

SCHEDULE 1 TO THE TERMS AND CONDITIONS – UK AND REST OF THE WORLD SUPPORT SERVICES

1 Service Description

1.1 The Support Services provide the Customer with the following:

- a) support for onboarding and deployment of the Products as set out in Par. 6 of this Schedule;
- b) access to the latest Software Upgrades and Updates as described in Par. 3.1 of this Schedule;
- c) Hardware support above and beyond the Warranty, subject to Section 3.4 of the Terms and Conditions;
- d) Software Incident support as described below for each Level of Support; and
- e) access to Garrison’s Customer support centre by phone, web and email for up to fifteen (15) Authorised Users during the service hours specified below for each Level of Support.

1.2 Garrison shall not be responsible for correcting any errors not attributable to Garrison. Errors attributable to Garrison shall be defined as those errors which are reproducible by Garrison on unmodified Products.

1.3 If it is found that a particular error is fixed in the most current Product release, then Garrison shall have no obligation to fix the error in any prior Product release and the Customer will need to upgrade to the current Product release in order to obtain the fix.

2 Levels of Support

2.1 Garrison will provide the Support Services to the Customer in accordance with the Levels of Support purchased by the Customer as set out in the Order. There are two Levels of Support: Standard or Premium as further described below.

2.2 Garrison will use its reasonable endeavours to comply with the Service Levels set out below, though given the unknown nature of the type or recurrence of the fault, compliance by Garrison with the Service Levels cannot be assured.

Standard Support - SLA				
Service Hours	Software Incident SLA	Hardware Break/Fix SLA		Reporting
		RMA	FRU	
Business Hours only.	Only reasonable endeavours to respond to (but not to resolve) identified software incidents.	RMA shipped to the Customer within five (5) Business Days , after receipt of the Customer's faulty Hardware appliance at Garrison's designated facility in the UK.	FRU shipped to the Customer within five (5) Business Days after confirmation of an FRU failure by the Customer.	None.

Table 1

Premium Support - SLA				
Service Hours	Software Incident SLA	Hardware Break/Fix SLA		Reporting
		RMA	FRU	
24 x 7 x 365 (phone support only outside Business Hours).	Response Time and Resolution Time Service Levels as per Table 3 below	RMA shipped to the Customer within next Business Day after receipt of the Customer's faulty appliance at its designated facility in the UK.	FRU shipped to the Customer within the next Business Day after confirmation of an FRU failure by the Customer.	Monthly (against immediately preceding month).

Table 2

Premium Support - Software Incident SLA					
Priority	Impact	Response Time	Resolution Time	Conditions	
Urgent	<ul style="list-style-type: none"> - Product rendered unavailable or unresponsive in a live Production deployment and requires immediate fix. 	15 minutes	4 hours	Requires a phone call from the Customer to log an Urgent ticket	
High	<ul style="list-style-type: none"> - Sub-component or major application in a live Production deployment not functioning as described. - Major performance degradation of a live Production environment. 	2 hours	16 hours	Requires a phone call from the Customer to log a High priority ticket	
Normal	<ul style="list-style-type: none"> - Minor application not functioning as documented. 	5 Business Hours	32 Business Hours	In Business Hours only	
Low	<ul style="list-style-type: none"> - General usage question. - General information requests. - Feature requests. 	8 Business Hours	N/A	In Business Hours only	

Table 3

For the purposes of Table 3 above:

Response means an acknowledgement that the incident has been received by one of Garrison’s support staff. This SLA is measured as the time between a new incident being raised by the Customer to Garrison’s support team, through the agreed support channels and Garrison’s response confirming receipt (receipt for these purposes does not include an automated acknowledgement of receipt of the ticket).

Resolution means that the incident has been confirmed as resolved by the Customer (having followed Garrison’s instructions) through a suitable fix, workaround, or action plan to resolve in full. This SLA is measured as the time between a new incident being raised by the Customer to Garrison’s support team, through the agreed support channels as set out in the table above, and the time at which the incident is set to “solved” by Garrison.

3 Other General Provisions on Support Services

The following additional provisions apply in relation to Support Services irrespective of the applicable Level of Support.

3.1 Software Upgrades

- 3.1.1 During the Support Term, Garrison shall provide the Customer notification of Updates. Garrison may designate a particular release of the Product as an Upgrade at its sole discretion.
- 3.1.2 Unless Garrison directs otherwise, the Customer may obtain Upgrades either through email or from the support portal.
- 3.1.3 Garrison reserves the right to impose additional charges for releases of Software Upgrades (i) implemented at the Customer’s request (ii) that provide additional features or perform additional functions not provided or performed by the Software.
- 3.1.4 Garrison will provide support to customers running releases back to N-1 of the Garrison Platform and N-3 minor versions of the Garrison App, where “N” is the most recently released minor version within a given major release, the “**Garrison App**” refers to the Garrison end point agent deployed to the End User to access Garrison, and the “**Garrison Platform**” refers to all components of Garrison other than the Garrison App (i.e. the Garrison Isolation Appliance; the Garrison Transfer Appliance; the Garrison System Manager; the Garrison Connection Broker; the Garrison Profile Store; and all supporting subcomponents).

3.2 RMA Process

- 3.2.2 Hardware returns for repair or replacement will be managed as follows:
 - a) the Customer shall log a support request via web, phone or email per standard support mechanisms;
 - b) the Customer shall provide the part number; serial number; quantity; reason for return; an explanation of all failure symptoms; and other relevant information;
 - c) upon confirmation by Garrison of a defect, Garrison will either ship replacement parts for the Customer to install (FRUs only) or if Garrison deems that the Product needs to be returned, the Customer will be provided an RMA number;
 - d) the Customer shall package the appliance in its original packing material or equivalent, write the RMA number on the outside of the package, and return it properly insured to Garrison’s designated facility in the UK;
 - e) the Customer shall assume any and all risk of loss or damage to such Hardware during shipping;
 - f) on receipt of the faulty appliance Garrison will inspect the Hardware for damage;

- g) assuming fault is not due to Excluded Maintenance, Garrison will ship an appliance (repaired or new) to the Customer according to the Hardware break/fix SLA; and
 - h) where the fault is due to Excluded Maintenance, any repairs or replacements will be undertaken at the Customer's cost (such work only to be undertaken with the Customer's prior approval).
- 3.2.3 All parts and components removed from the Hardware in the course of performing the Support Services shall no longer constitute part of the Hardware.
- 3.2.4 All replacements and spare parts provided by Garrison to the Customer shall become part of the Hardware and the property of the Customer. Garrison will assign to the Customer, with full title guarantee and free from all third-party rights, replacements provided by Garrison.

4 Excluded Maintenance

- 4.1 Garrison is not obliged to perform any Excluded Maintenance. Excluded Maintenance means the maintenance arising out of:
 - a) the fault or negligence of the Customer, its employees, agents or contractors;
 - b) the Customer failing to comply with these Terms and Conditions;
 - c) a failure by the Customer to provide reasonable cooperation (having due regard to the Customer's skills, capacity and knowledge) to Garrison in helping to identify the nature of the bug or failure;
 - d) the Customer's failure to implement all Updates to the Product which are made available to the Customer under these Terms and Conditions;
 - e) the Customer's failure to provide a suitable installation environment;
 - f) any alteration, modification, enhancement or addition to the Products performed by parties other than Garrison or its authorised contractors;
 - g) use of the Products in a manner or for a purpose for which they were not designed;
 - h) accident, abuse, neglect, unauthorised repair, or misuse of the Products;
 - i) operation of the Products outside of environmental specifications;
 - j) interconnection of the Products with other products not supplied by Garrison;
 - k) use of the Software on any systems that do not meet the minimum software requirements specified by Garrison for such Software; or
 - l) introduction of data into any database used by the Products by any means other than the use of the Software.
- 4.2 Where Garrison is performing or has performed the Services in circumstances where it is established that the Hardware was not in Good Working Order due to any item falling under Excluded Maintenance, Garrison may charge, and the Customer shall pay, the additional charges for the Services in respect of that work.

5 Professional Services

- 5.1 In addition to the Support Services, Professional Services (remote or on-site) can be pre-purchased (and billed) in blocks of four (4) hours.
- 5.2 If the Customer requires on-site services in accordance with an applicable Order, the Customer will procure such access to the buildings and sites of the Customer as Garrison may reasonably require for the purposes of performing the Services. When on the Customer's premises, Garrison shall accept and act (and procure its subcontractors to accept and act) in accordance with the reasonable written instructions of the Customer regarding access, health and safety, and security (provided that such instructions are not unlawful). Garrison shall remove any employee or contractor whom the Customer can demonstrate has failed to comply with such instructions.
- 5.3 To request remote Professional Services, the Customer shall call the Garrison support number or their dedicated Garrison Account Manager.
- 5.4 Where the Customer's site is in the UK, Garrison will use its reasonable endeavours to attend the Customer's site the next Business Day, if the call is received before 2pm (during a Business Day). If the Customer's site is outside of the UK, Garrison will agree a suitable date and time for the on-site visit.
- 5.5 Garrison shall be entitled to recover reasonable and documented travel costs and expenses incurred when delivering on-site Professional Services.
- 5.6 Out of hours Professional Services (charged at double rate), shall be provided on a reasonable endeavours basis and shall be agreed in advance between Garrison and the Customer.
- 5.7 Training can be purchased by the Customer from Garrison in blocks of four (4) hours.

6 Onboarding and Deployment Support

- 6.1 Upon initial purchase of the Products, Garrison will provide up to sixteen (16) hours of remote support at no additional charge in order to assist the Customer with onboarding and deployment of the Products. Such initial onboarding support does not include product training or Professional Services, both of which can be purchased separately in accordance with Par. 5 of this Schedule.