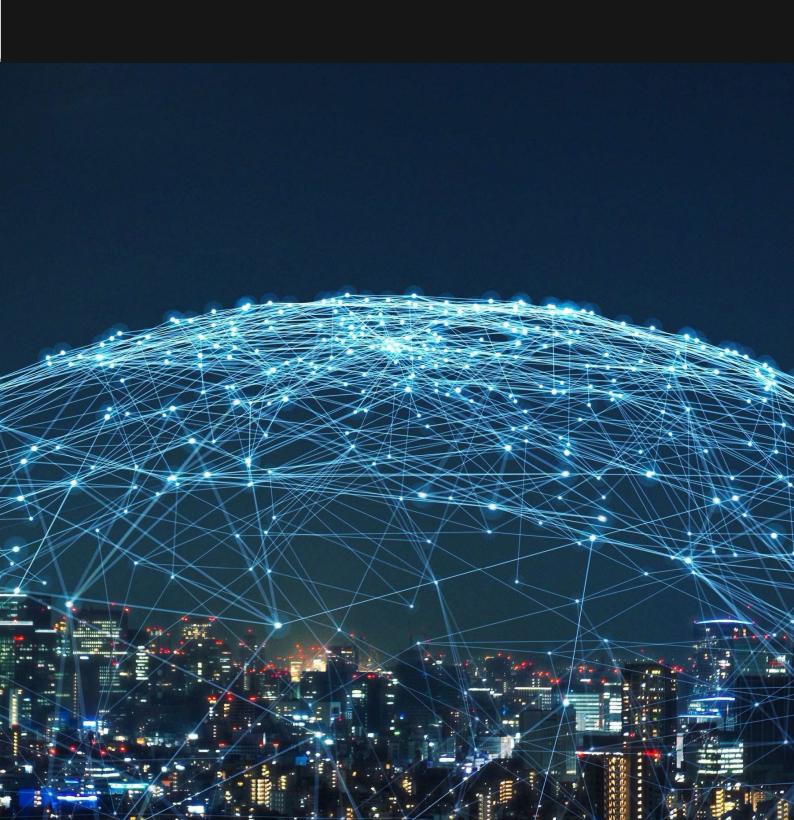# onecom

Core Support Service Terms

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1. General

These Core Support Service Terms should be read in conjunction with all other terms of the Contract.

2. Definitions and interpretation

2.1 Terms defined in the Conditions shall have the same meaning in these Core Support Service Terms. The following definitions shall also apply.

Core Support Service	the support and maintenance services provided by Onecom to the Customer in connection with the Supported Equipment and Supported Software, which shall include Help Desk Support and the services detailed in https://www.onecom.co.uk/hubfs/PDF/0574-03-ITMS-MSA-Scope-of-Managed%20Service-Doc-v0.2.pdf, but excludes the Out-of-scope Services
Help Desk Service Levels	the response times referred to in the table set out in clause 5.5
Help Desk Support	support provided by Onecom's help desk technicians
Help Desk Support Request	a request made by the Customer for Help Desk Support in accordance with clause 5.1
IT System	the Customer's computers, network, software, server instances and any other IT equipment located at the Customer's premises
Live Chat	Onecom's live chat service, which can be accessed by visiting https://www.onecom.co.uk/contact/ (or any other online address that Onecom advises the Customer of)
Minimum Standards	the minimum requirements of the Supported Equipment and Supported Software as communicated to the Customer by Onecom from time to time
Out-of-scope Services	the out-of-scope services (as amended from time to time) detailed at https://www.onecom.co.uk/hubfs/PDF/0574-03-ITMS-MSA-Scope-of-Managed%20Service-Doc-v0.2.pdf (or any other online address that Onecom advises the Customer of)
Portal	the online portal at https://Onecom.myportallogin.co.uk (or any other online address that Onecom advises the Customer of)
Standard Support Hours	8am to 6pm UK time on a Business Day
Supported Equipment	the Customer's computers, network, server instances and such other items at one or more Sites, which Onecom agrees to support and/or maintain, as part of the Core Support Service as updated from time to time
Supported Software	together: (a) the software licenced to the Customer pursuant to the Contract or any other contract between Onecom and the Customer; and (b) any other software which Onecom agrees to support and/or maintain, as part of the Core Support Service as updated from time to time
RDP	remote desktop protocol
UEM Software	unified endpoint management software licenced by Onecom

2.2 The rules of interpretation set out in the Conditions apply to these Core Support Service Terms.

3. Core Support Service

3.1 Onecom shall provide the Core Support Service during Standard Support Hours.

3.2 The Core Support Service shall be provided on a remote, off-site basis (such as over the telephone or by e-mail).

3.3 The provision of the Core Support Service outside the Standard Support Hours or at a Site shall be charged for at the applicable time and materials rates as detailed in a quotation provided by Onecom, and acceptance of such quotation shall constitute an Order.

4. Help Desk Support

4.1 As part of the Core Support Service, Onecom shall provide Help Desk Support during Standard Support Hours to Authorised Contacts to assist with the diagnosis and, where possible, the correction of faults relating to the Supported Equipment and Supported Software.

4.2 The Customer may request Help Desk Support by way of a Help Desk Support Request and Onecom shall use reasonable endeavours to respond to a Help Desk Support Request in accordance with the Help Desk Service Levels.

5. Help Desk Support Requests

5.1 Subject to clause 5.2, the Customer may make a Help Desk Support Request:

5.1.1 by telephoning 03300 888 999 (or such other telephone number that Onecom advises the Customer of);

5.1.2 by emailing ITMSServiceDesk@onecom.co.uk (or such other email address that Onecom advises the Customer of);

5.1.3 via Live Chat; or

5.1.4 via the Portal.

5.2 A Priority 1 Help Desk Support Request (as described in the table at paragraph 5.4) shall be logged via telephone only.

5.3 When making a Help Desk Support Request, the Customer shall provide to Onecom as much information as is reasonably available in the circumstances, including but not limited to the following:

5.3.1 the reporter's name and telephone number;

5.3.2 the full address (including postcode) of the applicable Site;

5.3.3 a description as to the support required, for example details as to any error messages received and any action taken to diagnose or resolve any fault before making the Help Desk Support Request; and

5.3.4 such other information, assistance, data and other access to information or to the Site as are reasonably necessary to assist Onecom in responding to the Help Desk Support Request.

5.4 Following a Help Desk Support Request, Onecom shall allocate it with a priority in line with the following criteria based on its reasonable assessment of the severity level.

Priority Level	Description
Priority 1	Complete system failure, network down, total loss of functionality of the Supported Equipment and/or Supported Software
Priority 2	Partial outage, severe limitation to Customer's operation or partial loss of system functionality. Production is capable but business is severely impacted
Priority 3	Certain non-essential features of the Supported Equipment and/or Supported Software are impaired while most major components of the Supported Equipment and/or Supported Software remain functional.
Priority 4	Errors that are non-disabling or cosmetic and clearly have little or no impact on the normal operation of the Supported Equipment and/or Supported Software.

5.5 Onecom shall use reasonable endeavours to respond to a Help Desk Support Request within the response time targets set out in the table below.

Action	Response Time Target
Priority 1	1 Business Hour
Priority 2	2 Business Hours
Priority 3	4 Business Hours
Priority 4	10 Business Hours

5.6 A response by Onecom to a Help Desk Support Request shall include an acknowledgement of the Help Desk Support Request and may include a request for other information reasonably required to progress with the response to the Help Desk Support Request.

6. UEM Software

6.1 In order to facilitate the delivery of the Core Support Service, Onecom shall provide UEM Software to the Customer, which shall be installed on all or any item of Supported Equipment.

6.2 In the event the Customer refuses to allow Onecom to install the UEM Software, Onecom reserves the right to increase the Charges or, without prejudice to its rights set out elsewhere in the Contract, terminate the Contract or the Core Support Service (in whole or in part).

6.3 The Customer acknowledges that ownership of the UEM Software shall remain vested in Onecom (or its licensors) at all times.

7. Scoping and Recommendations

7.1 Prior to the Service Commencement Date, Onecom shall perform an audit of the IT System.

7.2 Following completion of the audit, Onecom will supply the Customer with a report containing: (i) recommendations for improvements to the IT System (**Recommendations**); and (ii) a list of the IT System which Onecom is able to support as part of the Core Support Service.

7.3 In the event the Customer does not wish to adopt all or any of the Recommendations:

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7.3.1   the Customer acknowledges that this may impact on the support which Onecom is able to provide in relation to the IT System;

7.3.2   Onecom may refuse or limit support in respect of that issue or the relevant part of the IT System, in which case the Customer will remain liable for the full Charges; and/or

7.3.3   Onecom may increase the Charges to reflect the additional effort and risk associated with supporting the IT System with that issue unresolved.

7.4   From time to time the Customer may request changes to the Supported Equipment and/or Supported Software. Onecom will assess each such request and confirm the additional Charges (if any) for such additional services in a proposal. The Customer's acceptance of Onecom's proposal will constitute an Order.

7.5   If the Supported Equipment and Supported Software together grows in numbers of devices, users, licences, workstations or server instances by 10% or more (in aggregate) over any given period, Onecom may increase the Charges by notifying the Customer in writing.

8.   Customer's obligations

8.1   The Customer shall:

8.1.1   be responsible for ensuring that the Supported Equipment and Supported Software meets the Minimum Standards in all respects at all times during the term of the Contract;

8.1.2   provide Onecom with administrator-level access to the IT System and/or Supported Equipment and Supported Software at all times in order to supply the Core Support Service; and

8.1.3   authorise Onecom to deal with its third-party suppliers on its behalf to the extent reasonably required by Onecom in order to supply the Core Support Service.