

SCHEDULE: SUPPLY OF MANAGED IT SERVICES

Managed IT Services Service Level Agreement

Version: June 2026 | Governing Law: England & Wales | Supplement to the CloudHost Master Services Agreement

These terms and conditions apply to the Managed IT Services identified on the Customer Order Form. Where there is any conflict between this Schedule and the Master Services Agreement (MSA), this Schedule prevails. All capitalised terms not defined herein have the meanings given in the MSA.

1. DEFINITIONS

The following additional definitions apply in this Schedule:

Chargeable Service: any work or service that falls outside the scope of the Support Service, as further described in clause 5.

Cloud Service: any service delivered via internet-hosted infrastructure, including without limitation Microsoft 365, Azure, Google Workspace, AWS, cloud backup, hosted email, and Software-as-a-Service (SaaS) platforms, whether provisioned by CHL or a third party, as agreed on the Customer Order Form.

Customer IT Environment: the entirety of the Customer's IT infrastructure, including on-premises hardware, software, cloud platforms, remote and mobile devices, and network connectivity, as identified on the Customer Order Form and subject to the Support Service under this agreement.

Customer Order Form: the document signed by the Customer setting out the specific Services, devices, sites, service tier and pricing agreed under this Schedule.

Customer Premise Equipment (CPE): hardware and software residing on or connecting to the Customer IT Environment at the Customer Site.

Customer Site: the site or sites operated by the Customer as listed on the Customer Order Form.

End of Life (EOL): the status of hardware or software for which the manufacturer or developer has ceased issuing updates, patches or security fixes.

Extended Hours Support: support provided between 06:00–09:00 and 17:30–20:00 Monday to Friday, excluding public and bank holidays in England.

Fair Usage Policy: the exclusions set out in clause 4 of this Schedule.

Incident: an unplanned interruption to or reduction in the quality of the Customer IT Environment.

Managed Device: any Network Attached Device or Remote Device identified on the Customer Order Form as being within scope of the Support Service.

Network Attached Device: hardware connected to the Customer IT Environment, including but not limited to servers, desktop computers, laptops, tablets, switches, routers, firewalls, wireless access points, and printers, as identified on the Customer Order Form.

On-Site Support: support provided by CHL personnel physically present at the Customer Site.

Out of Hours Support: support provided between 20:00 and 06:00 Monday to Friday, and at any time on Saturdays, Sundays, public and bank holidays in England.

Remote Device: a laptop, tablet, mobile device or other endpoint that connects to the Customer IT Environment via a remote or internet-based connection, as agreed on the Customer Order Form.

Remote Support: support provided by CHL to the Customer IT Environment via remote access tools, without CHL personnel being present at the Customer Site.

Service Priority Level: the classification of an Incident or Service Request assigned by CHL in accordance with clause 11.

Service Request: a formal request from the Customer for CHL to carry out a defined task that does not constitute an Incident.

Standard Hours Support: support provided between 09:00 and 17:30 Monday to Friday, excluding public and bank holidays in England.

Support Service: the professional management and support of the Customer IT Environment as detailed on the Customer Order Form and in line with the agreed service tier.

System Audit: a review of the Customer IT Environment to determine the products, services and devices in scope, and the level of support required.

Trouble Ticket: a unique reference number allocated by CHL to each logged Incident or Service Request.

Vendor: a supplier of hardware, software or cloud services.

2. GENERAL TERMS

- 2.1 This Schedule applies to all Support Services provided by CHL to the Customer as detailed on the Customer Order Form. These terms supplement the MSA and shall be read alongside it.
- 2.2 The scope of the Support Service is limited to the Customer IT Environment as defined on the Customer Order Form at the Start Date. Any material change to the Customer IT Environment (including the addition or removal of Managed Devices, sites or Cloud Services) must be agreed in writing with CHL in advance and may result in an adjustment to the Service Charges.
- 2.3 CHL will require unrestricted administrative-level and root-level access to the Customer IT Environment (including all Managed Devices, servers, cloud tenancies and associated software) throughout the Minimum Term. Failure to provide such access will prevent CHL from fulfilling its obligations; CHL shall not be liable for any resulting delays or failures, and Service Charges shall remain payable in full.
- 2.4 This Schedule is subject to all Managed Devices running firmware, operating systems and software at versions currently supported by their respective manufacturers or developers. CHL reserves the right to exclude any device or software from the Support Service where it is End of Life or below the required version, and may adjust Service Charges accordingly.
- 2.5 The Customer may add or remove Managed Devices with the prior written agreement of CHL. The Customer cannot downgrade its service tier during the Minimum Term without CHL's prior written consent. Upgrades may be agreed at any time and will be reflected on an updated Customer Order Form.
- 2.6 Non-Solicitation: During the term of this Schedule and for nine (9) months thereafter, neither party shall (directly or indirectly) solicit, recruit or induce any employee or contractor of the other party who was involved in the delivery or receipt of the Support Service to leave their employment or terminate their engagement, save that this shall not prevent either party from advertising vacancies openly and engaging any person who responds without targeted solicitation. In the event of breach, the breaching party shall pay the innocent party a genuine pre-estimate of its loss calculated as the total aggregate value of salary, fees and benefits paid to the individual concerned during the six (6) months immediately preceding their departure.
- 2.7 If the Customer reports a fault with the Service, CHL will use commercially reasonable endeavours to resolve it promptly in line with a competent managed services provider operating in the United Kingdom, provided the fault has arisen from normal use of the Customer IT Environment.
- 2.8 This Schedule shall renew automatically on the same terms as the MSA unless terminated in accordance with the MSA notice provisions.

3. CLOUD SERVICES

- 3.1 Where agreed on the Customer Order Form, CHL shall include Cloud Services within the scope of the Support Service. Cloud Services may include, without limitation, Microsoft 365 administration and support, Azure infrastructure management, cloud backup and disaster recovery, hosted email services, SaaS platform support, identity and access management (including Entra ID / Active Directory), and multi-factor authentication management.
- 3.2 Cloud Services are subject to the terms, availability, pricing and policies of the relevant platform providers (including Microsoft, Google, Amazon Web Services and others). CHL shall not be liable for any outage, data loss, service change or price increase imposed by a third-party Cloud Service provider that is outside CHL's reasonable control.

- 3.3** The Customer is responsible for maintaining valid licences for all Cloud Services used within the Customer IT Environment. CHL may purchase Cloud Service licences on the Customer's behalf at the prices set out in the Price List; title to any such licences shall pass to the Customer upon payment in full.
- 3.4** CHL may require access to the Customer's cloud tenancies (including global administrator access to Microsoft 365 or equivalent) to provide the Support Service. The Customer grants CHL such access for the duration of the agreement and shall revoke it promptly upon termination.
- 3.5** Cloud Services not identified on the Customer Order Form are excluded from the Support Service. CHL may provide support for such services on a Pay-as-you-Go basis at the rates set out in the Price List.
- 3.6** CHL accepts no liability for data loss, corruption, unauthorised access or service unavailability arising from the inherent limitations of any Cloud Service platform, whether or not recommended by CHL. The Customer is responsible for maintaining an independent backup and disaster recovery strategy.
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4. FAIR USAGE POLICY – EXCLUSIONS FROM THE SUPPORT SERVICE

The Support Service does not include, and CHL shall not be obliged to provide support in respect of, any of the following unless expressly stated on the Customer Order Form:

- Failure by the Customer to maintain the environmental conditions (including power, cooling, physical security and physical cabling) recommended by CHL or any equipment manufacturer.
 - A recurring Incident that arises because the Customer has failed to implement remedial action previously recommended by CHL.
 - Any support, maintenance or modification to the Customer IT Environment undertaken by persons not authorised or approved in writing by CHL.
 - Installation of third-party software or hardware into the Customer IT Environment without CHL's prior written approval.
 - Malicious, intentional or reckless damage to the Customer IT Environment by the Customer or its employees, agents or contractors.
 - Use of the Customer IT Environment for any illegal activity or any activity that contravenes the Supplier's Acceptable Use Policy.
 - Purchase of new hardware or software (chargeable separately in accordance with clause 5).
 - Installation, relocation or decommissioning of hardware or software (chargeable separately unless included in the Customer Order Form).
 - Photocopiers, franking machines, specialist industrial or manufacturing equipment.
 - Peripheral consumables such as keyboards, mice, screens, monitors, cables and ink cartridges.
 - Application software not listed as supported under this Schedule or in the Customer Order Form (e.g. specialist accounts, payroll, ERP, bespoke line-of-business applications), unless CHL agrees in writing to support such software.
 - Staff training.
 - Any device more than seven (7) years old at the Start Date, unless explicitly included on the Customer Order Form.
 - Pre-existing faults or defects identified at the System Audit or notified to CHL before the Start Date.
 - Accidental damage, misuse or physical damage to any device.
 - Environmental systems not supplied by CHL, including air conditioning, UPS, electrical supply and earthing.
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5. CHARGEABLE SERVICES AND CONSULTANCY

- 5.1** Services that fall outside the day-to-day management of the Customer IT Environment are Chargeable Services. These include, without limitation: urgent or prioritised work requested by the Customer outside normal scheduled maintenance; deployment of new hardware, software or cloud

services; enhancements to security, capacity or functionality; onboarding new employees or devices; network infrastructure changes; and building or deploying bespoke solutions.

- 5.2** Before undertaking any Chargeable Service, CHL will advise the Customer of the expected charges. No Chargeable Service will be commenced until the Customer has provided written approval of the associated costs.
 - 5.3** CHL provides a consultancy service for non-standard project work, strategic IT planning, technology assessments and procurement. Consultancy is charged in minimum four (4) hour segments at the rates set out in the Price List. All consultancy and project work requires written acceptance of charges by the Customer before works commence.
 - 5.4** All Pay-as-you-Go rates for support hours not included in the Customer's service tier, consultancy day rates, and all other time-and-materials charges are as set out in the Price List current at the time of the relevant work. The Price List is published at www.cloudhostmsp.com and may be updated from time to time on not less than fourteen (14) days' notice.
 - 5.5** Where the Customer IT Environment grows (by the addition of Managed Devices, Cloud Services, users or sites), CHL reserves the right to revise the monthly Service Charges proportionally to reflect the increased scope of support required.
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6. HARDWARE, SOFTWARE AND END OF LIFE

- 6.1** During the term, certain Managed Devices and software will pass their manufacturer's warranty expiry date or reach End of Life status. The Customer acknowledges that: (a) the cost to support out-of-warranty or End of Life devices and software may increase; (b) End of Life products can no longer be supported to the same standard as products within their supported lifecycle; (c) CHL may not be able to source replacement parts or equivalent hardware for End of Life devices; and (d) running End of Life software (including operating systems with no security updates) increases cybersecurity risk, for which CHL accepts no liability.
 - 6.2** CHL strongly recommends that the Customer replaces End of Life hardware and software promptly. Where the Customer elects not to do so, CHL reserves the right to remove the affected device or software from the Support Service scope and adjust charges accordingly, without liability to the Customer.
 - 6.3** During the warranty period, CHL may return faulty Managed Devices to the manufacturer in accordance with the manufacturer's returns policy. Where the Customer purchases replacement hardware or software through CHL, full title passes to the Customer upon receipt of cleared funds.
 - 6.4** Where Customer-owned hardware becomes faulty and the Customer agrees to replace it, CHL may procure replacement hardware on the Customer's behalf. The Customer agrees to pay CHL for such hardware, including any applicable procurement fee, as set out in the Price List.
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7. THIRD-PARTY CHANGES TO THE CUSTOMER IT ENVIRONMENT

- 7.1** The Customer must obtain CHL's prior written approval before allowing any third party to make changes to the Customer IT Environment. It is not reasonable for the Customer to expect CHL to support infrastructure changes in which CHL has had no involvement or prior agreement.
- 7.2** If a third party makes unapproved changes to the Customer IT Environment, CHL reserves the right to: (a) suspend support for all or part of the Customer IT Environment affected by those changes; and (b) levy Chargeable Service fees to investigate, assess and remediate the impact of those changes.
- 7.3** During any period of suspended support under clause 7.2, Service Charges shall continue to accrue and remain payable in full.
- 7.4** If the Customer wishes to incorporate third-party changes into the scope of the Support Service, the Customer agrees that: (a) there may be a revision to the monthly Service Charge; (b) CHL must be given full administrative access to any new or changed systems; and (c) CHL may require a period of assessment before confirming whether the changes can be supported.

- 7.5 CHL reserves the right to decline to support any third-party systems, software or infrastructure added after the Start Date where CHL has not given prior written approval.
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8. SYSTEMS ACCESS AND REMOTE ACCESS

- 8.1 The Customer shall provide CHL with unrestricted root-level and administrator-level access to the entire Customer IT Environment, including all Managed Devices, servers, cloud tenancies, network devices and associated software, at all times during the term of this agreement. Failure to maintain such access will prevent CHL from fulfilling its obligations; CHL shall not be liable for any resulting failures or delays, and all Charges remain payable.
- 8.2 CHL requires the right to install its own remote monitoring and management (RMM) software and other third-party tooling onto Managed Devices to enable delivery of the Support Service. Any such software installed by CHL remains the property of CHL and its software partners. If the Customer refuses CHL permission to install such tooling, CHL may: (a) revise the pricing for support of affected devices; (b) remove affected devices from the Support Service scope; or (c) terminate the Customer Order for the affected services without penalty, in which case the Customer remains liable for all Charges accrued to the date of termination.
- 8.3 If the Customer refuses to permit continued use of CHL's tooling during the term, CHL reserves the right to cancel the Customer Order for the Support Service, and the Customer agrees to pay all outstanding amounts to the end of the Minimum Term.
- 8.4 CHL will retain all remote access credentials and tooling for the duration of the agreement. The Customer shall ensure that access credentials remain current and shall notify CHL promptly of any changes.
- 8.5 Where remote access to the Customer IT Environment is unavailable due to a telecommunications or internet service failure outside CHL's control, CHL shall not be liable for any resulting failure to provide Support. CHL will use reasonable endeavours to provide alternative remote access methods or arrange an on-site visit where appropriate.
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9. REMOTE AND HOME WORKERS

- 9.1 CHL will provide Support to home workers' and mobile workers' Remote Devices where this has been agreed on the Customer Order Form, subject to CHL being able to access those devices remotely.
- 9.2 CHL will not attend home workers' or mobile workers' residential or personal locations. Support for Remote Devices is provided via Remote Support only.
- 9.3 To support a Remote Device, CHL may require the home worker to provide access credentials to their home or mobile broadband connection. The Customer accepts that a successful remote connection cannot be guaranteed where the home worker's broadband service is unavailable, congested or restricted. CHL shall not be liable for any failure to support Remote Devices where a connection cannot be established.
- 9.4 The Customer accepts full responsibility for CHL's actions in supporting home workers and mobile workers, and indemnifies CHL against any claims, losses or damages arising from such support.
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10. SOFTWARE LICENSING

- 10.1 The Customer is solely and legally responsible for ensuring that all software (including operating systems, productivity applications, security software and Cloud Services) used within the Customer IT Environment is properly licensed at all times. CHL shall not be liable for any fines, penalties, claims or losses arising from the Customer's failure to maintain valid licences.
- 10.2 The Customer shall maintain an accurate and current record of all software licences and shall provide this to CHL on request. Where CHL identifies unlicensed software, CHL reserves the right to remove support for the affected device or software until valid licensing is in place.

- 10.3** CHL may procure software licences on behalf of the Customer at the prices set out in the Price List. Where CHL procures licences, it does so as the Customer's agent; the licensing agreement is between the Customer and the software publisher.

11. FAULT MANAGEMENT, SERVICE PRIORITY LEVELS AND RESPONSE TIMES

11.1 Logging Support Requests

All Incidents and Service Requests must be submitted via: (a) the CHL online ticketing portal (preferred); (b) telephone to the CHL Support line; or (c) email to the designated support address provided to the Customer at contract commencement. Upon receipt, CHL will allocate a Trouble Ticket with a unique reference number and notify the Customer by email. An Incident or Service Request is not recognised until a Trouble Ticket has been allocated.

11.2 Service Priority Level Definitions

Priority Level	Description
Critical	Complete or significant failure of the Customer IT Environment causing severe business impact. No viable workaround exists.
High	Partial failure of the Customer IT Environment with significant business impact, or a Service Request that if unaddressed will escalate to Critical or High. A limited workaround may exist.
Medium	Partial failure with minor business impact where a suitable workaround is available, or a Service Request that if unaddressed will escalate to a Medium Incident.
Low	No failure to the Customer IT Environment; investigation or informational work required. Administrative or low-urgency Service Requests.
Service Request	A request for planned work with no immediate impact on the Customer IT Environment (e.g. new user setup, hardware deployment, configuration change).

CHL is solely responsible for allocating and (where appropriate) revising the Service Priority Level for any Incident or Service Request. CHL may change a Priority Level where it determines the initial classification was incorrect.

11.3 Acknowledgement and Response Times

Acknowledgement time is the period within which CHL confirms receipt of a logged Incident or Service Request. Response time is the period within which CHL provides an initial diagnosis or action plan. These are not fix times. CHL will use all commercially reasonable endeavours to resolve Incidents promptly but cannot guarantee a specific resolution time for any Incident.

Remote Support SLA	Standard	Premium	Elite
Acknowledgement (all priorities)	1 Hour	1 Hour	30 Minutes
Critical – Response	1 Hour	1 Hour	30 Minutes
High – Response	2 Hours	1 Hour	1 Hour
Medium – Response	8 Hours	4 Hours	2 Hours
Low – Response	16 Hours	8 Hours	4 Hours

On-Site Lead Time (after remote response)	Standard	Premium	Elite

Critical	Pay-as-you-Go	4 Hours	3 Hours
High	Pay-as-you-Go	6 Hours	5 Hours
Medium	Pay-as-you-Go	8 Hours	6 Hours
Low	Pay-as-you-Go	12 Hours	8 Hours

All response and lead times are measured during the applicable support hours for the Customer's service tier. CHL cannot be held responsible for delays in attending Customer Sites caused by road traffic, adverse weather or other factors outside CHL's reasonable control. On-Site Support visits will commence in accordance with the above lead times but cannot be guaranteed to start at the exact beginning of a support period.

11.4 Fault Resolution

CHL will determine the most appropriate course of action for each Incident. CHL will make all commercially reasonable endeavours to resolve Incidents in a timely manner. Where a permanent fix cannot be implemented immediately due to the severity or complexity of an Incident, CHL may implement a temporary workaround pending a permanent resolution. CHL shall advise the Customer of any such temporary measure and the anticipated timeline for permanent resolution.

12. SUPPORT TIERS AND SUPPORT HOURS

12.1 Support Tier Overview

Support Hours	Standard	Premium	Elite
Standard Hours (09:00–17:30 Mon–Fri)	Remote only (included)	Remote + On-Site (included)	Remote + On-Site (included)
Extended Hours (06:00–09:00 & 17:30–20:00 Mon–Fri)	Pay-as-you-Go	Pay-as-you-Go	Remote + On-Site (included)
Out of Hours (20:00–06:00 Mon–Fri + weekends + bank holidays)	Pay-as-you-Go	Pay-as-you-Go	Pre-agreed contracted rate
Critical response time	1 Hour (remote)	1 Hour (remote)	30 Minutes (remote)
Dedicated account contact	–	–	✓
On-site hours included pcm	None	Up to 8 hrs (standard hours)	Unlimited (extended hours)

12.2 What's Included by Tier

Service Feature	Standard	Premium	Elite
Unlimited Remote Support (Standard Hours)	✓	✓	✓
Unlimited Remote Support (Extended Hours)	–	–	✓
Performance monitoring – LAN, WAN and cloud connectivity	✓	✓	✓
Managed endpoint protection (antivirus, anti-malware, EDR)	✓	✓	✓

Managed anti-spam and email security	✓	✓	✓
Remote hardware and software performance monitoring	✓	✓	✓
Remote security monitoring	–	✓	✓
Patch management (OS, firmware, supported applications)	✓	✓	✓
Cloud Services management (where agreed on Order Form)	✓	✓	✓
Hardware and software asset register	✓	✓	✓
On-Site Support (standard hours, included)	–	✓	✓
Monthly scheduled maintenance visit	–	✓	✓
On-Site Support (extended hours, included)	–	–	✓
Daily automated backups (local and cloud, where provisioned)	–	✓	✓
Periodic remote server and cloud workload maintenance	✓	✓	✓
Firewall and network security management	–	✓	✓
Unified Threat Management (UTM)	–	✓	✓
Web filtering and DNS security management	–	✓	✓
System adds, moves and changes (standard scope)	–	✓	✓
Software installations (standard scope)	–	✓	✓
Hardware / software procurement on behalf of Customer	POA	POA	POA
Support of agreed remote / home worker devices	✓	✓	✓
Designated CHL IT account contact	–	–	✓
Disaster recovery and business continuity planning	–	–	✓
Online cloud backup (storage costs apply)	POA	POA	POA
DNS, website hosting and email routing	POA	POA	POA
Penetration testing and vulnerability assessment	POA	POA	POA
Emergency data recovery service	POA	POA	POA
Outsourced IT / embedded CHL consultant	POA	POA	POA

The Customer can upgrade from a lower to a higher service tier at any time during the Minimum Term by agreement with CHL. The Customer cannot downgrade its service tier during the Minimum Term without CHL's prior written consent.

12.3 Out of Hours and Pay-as-you-Go Support

Where Out of Hours or Extended Hours support is required and is not included in the Customer's service tier, it may be purchased on a Pay-as-you-Go basis. All applicable rates are set out in the Price List current at the time of the request. The following billing rules apply:

- Any support period of thirty (30) minutes or less is charged at a minimum of thirty (30) minutes.
- Any support period between thirty-one (31) and sixty (60) minutes is charged at sixty (60) minutes.
- All time is recorded in thirty (30) minute increments thereafter, rounded up.
- On-Site Support (Pay-as-you-Go) is subject to a minimum call-out charge as set out in the Price List.
- All Pay-as-you-Go charges will be invoiced monthly in arrears.

If an Incident is unresolved at 17:30, support will not automatically continue into Extended Hours unless the Customer's service tier includes Extended Hours support, or the Customer agrees in writing to pay the applicable Pay-as-you-Go charges. Planned maintenance (e.g. server reboots, patching windows) may be scheduled for Out of Hours periods at no extra charge for Customers whose service tier includes Out of Hours cover.

All support hours and bank holiday definitions in this Schedule refer to England. Support requirements in other parts of the UK during non-standard hours require CHL's prior agreement.

13. DATA SECURITY AND RECOVERY

- 13.1** CHL shall implement and maintain appropriate technical and organisational security measures in connection with its access to the Customer IT Environment, in accordance with the Data Protection Legislation and recognised industry best practice (including Cyber Essentials standards).
- 13.2** CHL shall not be liable for any data corruption, data loss, ransomware, cyber attack or security breach, howsoever caused, whether arising from the acts or omissions of CHL, a third party or the Customer itself. Should data loss occur, CHL will use commercially reasonable endeavours to assist with recovery but cannot guarantee that recovery will be possible.
- 13.3** Where third-party specialist data recovery services are required, the Customer agrees to bear the cost of such services and shall not hold CHL liable for those expenses.
- 13.4** The Customer is responsible for maintaining an independent, verified backup and disaster recovery strategy. CHL's backup services (where included in the service tier or agreed separately) are supplemental to, and do not replace, the Customer's own backup obligations.
- 13.5** CHL cannot guarantee that any security software or tooling (including endpoint detection and response, antivirus, email filtering or web filtering), whether recommended by CHL or not, will provide complete protection against all threats including viruses, ransomware, malware, phishing attacks, business email compromise or unauthorised access. CHL shall not be liable for any loss or damage arising from the failure of any security product or service.

14. THIRD-PARTY SOFTWARE

- 14.1** CHL reserves the right to exclude any third-party software from the scope of the Support Service unless expressly included on the Customer Order Form.
- 14.2** CHL does not commit to maintaining expertise in all third-party software and therefore cannot guarantee resolution of all Incidents relating to third-party applications. Where CHL cannot resolve a third-party software issue, CHL will escalate to the software vendor on the Customer's behalf where the Customer has provided the relevant support contacts and authority to do so.
- 14.3** Where third-party information, services or software is provided by a Vendor, CHL makes no warranties regarding the quality, suitability, security or ongoing availability of that software or service.
- 14.4** Where it is agreed that certain Managed Devices cannot have CHL's remote management tooling installed, CHL may revise pricing for those devices or remove them from the Support Service scope.

15. SUPPORTED TECHNOLOGIES

15.1 General Principle

CHL supports technologies that are within their manufacturer’s or developer’s supported lifecycle at the date of the relevant support request. Technologies that have reached End of Life status are excluded from standard support unless CHL has explicitly agreed in writing to support them and a supplemental charge has been agreed. The lists below are illustrative examples and not exhaustive; they are updated from time to time in the Price List and on the CHL website. The definitive scope of supported technologies for a given Customer is set out on the Customer Order Form.

15.2 Example Supported Applications (current and future versions where vendor-supported)

Application	✓	Application	✓
Microsoft 365 (all apps)	✓	Microsoft Teams / Viva	✓
Microsoft Office (current & recent versions)	✓	Microsoft SharePoint / OneDrive	✓
Microsoft Exchange Server (current versions)	✓	Microsoft Azure AD / Entra ID	✓
Microsoft SQL Server (current versions)	✓	Microsoft Intune / Endpoint Manager	✓
Microsoft Visio / Project	✓	Google Workspace (Gmail, Drive, Meet)	✓
Adobe Acrobat / Reader (current)	✓	All current mainstream browsers (Chrome, Edge, Firefox, Safari)	✓
All current endpoint protection suites (e.g. Sophos, SentinelOne, Defender, CrowdStrike)	✓	Backup and recovery platforms (e.g. Veeam, Acronis, Datto)	✓
VoIP/UC clients (e.g. Teams Voice, 3CX, Zoiper, MicroSIP)	✓	Line-of-business apps – by written agreement only	✓

Provided in each case that the application is within its manufacturer’s or developer’s supported lifecycle at the date of the support request.

15.3 Example Supported Operating Systems (current and recent vendor-supported versions)

Operating System	✓	Notes
Microsoft Windows 11 (all editions)	✓	Current mainstream release
Microsoft Windows 10 (all editions, in support)	✓	Extended support ends Oct 2025; EOL thereafter unless LTSC
Microsoft Windows Server 2019 / 2022 / 2025	✓	Current server OS versions
Linux distributions (Ubuntu LTS, CentOS Stream, Debian, RHEL)	✓	Vendor-supported versions only
Apple macOS (current and previous two major releases)	✓	By agreement; remote support only unless otherwise agreed
Chrome OS / ChromeOS Flex	✓	Google-supported versions only
Android / iOS (mobile device management, where agreed)	✓	Current and n-1 versions

Operating systems that have reached End of Life (including Windows 10 after October 2025, all Windows 7/8/8.1/XP versions, Server 2003/2008/2012/2016 unless in paid Microsoft extended support) are excluded from standard support. Support for EOL operating systems may be available as a Chargeable Service at CHL’s discretion.

15.4 Example Supported Network Infrastructure

Device / Platform	✓	Notes
Cisco / Cisco Meraki (switches, routers, firewalls)	✓	Current firmware versions
Fortinet FortiGate (firewalls, UTM)	✓	Current firmware versions
Sophos (firewalls, XGS series)	✓	Current firmware versions
WatchGuard (firewalls, SD-WAN)	✓	Current firmware versions
Draytek (routers, firewalls)	✓	Current firmware versions
Ubiquiti UniFi (switches, APs, gateways)	✓	Current firmware versions
Netgear / TP-Link / D-Link (SMB range)	✓	Current firmware; SMB / business range only
pfSense / OPNsense	✓	Community and commercial editions
Microsoft Azure / AWS networking (where applicable)	✓	By agreement on Order Form

All network devices must be running current, vendor-supported firmware. CHL reserves the right to exclude any device running unsupported firmware from the Support Service scope.

16. TERMINATION

- 16.1** Termination of this Schedule is governed by the MSA. The Customer may terminate this Schedule by providing written notice at least sixty (60) Business Days prior to the expiry of the Minimum Term or any Renewal Period.
- 16.2** Upon termination of this Schedule for any reason, CHL retains the right to uninstall any software from the Customer IT Environment for which CHL holds the licence, or which CHL has installed on behalf of a third party that owns the software licence. The Customer shall provide all necessary access to enable such uninstallation within five (5) Business Days of the termination date.
- 16.3** Early termination by the Customer other than as permitted under the MSA will attract the Early Termination Fee as defined in the MSA.

17. TIME RECORDING AND REPORTING

- 17.1** CHL staff shall record all time spent and actions taken on Customer requests via the CHL management system. This information will be used for billing purposes (where applicable) and for Customer reporting.
- 17.2** CHL will provide the Customer with periodic reporting on Incident volumes, response times and service performance as agreed on the Customer Order Form.

18. LIMITATIONS AND EXCLUSIONS OF LIABILITY SPECIFIC TO THIS SCHEDULE

- 18.1** In addition to the limitations of liability set out in the MSA, CHL shall not be liable for: (a) any loss, damage or claim arising from the Customer IT Environment containing unlicensed software or End of Life technology; (b) any Incident or loss resulting from a cyber attack, ransomware, phishing, social engineering or other malicious act by a third party, even where CHL has supplied security software or services; (c) any loss of data or business arising from the failure of any backup or recovery service, whether provided by CHL or a third party; (d) any loss arising from the Customer's failure to implement remedial action recommended by CHL; or (e) any loss caused by the acts or omissions of Vendors or third-party software or service providers.
- 18.2** The exclusions and limitations in the MSA clause 13 apply in full to this Schedule. Where this Schedule imposes additional exclusions or limitations, both sets of exclusions and limitations shall apply cumulatively.
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