprise the supply of the Deliverables which are "Included" below in respect of:

- Common Service Features;
- Support;
- Security; and
- Device Management

5.1 Common Service Features

| Deliverable | Level 1 Service Desk |
|-----------------------------------------------------|----------------------|
| 7:30am – 6:00pm AEST Monday to Friday support hours | Included |
| Self-service Portal | Included |
| Transition Remediation | Included |
| Monthly Ticket Report | Included |
| Service Delivery Management | Included |
| End-user Process Documentation | Included |
| SaaS Level 1 Support | Included |

5.2 Support

| Deliverable | Level 1 Service Desk |
|---------------------------------------------------------------------------|----------------------|
| Remote Level 1 Support | Included |
| Incident Management | Included |
| Standard and minor changes on supported corporate devices | Included |
| Onsite End-User Support | Not Included |
| Problem Management | Not Included |
| 24/7 remote Level 1 support | Not Included |

5.3 Security

| Deliverable | Level 1 Service Desk |
|------------------------------------------------|----------------------|
| Malicious Software Removal | Included |
| MFA & Identity Support | Included |
| Endpoint Protection Support | Included |
| Email and Web Security Support | Included |
| Patch Management | Not Included |

5.4 Device Management

| Deliverable | Level 1 Service Desk |
|--------------------------------------------------------------------------------|----------------------|
| Vendor Management | Included |
| Mobile Device Management Support | Included |
| Asset Management | Not Included |
| Device Lifecycle Management | Not Included |
| Desktop/Laptop rebuild due to fault, including data migration | Not Included |
| New Device Installations (Installs, Moves, Adds & Changes) | Not Included |
| Standard Operating Environment (SOE) management | Not Included |

6 Exclusions

The Missing Link is not required to supply any of the following under this Schedule:

6.1 Management or resolution of issues relating to inadequate or out-of-warranty infrastructure

The Missing Link will charge on a time & materials basis for work that is carried out on infrastructure that The Missing Link reasonably considers is inadequate for The Client's requirements, out-of-warranty or where support is no longer being provided by the manufacturer. The Missing Link will give The Client notification of such charges prior to carrying out such work.

6.2 Infrastructure Management Support

6.3 Level 2 & Level 3 Support

The Missing Link will not provide Level 2 or Level 3 support within the scope of this Agreement. The Missing Link can provide Level 2 and Level 3 support if required, but this will be billed at a Time & Materials rate.

6.4 Other

The Missing Link will not provide any goods or services except those expressly included as Deliverables under this Services Schedule.

7 Charges

The charges specified in the Quotation.

8 Service Activation

- 8.1 Each Service Schedule creates a separate contract for the acquisition of a Service. You may nominate a date by which you would like each Service to be activated. If we accept that Service Schedule, we will endeavour to activate the Service by that date. No guarantee can be given that the Service will be activated by the required date. If for any reason we are unable to meet the required date, we will inform your designated contact of the new Activation Date.
- 8.2 The Missing Link will advise the Client when activation has occurred. The Missing Link will only charge for Services from when they have been activated.
- 8.3 If the Client requests to relocate or modify a Service, then The Missing Link will provide a quotation for the work required and the applicable new monthly charges.

9 Priorities and Response Times

All incidents will be given a priority level which is determined by The Missing Link under its incident management process a copy of which will be given to The Client on written request. Response times for each priority level are as follows:

| | | Business Impact | | |
|---------|--------|-----------------|----------|--------------|
| | | High | Medium | Low |
| Urgency | High | Critical | Urgent | Standard |
| | Medium | Urgent | Urgent | Standard |
| | Low | Standard | Standard | Non-Critical |

| | |
|---------------------|-------------------------------------------------------|
| Non-Critical | within five (5) Business Days from receipt of request |
| Standard | within one (1) Business Day from receipt of request |
| Urgent | within four (4) hours from receipt of request |
| Critical | within two (2) hours from receipt of request |

10 Third Party Products

The parties agree that, where The Missing Link is required to install any products supplied by or on behalf of the Client (**Third Party Products**) as part of The Missing Link's obligations under this Agreement:

- i. The Missing Link Service will install the Third Party Products in accordance with this Agreement;
- ii. in order to install the Third Party Products, acceptance of software licences and any related support/maintenance agreements (**Licence Agreements**) is routinely required (acceptance of which is required at the time of installation of the Third Party Product as presented to the installer of the Third Party Product prior to installation);

- iii. in order to install the Third Party Products as part of its services under this Agreement, The Missing Link will be required to accept the terms of the Licence Agreements on behalf of the Client;
- iv. during the term of this Agreement, the Client authorises The Missing Link to accept the terms of the Licence Agreements on behalf of the Client solely to install the Third Party Products for the purposes of performing The Missing Link's obligations under this agreement;
- v. the Client and not The Missing Link shall supply the Third Party Products; and
- vi. the Client must, and The Missing Link must in the performance of its obligations under this Agreement, at all times comply with the provisions of the Licence Agreements in relation to the Third Party Products.

[End of Schedule]