

SCHEDULE G: SERVICE DEFINITION FOR MANAGED LAN AND WI-FI SERVICE

1. Managed LAN and Wi-Fi Service Description

The Vysiion Managed LAN and Wi-Fi Service comprises one or more of the following optional components, to the extent set out in the Order Form:

- Provision of LAN Equipment;
- Provision of Wi-Fi Equipment;
- Vendor Licensing; and/or
- Provision of Orchestration Platform.

Plus the following core component:

- Vysiion Implementation
- Vysiion Management

2. Managed LAN and Wi-Fi Service Components

2.1 LAN Equipment

Vysiion will provide the Customer with Ethernet LAN switch(s) located at the Customer Site to provide connectivity between compatible, hard-wired Ethernet LAN devices. The Ethernet LAN Switches are Vysiion Equipment. The Order Form will specify the make and model of LAN switch to be provided. The Customer is referred to the relevant vendor for specification details on the specific make and model.

2.2 Wi-Fi Equipment

Vysiion will provide the Customer with Wi-Fi access point(s) (AP) located at the Customer Site to provide connectivity between compatible wireless Ethernet LAN devices. The Wi-Fi Access Points are Vysiion Equipment. The Order Form will specify the make and model of Access Point to be provided. The Customer is referred to the relevant vendor for specification details.

2.3 Vendor Licensing

Licensing of LAN Equipment and Wi-Fi Equipment is provided as set out on the Order Form. The period of licensing set out on the Order Form is a fixed period calculated from the date of license activation set forth by the vendor (which can be confirmed upon request by the Customer to sales@vysiion.co.uk). Upon expiry of this period, licensing will need to be renewed to cover the remainder of the Initial Term or such longer period that the Customer may elect. The Customer shall be responsible for renewing vendor licensing and it is recommended that the Customer contacts their account manager not less than thirty (30) days prior to expiry to discuss renewal options. With respect to vendor licensing, Vysiion's obligation shall be limited to putting the relevant licensing in place.

2.4 Orchestration Portal

Vysiion uses an Orchestration Portal provided via the vendor, to allow for a central control and management plane for the management of networking across the Managed LAN and WiFi Service, the changing or adding of sites, modification of security policies and reporting. The Orchestration Portal can be a dedicated appliance, located at a Customer Site, or in Vysiion Data Centres, or can take the form of a SaaS-based platform hosted by the Vendor. By default, Vysiion fully manages configuration, and provides 'read only' access to the features and reporting metrics in-built within the Orchestration Portal. The Customer will be provided with multi-factor authentication-based read-only access to the Orchestration Portal for the number of users specified on the Order Form (if any).

2.5 LAN and Wi-Fi Implementation

Vysiion shall provide the implementation services for the LAN and Wi-Fi Service remotely, unless stated otherwise on the Order Form.

The provisions set out in this section shall apply as the standard position for all LAN & Wi-Fi implementations unless the Customer is notified otherwise in writing by Vysiion.

The implementation activities involved will depend on the LAN and Wi-Fi products purchased by the Customer and may comprise:

- A scoping workshop to confirm the implementation requirements, responsibilities, delivery approach, migration plan and low-level design.
- Validation of Customer Sites, technical requirements and implementation dependencies.

- Configuration and staging of the applicable LAN switches, wireless access points and the Orchestration Portal.
- Configuration of the agreed VLANs, network addressing, switching, authentication, security and wireless policies.
- Configuration of the agreed wireless networks, including network names, authentication methods and access policies.
- Connection of the applicable LAN switches and wireless access points to the orchestration portal.
- Configuration of monitoring and reporting within Vysiion's monitoring systems.
- Migration and cutover activities during the change windows agreed with the Customer.
- Testing of the applicable LAN and Wi-Fi functionality agreed with the Customer.
- Handover of the implemented LAN and Wi-Fi Service to Vysiion's support services team.

2.5.1 Customer Responsibilities

The Customer shall:

- Provide complete and accurate IP addressing, VLAN, routing, security, authentication and wireless network information required for the implementation.
- Provide accurate site plans and details of any physical, environmental or technical conditions that may affect the implementation or wireless performance.
- Ensure that the Customer Sites and any power, rack space, cabling, mounting locations and environmental requirements not included within the Services supplied by Vysiion are ready for implementation.
- Ensure that any circuits, connectivity, LAN infrastructure or third-party services not supplied or managed by Vysiion are installed, operational and available for testing.
- Ensure that any Customer or third-party systems required for authentication, addressing or network access are available and appropriately configured.
- Provide appropriate technical contacts and access to the Customer Sites and systems where required.
- Approve the Low-Level Design, implementation plan, equipment locations and change windows within the agreed timescales.
- Provide reasonable assistance during migration, testing and validation.

Any delay or additional work resulting from the Customer's failure to meet these responsibilities may affect the implementation dates and may be subject to additional charges.

2.5.2 Exclusions

Unless Vysiion advises the Customer otherwise, the LAN & Wi-Fi implementation excludes:

- Structured cabling, cabling remediation, electrical work or changes to the physical infrastructure of the Customer Site.
- Installation or mounting of LAN switches, wireless access points or associated equipment.
- Wireless site surveys, predictive designs or post-implementation wireless coverage surveys.
- Remediation or reconfiguration of existing LAN, Wi-Fi, security or third-party equipment.
- Delivery, installation or remediation of third-party connectivity and services.
- Configuration or remediation of third-party authentication, identity or application services.
- End user device configuration or support.
- Application remediation, configuration or optimisation.
- Configuration or review of routing, security or firewall policies beyond those agreed for the LAN and Wi-Fi Service.
- Additional site visits or professional services outside the implementation scope agreed with the Customer.

Where other services form part of the wider solution, the applicable implementation activities, responsibilities and exclusions shall be as set out in the Order Form and relevant Service Schedule.

Any activities requested outside the agreed scope shall be subject to Change Management Process and may incur additional charges or affect the agreed delivery timescales.

2.5.3 Testing and Completion

Vysiion shall test the implemented LAN and Wi-Fi Service against the following:

- The LAN switches and wireless access points included within the implementation have been configured and, where applicable, connected to the relevant orchestration portal.
- The agreed migration and cutover activities have been completed.
- The applicable implementation activities and tests have been completed.
- The LAN and Wi-Fi Service has been handed over to Vysiion's support services team.

Following handover, fault management and troubleshooting shall be undertaken in accordance with the Management provisions of this Service Schedule.

2.5.4 Out of Hours Migration

If requested, Vysiion will work remotely to perform the LAN and Wi-Fi Service implementation activities on a Working Day, but outside of Normal Business Hours ("Out of Hours Migration") for additional charge. The number of Customer Sites that are included for Out of Hours Migration (if applicable) shall be as stated on the Order Form.

2.6 Management

Vysiion management comprise of:

- 24x7x365 remote support from the Vysiion Service Desk
- Remote hardware monitoring of the in-scope LAN Equipment and Wi-Fi Equipment
- Change Management

Vysiion will perform remote troubleshooting within Normal Business Hours (currently 9am to 5.30pm). The Customer shall undertake reasonable on-site troubleshooting activities as requested by Vysiion.

If a fault is identified as being with equipment or service which does not form part of this Service e.g. third-party connectivity service, computer, printer or tablet then it will be the Customer's responsibility to resolve the issue with the equipment, unless the Customer has a valid support contract in place for that equipment with Vysiion. Charges for Management shall apply from the date that the first Customer Site is handed over to the Customer. A total of 10 hours of engineering time per calendar month to effect changes shall be provided at no additional charge, with each change accounting for at least 1 hour of engineering time. For engineering hours, the Vysiion Service Desk will advise the cost and will need customer acceptance via email that the cost has been accepted before proceeding with the Change. Changes requested will normally only be carried out during Normal Business Hours.

Change request target lead times as follows:

- Standard and Normal changes – 48 hours*
- Emergency – 24 hours*

**Emergency Changes should be reserved to restore service, prevent a service impact, or restore a degraded service as determined by Vysiion acting reasonably.*

2.7 Full-Stack Solutions

A full stack solution provided by Vysiion is defined as a deployment in which both SD-WAN Edge Devices and Managed LAN and WiFi Service hardware are provided by Vysiion under the same Contract and the SD-WAN Edge Devices and LAN/WiFi equipment are provided by the same vendor and are deployed and managed via the same orchestration portal. For full-stack deployments, the implementation details set out in section 2.5 of this Service Definition and the management details set out in Section 2.6 of this Service Definition shall not apply; Sections 3 and 4 of the SD-WAN Service Definition (Schedule L) shall apply instead.

3. Target Service Commencement Date

Managed LAN and Wi-Fi Service

30 Working Days*

**from order acceptance*

The Target Service Commencement Date is subject to equipment vendor lead times where LAN/Wi-Fi Equipment is in scope.

4. Service Level Agreement

No Service Levels apply in respect of this Service.