



# IT Support Services

## Service Schedule

June 2026 Edition

Effective from 15 June 2026

**Lanmark Limited**

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*Part of the Lanmark Terms of Business suite, published 15 June 2026.*

## Document control

Field	Value
Document title	Lanmark Limited IT Support Services Schedule
Document reference	Lanmark Service Schedule: IT Support
Version	June 2026 Edition
Document date	Effective from 15 June 2026
Status	Published (June 2026 Edition)
Supersedes	Lanmark IT Support Terms of Service and the Lanmark CARE+ plan structure
Layer	Layer 2 (Service Schedule) of the Lanmark T&C suite
Sits under	Lanmark Master Services Agreement (as in effect from time to time, published at <a href="https://lanmark.com/terms-of-business">lanmark.com/terms-of-business</a> )

## Revision history

Date	Version	Reason
15 June 2026	June 2026 Edition	First publication of the Lanmark Terms of Business suite (June 2026 Edition).

## 1. Purpose and scope

- 1.1** This Service Schedule sets out the service-specific terms on which Lanmark provides IT Support to the Client. It supplements, and is to be read with, the Lanmark Master Services Agreement (MSA) and the Order Form.
- 1.2** IT Support is a managed IT service that provides day-to-day service desk support, proactive monitoring, service management and related support activities for the Client's agreed IT environment. The detail of what is in scope, the applicable Service Levels and the operational arrangements are set out in this Schedule. The commercial particulars of the Client's engagement (parties, quantities, Fees, start dates, term and similar) are set out in the Order Form.
- 1.3** This Schedule covers two delivery models for IT Support:
- (a) Retainer Support: a recurring per-user/device managed IT support service. The Order Form identifies the Retainer Support engagement under Lanmark's then-current commercial product name. Lanmark's commercial product range may include one or more Retainer Support products which share an identical Service scope under this Schedule but differ in which additional Lanmark Services (each governed by its own Service Schedule) are bundled into the Order Form. The commercial product name in use from time to time is a matter for the Order Form and Lanmark's sales materials, not for this Schedule;
  - (b) Time Call-off Pack: a prepaid bank of IT support hours, drawn down by the Client over a defined validity period. The Time Call-off Pack is a standalone product for Clients who do not have a Retainer Support engagement. Retainer Support clients do not use Time Call-off Packs (out-of-scope work for a Retainer Support client is invoiced at Lanmark's published rate).
- 1.4** Subject to Clause 1.3 of the MSA (order of precedence), this Schedule prevails over the MSA only in respect of the specific Service detail it covers and only where this Schedule explicitly states an override.

## 2. Definitions

The following definitions apply in this Schedule. Defined terms in the MSA have the meanings given to them in the MSA and are not redefined here.

**Call-off Pack** means a Time Call-off Pack purchased by the Client under Clauses 13.2 to 13.6, being a prepaid bank of IT support hours.

**Coverage Matrix** means the table at Clause 4.1 setting out the categories of device and system covered by the Service.

**Escalation Threshold** means the target time within which a Service Ticket of a given Priority Level should be progressed in the Service Tooling, as set out in Clause 5.2 or Clause 5.3 (as applicable). If a Service Ticket has not been progressed within the Escalation Threshold, an internal escalation is automatically triggered within Lanmark's service desk.

**Initial Response Time** means the target time within which Lanmark will provide an initial response to a Service Ticket of a given Priority Level, as set out in Clause 5.2 or Clause 5.3 (as applicable). The Initial Response Time runs from the time the Service Ticket is logged in the Service Tooling, within Support Hours.

**Onsite Response Time** means the target time within which a Lanmark engineer will attend the Client's in-scope site to address a Service Ticket of a given Priority Level that requires onsite attendance, as set out in Clause 5.2 (Retainer Support engagements only). The Onsite Response Time runs from the time the Service Ticket is determined by Lanmark to require onsite attendance, within Support Hours.

**Out of Hours** means any time falling outside Support Hours, including Saturdays, Sundays and English bank holidays.

**Priority Level** means the classification given to a Service Ticket under Clause 5.1, being P1, P2, P3, P4 or P5.

**Proactive Monitoring** means the Lanmark monitoring service described at Clause 6.3, which generates Service Tickets automatically from monitoring agents and integrated systems.

**Response Targets** means collectively, the Initial Response Time, the Onsite Response Time and the Escalation Threshold for each Priority Level, as set out in Clauses 5.2 and 5.3.

**Retainer Support** means the recurring per-user IT support engagement described at Clauses 1.3(a) and 3, identified in the Order Form under Lanmark's then-current commercial product name (which may change from time to time).

**Service** means in this Schedule, IT Support as described in this Schedule.

**Service Delivery Manager** means the named Lanmark individual assigned to a Retainer Support engagement under Clause 6.7.

**Service Ticket** means a support request, incident, Change Request or planned work item logged in the Service Tooling, whether raised by the Client, an Authorised User or by Proactive Monitoring.

**Service Tooling** means the Lanmark service management system used to log, track and report on Service Tickets and Service Levels.

**Support Hours** means the support hours applicable to the engagement, being (a) for Retainer Support engagements, Monday to Friday, 8.00am to 6.00pm UK time; and (b) for Time Call-off Pack engagements, Monday to Friday, 8.30am to 5.30pm UK time, in each case excluding English bank holidays. The Service is delivered during Support Hours unless an Out of Hours arrangement is expressly identified in the Order Form.

### 3. Service description

**3.1** The Service comprises the following elements, delivered during Support Hours unless this Schedule or the Order Form states otherwise:

- (a) service desk support for the Client's Authorised Users, accessed through the support channels at Clause 6.2;
- (b) Proactive Monitoring of the in-scope environment and automatic creation of Service Tickets in response to monitoring alerts;
- (c) service management of Service Tickets in accordance with the Priority Levels and Response Targets at Clause 5;
- (d) onboarding of the Client's in-scope environment at Clause 6.6;
- (e) ongoing service management, reporting and service review activity at Clause 6.7;
- (f) patch management for in-scope endpoints, servers and supported infrastructure devices, in accordance with Lanmark's standard patching practice (release classification, testing on the Service Tooling-managed estate and scheduled deployment windows agreed with the Client);
- (g) asset and lifecycle management activity (inventory capture, refresh planning input) for the in-scope environment;
- (h) incidental procurement assistance, where the Client asks Lanmark to source hardware or software (the hardware and software themselves are a separate purchase from Lanmark or from a Third Party Provider, not part of the Service Fees).

**3.2** Where the Order Form identifies the Retainer Support engagement under a commercial product that bundles additional Lanmark Services with the Retainer Support engagement (for example, Managed Cyber Security, Microsoft 365 Backup, Security Awareness Training, Vulnerability Assessment, and similar), each bundled Service is provided under its own Service Schedule and is not described in this Schedule. The IT Support Service itself is identical regardless of which Lanmark commercial product the Order Form identifies the Retainer Support engagement under.

**3.3** Where the engagement is a Time Call-off Pack rather than Retainer Support, the Service is delivered on broadly the same operational basis as Retainer Support (same support channels, same Priority Levels, same Service Tooling), save where this Schedule expressly provides for a different position for Call-off Pack engagements. The principal differences for Call-off Pack engagements are the applicable Support Hours (Clause 6.1), the applicable Service Levels (Clause 5.3, including no committed Onsite Response Time), the scope of service reporting and reviews (Clause 6.7), and the consumption-based commercial model under which the Service is drawn down from the prepaid Call-off Pack (Clauses 13.2 to 13.6).

## 4. In scope and out of scope

### 4.1 Coverage Matrix

The Service covers the following categories of device and system at the in-scope locations identified in the Order Form:

Category	Coverage
End-user devices	Desktops, laptops, mobile devices used by Authorised Users to access the in-scope environment, running supported operating systems and supported versions.
Server infrastructure	Physical and virtual servers identified in the Order Form, running supported operating systems and supported versions.
Network devices	Routers, switches, firewalls and wireless access points at the in-scope locations identified in the Order Form, where Lanmark has the necessary administrative access.
Storage and backup devices	Administrative support for storage devices and on-premises backup appliances identified in the Order Form. Substantive backup operations (backup design, scheduling, retention, restoration testing, recovery) are governed by the Backup Services Schedule where the Client has subscribed to that Service; this Schedule covers only operational administration of the devices themselves.
Microsoft 365 tenant	Administration support for the Client's Microsoft 365 tenant, including user, mailbox, licence and basic security configuration. Microsoft licensing, Microsoft 365 Backup and managed cyber security each sit under their own Service Schedule.
Standard business applications	Microsoft 365 productivity applications and other widely-used business applications identified in the Order Form, to the extent supportable without specialist vendor expertise.
Identity and access	Microsoft Entra ID (or local Active Directory) administration for the in-scope environment, in accordance with Lanmark's standard access management practice.

The categories of asset covered by the Service are as listed above; bringing a new category of asset into scope requires a Change Request under the MSA. The baseline inventory at the Service Start Date (the specific devices, users, mailboxes, licences and similar) is recorded in the Order Form for the purpose of calculating the Fees and the unit of charge. Ongoing adds, moves and changes within the listed categories (for example, replacement laptops on refresh, a new mailbox for a new starter, a new device added to the supported estate) are recorded in the Service Tooling without requiring an Order Form update, save that material changes in quantity that affect the Fees flow through the unit-of-charge mechanism under the MSA and the Order Form.

## 4.2 Expressly out of scope

The following are expressly out of scope of the Service. Where any of the following is required, it is provided (where Lanmark is able to provide it) as separately-quoted work, either on a project basis under the Project Services Schedule or against Lanmark's published rate card:

- (a) project work, migrations and one-off engineering tasks (including but not limited to network builds, office moves, M365 tenant migrations and infrastructure refresh);
- (b) consultancy, policy development, vCIO or strategic IT planning work beyond the standard service reporting and service reviews at Clause 6.7;
- (c) support for hardware or software that is unsupported by the vendor, end-of-life, or for which the Client does not hold a valid licence or maintenance entitlement;
- (d) support for personally-owned devices not enrolled in the Client's management estate;
- (e) support for bespoke or in-house developed applications, except for basic operational support (start, stop, restart, configuration of documented parameters);
- (f) Out of Hours support, except where expressly identified in the Order Form (including the optional Out of Hours Reboot Service);
- (g) training of Authorised Users in the use of applications or services, except for incidental how-to assistance as part of a Service Ticket;
- (h) security incident response beyond initial containment within the IT Support service desk's standard practice. Initial containment within scope of this Service includes disabling compromised accounts, isolating affected devices where the management tooling allows, resetting affected user passwords, collecting basic information about the matter, and escalating to the Managed Cyber Security service (or to the Client's incident response provider, where applicable). Out of scope of this Service are forensic investigation, threat hunting, malware eradication beyond device isolation, regulatory breach support and reporting to supervisory authorities, which are covered by the Managed Cyber Security Services Schedule where the Client has subscribed to that Service;
- (i) data recovery from backups that have failed for reasons outside Lanmark's control or that were not part of a Lanmark-supplied backup service;
- (j) anything stated as out of scope in the Order Form.

## 5. Service Levels

### 5.1 Priority Levels

Service Tickets are classified into five Priority Levels. The Priority Level is allocated automatically by the Service Tooling or manually by a Lanmark technician on logging, based on the nature and impact of the matter:

Priority	Description
P1	Global or major system failure, affecting all users.
P2	System failure affecting a large group of users, or a whole department.
P3	Support issue affecting fewer than five users.
P4	Change Request.
P5	Planned work, software updates or software requests.

Lanmark assigns the Priority Level, acting reasonably, on the information provided when the Service Ticket is logged. The Priority Level descriptions above are the default categorisers used by the Service Tooling and the Lanmark service desk. Lanmark may, acting reasonably, assign or re-assign a higher Priority Level where the business impact of the matter, the role of the affected user, or the absence of a reasonable workaround warrants it (for example, a single user is at P3 by default, but a single user in a critical operational role with no workaround may be re-assigned to P2 or P1). The Client may request that a Priority Level be reviewed where the Client believes the matter has been classified incorrectly; Lanmark will respond to that request reasonably and in line with this Clause 5.

### 5.2 Service Level commitments for Retainer Support engagements

Where the engagement is a Retainer Support engagement, Lanmark commits to the following Service Levels for each Priority Level. Initial Response Time and Onsite Response Time are measured in Support Hours (Retainer Support engagement Support Hours apply, i.e. Monday to Friday 8.00am to 6.00pm UK time) from the time the Service Ticket is logged in the Service Tooling. The Escalation Threshold is the time within which a Service Ticket should be progressed before internal escalation is automatically triggered in the Service Tooling:

Priority	Initial Response Time	Onsite Response Time	Escalation Threshold	Notes
<b>P1</b>	0.5 hour	4 hours	0.5 hour	Onsite where Lanmark determines onsite attendance is necessary.
<b>P2</b>	0.5 hour	4 hours	1 hour	Onsite where Lanmark determines onsite attendance is necessary.
<b>P3</b>	1 hour	8 hours	8 hours	Onsite where the matter cannot reasonably be resolved remotely.

<b>P4</b>	8 hours	72 hours	16 hours	Change Requests are handled in accordance with Lanmark's standard change process.
<b>P5</b>	48 hours	5 business days	24 hours	Planned work and software requests are scheduled by agreement; onsite where applicable.

### 5.3 Service Level commitments for Time Call-off Pack engagements

Where the engagement is a Time Call-off Pack engagement, Lanmark commits to the following Service Levels for each Priority Level. Initial Response Time is measured in Support Hours (Call-off Pack engagement Support Hours apply, i.e. Monday to Friday 8.30am to 5.30pm UK time) from the time the Service Ticket is logged in the Service Tooling. Lanmark does not commit to a fixed Onsite Response Time for Time Call-off Pack engagements (see further below). The Escalation Threshold is the time within which a Service Ticket should be progressed before internal escalation is automatically triggered in the Service Tooling:

Priority	Initial Response Time	Onsite Response Time	Escalation Threshold	Notes
<b>P1</b>	1 hour	Not committed	1 hour	Remote response under the Time Call-off Pack model.
<b>P2</b>	1 hour	Not committed	1 hour	Remote response under the Time Call-off Pack model.
<b>P3</b>	1 hour	Not committed	8 hours	Remote response under the Time Call-off Pack model.
<b>P4</b>	8 hours	Not committed	16 hours	Change Requests are handled in accordance with Lanmark's standard change process.
<b>P5</b>	48 hours	Not committed	24 hours	Planned work and software requests are scheduled by agreement.

Onsite attendance for Time Call-off Pack engagements is not a committed Service Level. Where the Client requests onsite attendance, or where Lanmark proposes onsite attendance to address a Service Ticket, Lanmark will perform that onsite work where Lanmark agrees and engineer time is available, with the engineer time and travel drawn down from the Client's Call-off Pack balance in accordance with Clauses 6.5 and 13.3.

Lanmark does not commit to a fixed resolution time for any Priority Level under either delivery model. Resolution depends on factors that include Client action, Client information, third-party action (including a Third Party Provider, a hardware vendor or a software vendor), hardware availability and other matters outside Lanmark's reasonable control. Lanmark will use reasonable endeavours to resolve each Service Ticket as quickly as is reasonably practicable, having regard to its Priority Level.

## 5.4 Service Level measurement and exclusions

- 5.4.1** Service Levels are measured by reference to the Service Tooling. Lanmark's records in the Service Tooling are the authoritative record of when a Service Ticket was logged, when it was responded to, when a Lanmark engineer attended onsite (where applicable) and when each Escalation Threshold was reached, save in the case of manifest error.
- 5.4.2** Time spent waiting for Client action, Client information, third-party action, hardware delivery or any other matter outside Lanmark's reasonable control does not count towards the Initial Response Time, the Onsite Response Time or the Escalation Threshold. The Service Ticket will be placed in an appropriate waiting state in the Service Tooling for that period.
- 5.4.3** The Service Levels at this Clause 5 are service management targets. They do not give rise to service credits, fee reductions, repayment of Fees or any similar monetary remedy. Where Lanmark fails to meet a Service Level in respect of a Service Ticket, the Client's remedy is service review and escalation under Clause 6.4, and Lanmark will use reasonable endeavours to bring the Service Ticket back into Service Level as quickly as is reasonably practicable. Subject to Clause 18 of the MSA (limitations and exclusions of liability), this Clause 5.4.3 states the Client's full and exclusive remedy, and Lanmark's only obligation and liability, for the non-performance or non-availability of the Service in respect of any individual Service Ticket.

## 6. Operational arrangements

### 6.1 Support Hours

**6.1.1** The Service is delivered during Support Hours. For Retainer Support engagements, Support Hours are Monday to Friday, 8.00am to 6.00pm UK time, excluding English bank holidays. For Time Call-off Pack engagements, Support Hours are Monday to Friday, 8.30am to 5.30pm UK time, excluding English bank holidays.

**6.1.2** Out of Hours support is not included in the standard Service. Lanmark offers the following optional Out of Hours services, each of which is taken up by the Client only where the Order Form expressly identifies the service:

(a) Out of Hours Reboot Service: a recurring monthly service for the scheduled reboot of in-scope servers and network devices between 10.00pm and 5.00am. The Out of Hours Reboot Service is charged as a separate recurring monthly Fee, identified on the Order Form as a distinct Service line item;

(b) Lanmark On-Call Emergency Service (24x7 support). Where identified in the Order Form, the Client may raise Service Tickets Out of Hours through Lanmark's emergency support line (the 'Lanmark On-Call Emergency Service' or 'Emergency Service'). Service Tickets raised through this route are handled by a Lanmark engineer on Lanmark's on-call rota on a remote-only basis. The Emergency Service is distinct from automated Proactive Monitoring under Clause 6.3 of this Schedule and from any 24/7 cyber monitoring services provided under the Managed Cyber Security Services Schedule. The Client's contact route, the per-incident Fee and (where applicable) the recurring monthly access Fee for the Emergency Service are as identified in the Order Form and as published in Lanmark's rate card at [lanmark.com/terms-of-business](https://lanmark.com/terms-of-business). Where the Order Form identifies a recurring monthly access Fee, that Fee provides access to the emergency support line and per-incident Fees are charged in addition. The Emergency Service does not include onsite attendance, fixed response time commitments or any commitment as to specific engineer availability; Lanmark will use reasonable endeavours to respond promptly to Service Tickets raised through this route.

**6.1.3** The detailed scope, exclusions and Fees applicable to each optional Out of Hours service are as set out in Lanmark's published rate card at [lanmark.com/terms-of-business](https://lanmark.com/terms-of-business) and in the Order Form. Neither service applies unless expressly identified in the Order Form.

### 6.2 Support channels

**6.2.1** The Service is accessed through the following Lanmark support channels, in order of preference:

(a) self-service portal in the Service Tooling, available to all Authorised Users;

(b) email to the published Lanmark service desk address;

(c) telephone to the published Lanmark service desk number, during Support Hours.

**6.2.2** Channels other than the published service desk channels (for example, direct emails or messages to individual Lanmark personnel) are not monitored for support purposes. Lanmark

will use reasonable endeavours to redirect any such contact to the proper channel, but Response Targets do not run until the Service Ticket is logged in the Service Tooling.

### 6.3 Proactive Monitoring

- 6.3.1** Lanmark operates a Proactive Monitoring service that monitors the in-scope environment on a 24x7x365 basis and automatically generates Service Tickets in the Service Tooling in response to monitoring alerts.
- 6.3.2** Automatically-generated Service Tickets are responded to and resolved during Support Hours in accordance with their assigned Priority Level, unless an Out of Hours arrangement applies.
- 6.3.3** Proactive Monitoring requires the deployment of monitoring agents on in-scope devices. The Client will permit and facilitate that deployment as part of onboarding under Clause 6.6 and on an ongoing basis.

### 6.4 Escalation

- 6.4.1** Two escalation routes apply to the Service:
  - (a) internal automatic escalation in the Service Tooling, triggered when a Service Ticket has not been progressed within the Escalation Threshold for its Priority Level at Clause 5.2 or Clause 5.3, as applicable to the engagement. Internal escalation surfaces the Service Ticket to a senior Lanmark engineer or to the Service Delivery Manager without Client action;
  - (b) Client-initiated escalation, where the Client is dissatisfied with the handling of a Service Ticket. The Client may escalate sequentially: first, to the assigned Service Delivery Manager; second, to the Lanmark Head of Service Delivery; third, to a Lanmark Managing Partner.
- 6.4.2** Contact details for each Client-initiated escalation level are confirmed during onboarding and are available from the Service Delivery Manager. Escalation under this Clause 6.4 does not change the Priority Level or the Service Level commitments at Clause 5.2 unless Lanmark agrees in writing to a re-classification.

### 6.5 Onsite support

- 6.5.1** The standard Service is delivered remotely. Onsite support is provided where Lanmark, acting reasonably, considers that onsite attendance is necessary, or where the Order Form provides for onsite support as part of the agreed Service.
- 6.5.2** Onsite work at locations within the M25 London orbital motorway is included on a reasonable use basis. Onsite attendance is at Lanmark's reasonable discretion, unless the Order Form expressly schedules onsite days (for example, a fixed weekly onsite presence). 'Reasonable use' is assessed by reference to factors including the volume and Priority Level of Service Tickets requiring onsite attendance, the size of the in-scope user and device estate, the engineer time and travel involved, engineer availability, and whether the matter can reasonably be resolved remotely. Where the Client's request for onsite attendance is, in Lanmark's reasonable opinion, excessive or otherwise outside the reasonable use of the

Service, Lanmark may charge the onsite work at the published rate card or require it to be handled by Change Request under the MSA.

- 6.5.3** Onsite work at locations outside the M25 is charged at Lanmark's published rate card for engineer time, with travel time charged at the published rate and expenses charged at cost plus a 15% administration fee. Travel and expenses arrangements may be varied by the Order Form.

## 6.6 Onboarding

- 6.6.1** Lanmark onboards new IT Support engagements through a structured onboarding process that includes:

- (a) technical discovery of the in-scope environment;
- (b) deployment of monitoring agents and Service Tooling integration;
- (c) testing of backup and recovery arrangements (where backup Services are within scope);
- (d) documentation of the in-scope environment, primary contacts, supplier information, escalation paths and other operational data needed to support the Client effectively;
- (e) appointment of the assigned Service Delivery Manager and lead support engineer.

- 6.6.2** The Service Start Date and (where applicable) the Service-specific Start Date and Billing Start Date for the Service are as set out in the Order Form. The expected duration of onboarding is identified in the Order Form and may run before, up to, or briefly around the Service Start Date depending on the engagement. Where Lanmark and the Client agree to align the Service Start Date with the operational go-live of the Service, that alignment is recorded in the Order Form.

- 6.6.3** Where the Client has agreed to a separate onboarding Fee, the Fee is identified in the Order Form. Where onboarding is included in the Service Fees, no separate Fee is payable.

## 6.7 Service reporting and reviews

- 6.7.1** For Retainer Support engagements, Lanmark will provide the Client with monthly service reports through the Service Delivery Manager. The reports cover service desk activity, Service Level performance against this Schedule, Proactive Monitoring activity, patching status, asset inventory and other relevant operational information.

- 6.7.2** For Retainer Support engagements, Lanmark will schedule periodic service review meetings with the Client through the Service Delivery Manager. The cadence is agreed during onboarding by reference to the Order Form, the Client's package, the size and complexity of the in-scope environment and the operational need, and is recorded in the Service Tooling. Larger or more complex engagements typically receive a more frequent service review and business review cadence than smaller engagements.

- 6.7.3** For Time Call-off Pack engagements, Lanmark provides the monthly time balance statement at Clause 13.3.4 and ongoing access to ticket and time detail through the Service Tooling, but does not provide the monthly service reports or scheduled service review meetings described at Clauses 6.7.1 and 6.7.2. The Client may request an ad hoc review where the

Call-off Pack engagement warrants it; any such review is conducted at Lanmark's reasonable discretion and may be drawn from the Call-off Pack balance.

## **6.8 Cessation of support for items that become unsupported during the engagement**

6.8.1 Where any device, system, application or other in-scope item becomes unsupported by the vendor, end-of-life, or otherwise falls within Clause 4.2(c) after the Service Start Date, Lanmark may cease providing support for that item on written notice to the Client (which may be by email or via the Service Tooling). The cessation does not constitute a breach by Lanmark or affect the Service Levels for other in-scope items. The Client remains responsible for monitoring the support status of its environment and for the consequences of continuing to operate any unsupported item.

## 7. Client responsibilities

To enable Lanmark to deliver the Service, the Client will:

- (a) nominate one or more Authorised Users with authority to log Service Tickets and approve service-affecting changes;
- (b) provide, and maintain throughout the Service, the access, credentials, permissions and information Lanmark reasonably requires to provide the Service (including administrative access to in-scope systems, network access, Microsoft 365 administrator access and physical access where onsite work is required);
- (c) permit and facilitate the deployment and continued operation of Lanmark monitoring agents, management agents and Service Tooling integration on in-scope devices and systems;
- (d) maintain valid licences, support contracts and maintenance entitlements for all in-scope hardware and software, including supported operating system versions and supported software versions;
- (e) notify Lanmark of any material change to the in-scope environment that may affect the Service (including changes to user numbers, sites, infrastructure, third-party suppliers, hardware lifecycle and licence positions);
- (f) respond promptly to Lanmark requests for information, approval or access in relation to a Service Ticket or service-affecting change;
- (g) implement, or authorise Lanmark to implement, reasonable security recommendations made by Lanmark in writing where those recommendations affect the security or supportability of the in-scope environment;
- (h) use the Service Tooling and the published support channels at Clause 6.2 to log Service Tickets;
- (i) ensure that Authorised Users have received reasonable instruction on how to use the Service (including how to log a Service Ticket and how to provide the information Lanmark needs to assess Priority Level).
- (j) provide written authorisation from a named authoriser within the Client's organisation whenever Lanmark is asked to action a change request to Client-wide resources or to specific user privileges where the result may impact the Client or elevate a user's access rights beyond their current level. Lanmark may decline to action any such change request until the required authorisation has been received through the Service Tooling or by other written means;
- (k) where Lanmark is asked to perform a confidential action that requires accessing, searching or retrieving privileged information or files (for example, searching an employee's mailbox or accessing data privileged to a specific person or group), provide written approval in the form of a pre-agreed password from a named senior employee or executive of the Client. Lanmark may decline to action any such request until the required approval has been received.

Where the Client does not meet a responsibility under this Clause 7, and that failure prevents or delays Lanmark in providing the Service, Lanmark is not liable for the consequent non-performance or delay, and the Service Level commitments at Clauses 5.2 and 5.3 are extended accordingly.

## 8. Indemnification

**8.1** The Client will indemnify Lanmark against any third-party claim made against Lanmark (including regulatory action by any regulator or supervisory authority, and including claims by employees, customers or counterparties of the Client), and against Lanmark's reasonable costs and expenses (including reasonable legal fees) incurred in connection with such third-party claim or regulatory action, in each case to the extent the claim or action arises out of or in connection with:

- (a) the Client's breach of any obligation under this Schedule or the MSA, including the Client responsibilities at Clause 7;
- (b) the Client's instruction to Lanmark to perform work that is unlawful, infringes a third-party right, or breaches an applicable law, regulation, code of conduct or acceptable use rule, save to the extent that the unlawful or infringing nature of the work was reasonably apparent to Lanmark at the time and Lanmark proceeded with the work without raising the issue;
- (c) the Client's continued use of an unsupported, end-of-life, end-of-support or otherwise out-of-support system, application, operating system or device, where Lanmark has recommended in writing that the Client refresh, upgrade or replace the relevant item and the Client has elected not to proceed, and the failure causes or materially contributes to the third-party claim;
- (d) any data, content, application or workload that the Client (or any party acting under the Client's instruction or control) places in or on the in-scope environment, where the data, content, application or workload is unlawful, infringes a third-party right or breaches an applicable law, regulation, code of conduct or acceptable use rule, save to the extent that the relevant act is at Lanmark's instruction or is caused by Lanmark's unauthorised modification or misuse;
- (e) the Client's failure to obtain or maintain valid licences for software or services used in the in-scope environment, including software or services that Lanmark supports or operates on the Client's behalf as part of the Service;
- (f) Client-controlled security failures, including (without limitation) the Client's failure to maintain multi-factor authentication on Authorised User accounts where Lanmark has recommended it, the Client's failure to subscribe to the Managed Cyber Security Services Schedule or the Backup Services Schedule where Lanmark has recommended one or both in writing, or the Client's failure to follow reasonable security-related recommendations made by Lanmark in writing, where any such failure causes or materially contributes to the third-party claim;
- (g) any unauthorised use of the Service, the Service Tooling or Lanmark's support channels by the Client, an Authorised User or any party acting under the Client's instruction or control.

**8.2** The indemnity at Clause 8.1 does not apply to the extent that the matter giving rise to the third-party claim or regulatory action is caused by the gross negligence or wilful misconduct of Lanmark, or by Lanmark's breach of a non-excludable obligation under the Data Protection Legislation, the MSA or applicable law. For the avoidance of doubt, the indemnity is given

without prejudice to, and does not narrow, the non-excludable carve-outs at Clause 18.1 of the MSA.

**8.3** The Client's indemnity at this Clause 8 is subject to the limitations and exclusions of liability at Clause 18 of the MSA (including the per-Service per-Contract Year cap at Clause 18.2 and the exclusions at Clause 18.3 of the MSA). Clause 18.2.2 of the MSA applies.

**8.4** Lanmark will give the Client prompt written notice of any third-party claim or regulatory action that may give rise to an indemnity under Clause 8.1, and will not settle or admit liability without the Client's prior written consent (such consent not to be unreasonably withheld or delayed). The Client may take conduct of the defence at the Client's cost where Lanmark gives its prior written approval, such approval not to be unreasonably withheld. Lanmark may refuse approval where, in Lanmark's reasonable opinion, the claim or regulatory action concerns Lanmark's own legal, regulatory, confidentiality or reputational interests. Where Lanmark refuses approval, Lanmark will assume conduct of the defence and will keep the Client reasonably informed.

## 9. Disclaimers

- 9.1** The IT Support Service is provided with reasonable skill and care, in accordance with Clause 9 of the MSA. This Clause 9 sets out Service-specific disclaimers in addition to (and not in substitution for) Lanmark's core obligation to provide the Service with reasonable skill and care.
- 9.2** Subject to Clause 9.1, Lanmark does not warrant or represent that:
- (a) the Service will identify, prevent or resolve every IT issue, every security event, every patch failure, every backup failure or every operational risk in the Client's environment;
  - (b) every Service Ticket will be resolved within a particular time, given that resolution time depends on the nature of the issue, the availability of Client cooperation, third-party platform behaviour and other matters outside Lanmark's reasonable control. The Service Level commitments at Clause 5 are targets, not guarantees, and operate as set out at Clauses 5.2 to 5.4;
  - (c) the Service Tooling, the Proactive Monitoring tooling, the RMM tooling or any other Third Party Provider product used in delivering the Service will operate without interruption, fault or downtime, or will continue to be available in any particular form;
  - (d) the Service will compensate for, or remediate, deficiencies in the Client's environment that fall outside the scope of the Service or that the Client has elected not to address despite Lanmark's recommendation.
- 9.3** Subject to Clause 18 of the MSA, Lanmark is not liable for any Service failure, security incident, loss of data, cost overrun or interruption to the Client's business that is caused by environmental conditions, human error of the Client, third-party action or any other factor outside Lanmark's reasonable control, including (without limitation) Client-side configuration choices, Client or third-party changes to the in-scope environment, the use of unsupported or end-of-life systems against Lanmark's written recommendation, expired or insufficient licences, the Client's failure to maintain backup or security arrangements (whether under another Lanmark Service Schedule or otherwise), and Client resource availability changes. The carve-outs at Clause 18.1 of the MSA continue to apply: Lanmark remains liable for matters that cannot be excluded under applicable law (including death or personal injury caused by negligence, fraud and breach of non-excludable Data Protection Legislation obligations).
- 9.4** The Client acknowledges that the IT Support Service is one element of the Client's broader operational, security, compliance, backup and resilience posture. The Service does not transfer the Client's residual operational risk in those areas to Lanmark. Where the Client requires deeper security services, formal backup services, formal compliance services or specialist project delivery, the Client subscribes to the relevant Lanmark Service Schedule (Managed Cyber Security, Backup, Cyber Compliance and Training, Project Services) or commissions separately-quoted work.

## 10. Data protection particulars

This Clause 10 supplements Clause 13 (Data protection) of the MSA and sets out the Article 28 processing particulars for the Service. Defined terms in Clause 13 of the MSA apply in this Clause.

Article 28 particular	Value for the IT Support Service
Subject matter of the processing	Provision of the IT Support Service to the Client, including service desk support, Proactive Monitoring, service management, patching, asset and lifecycle management and incidental procurement assistance.
Duration of the processing	For the duration of the Service, plus a reasonable retention period after the end of the Service for service records, audit trail, ticketing history and operational documentation. Retention is governed by Lanmark's Data Protection and Retention Policy.
Nature and purpose of the processing	Collection, storage, organisation, retrieval, consultation, use, transmission and (at the end of the Service) deletion or return of Personal Data for the purpose of providing the IT Support Service.
Types of Personal Data	Authorised User identification data (name, role, email address, work telephone, sign-in identifiers); device and access logs (user activity in in-scope systems to the extent visible during support); incidental Personal Data contained in support tickets, screenshots, log files and email correspondence routed through the support channels, including where a ticket relates to a data subject access request, a security incident or a similar matter.
Categories of data subject	Authorised Users, Client employees and contractors, and any third parties whose Personal Data is incidentally processed through Lanmark's support of the in-scope environment.
Documented instructions for processing	Set out in the MSA, this Schedule, the Order Form, the Account Application Form, the Lanmark service documentation produced during onboarding, and any further written instructions the Client gives Lanmark from time to time.

The Service is not designed for the routine processing of special category Personal Data, criminal offence data, or Personal Data of children. Where the Client expects any such data to be present in the in-scope environment, the Client will inform Lanmark before onboarding so that appropriate technical and organisational measures can be confirmed.

## 11. Sub-Processors used in delivering this Service

Lanmark uses Sub-Processors to deliver the Service in accordance with Clauses 13.5 to 13.7 of the MSA. The categories of Sub-Processor used in delivering this Service are:

Category	Role in this Service
Service Tooling provider	Provision of the Service Tooling: ticketing, time recording, asset register, monitoring integration and service reporting.
Proactive Monitoring tooling provider	Monitoring agents, alert generation and integration with the Service Tooling.
Remote monitoring and management (RMM) tooling provider	Endpoint and server management, software deployment, patching agent infrastructure and Lanmark's remote access for support.
Communications infrastructure providers	Telephony, email and chat infrastructure used by the service desk.

The current Sub-Processor in each category, together with the location of processing and any applicable international transfer mechanism, is identified in the live Sub-Processors List published at [lanmark.com/terms-of-business](https://lanmark.com/terms-of-business). The Sub-Processors List is the authoritative source for the identification of current Sub-Processors. This Clause 11 is provided for the Client's awareness of the categories of Sub-Processor involved in delivering this Service.

Microsoft Corporation is not a Lanmark Sub-Processor for the purposes of this Service. Microsoft's role in respect of the Client's Microsoft 365 tenant is governed by the Microsoft terms applicable to the Client's Microsoft 365 tenant directly. Lanmark's delegated administration access to that tenant, where in scope of this Service, does not make Microsoft a Lanmark Sub-Processor for the IT Support Service.

## 12. Relationship with Third Party Providers

- 12.1** The Service is delivered using Lanmark personnel and Lanmark's own service infrastructure. The Service does not depend on a single named Third Party Provider in the way that, for example, the Managed Cyber Security Service depends on a specific MDR platform.
- 12.2** Where Lanmark's delivery of the Service depends on the operation of a Third Party Provider's product (for example, the Service Tooling, the Proactive Monitoring tooling or the RMM tooling categorised at Clause 11), Lanmark's obligations under this Schedule are subject to that Third Party Provider's operation of its product in accordance with the Third Party Provider's terms. Subject to Lanmark's obligations under Clause 13 of the MSA and the Data Protection Legislation in respect of any Sub-Processors, Lanmark is not liable for any act or omission of a Third Party Provider, including any failure of the Third Party Provider's product to operate as expected or any change in the Third Party Provider's terms. Clause 17.4 of the MSA applies.

## 13. Service-specific commercial terms

### 13.1 Fees and rate card

- 13.1.1** The Fees for the Service, the unit of charge (per user, per device, per pack, etc.), the billing cycle, the Initial Term, the Subsequent Term and the notice period for non-renewal are set out in the Order Form and are governed by the MSA.
- 13.1.2** Hourly rates for out-of-scope work, onsite work outside the M25, optional Out of Hours services (including the Out of Hours Reboot Service and the Lanmark On-Call Emergency Service), and similar Service-specific rates are as published in Lanmark's rate card at [lanmark.com/terms-of-business](http://lanmark.com/terms-of-business) at the time the work is performed.
- 13.1.3** Where the Client is on a Retainer Support engagement and requests work that is out of scope of the Service under Clause 4.2, that work is provided (where Lanmark agrees to provide it) at the published rate card and is invoiced separately. The Retainer Support engagement is not depleted by out-of-scope work.
- 13.1.4** Where the Client is on a Time Call-off Pack engagement, the Service is consumed by drawdown from the Call-off Pack under Clauses 13.2 to 13.6.
- 13.1.5** Lanmark operates a purchase ordering system with all Clients. Lanmark requires a valid purchase order for all Quotations. Where the Client does not operate a purchase ordering system, an authorised representative of the Client signs the relevant Order Form or accepts the Quotation in writing (including by accepting through the HaloPSA quote acceptance link or by other written confirmation). Lanmark is not responsible for any purchase or approval made by a person within the Client's organisation who is not the authorised representative.

### 13.2 Time Call-off Pack: pack sizes and validity

Clauses 13.2 to 13.6 apply only where the Order Form identifies the engagement as a Time Call-off Pack rather than Retainer Support. The remainder of this Schedule applies in either case.

- 13.2.1** Lanmark offers Time Call-off Packs in the pack sizes published in Lanmark's rate card at [lanmark.com/terms-of-business](http://lanmark.com/terms-of-business). The specific pack size purchased by the Client is identified in the Order Form.
- 13.2.2** Each Call-off Pack is valid for twelve (12) months from the date of purchase (the validity period). Hours that remain undrawn at the end of the validity period are forfeit and do not roll over into any subsequent Call-off Pack, save where Clause 13.5 applies.

### 13.3 Time Call-off Pack: drawdown and minimum billable units

- 13.3.1** Time consumed in delivering the Service against a Service Ticket is recorded in the Service Tooling and drawn down from the Client's Call-off Pack balance.
- 13.3.2** Remote work is billed in fifteen (15) minute increments, with a minimum charge of fifteen (15) minutes per Service Ticket.
- 13.3.3** Onsite work is billed in one (1) hour increments, with a minimum charge of one (1) hour per onsite visit. Travel time and expenses for onsite work outside the M25 are charged in addition to the time consumed, in accordance with Clause 6.5.3.

**13.3.4** Lanmark will provide the Client with a monthly time balance statement showing hours drawn, hours remaining, and the validity period end date. Full details of each Service Ticket and time entry are available to the Client through the Service Tooling.

#### **13.4 Time Call-off Pack: top-ups and no-work-without-balance**

**13.4.1** Where the Client's Call-off Pack balance is exhausted before the end of the validity period, the Client may purchase a top-up Call-off Pack at the pack sizes and prices then published in Lanmark's rate card. A top-up Call-off Pack is treated as a new Call-off Pack for the purpose of Clause 13.2.2 (validity period and forfeit at end of validity).

**13.4.2** Where the Client's Call-off Pack balance is exhausted and no top-up has been purchased, Lanmark will continue to log Service Tickets but is not obliged to perform any further work under the Call-off Pack engagement. Where Lanmark expressly agrees to perform work despite the exhausted balance, that work is invoiced at Lanmark's published hourly rate at the time the work is performed (not at the discounted Call-off Pack rate) and is payable on the Client's standard invoice payment terms set out in the Order Form.

#### **13.5 Time Call-off Pack: expiry, forfeit and no rollover**

**13.5.1** Hours that remain undrawn at the end of the validity period are forfeit. Lanmark does not refund undrawn hours and does not roll undrawn hours into any subsequent Call-off Pack.

**13.5.2** Notwithstanding Clause 13.5.1, where the Client purchases a top-up Call-off Pack or a new Call-off Pack within thirty (30) days before the end of the validity period of an existing Call-off Pack, Lanmark may, at its discretion, agree in writing to consolidate the undrawn balance of the existing Call-off Pack into the new Call-off Pack. Any such consolidation is recorded in the Order Form for the new Call-off Pack.

#### **13.6 Time Call-off Pack: exclusions**

The following are not provided as part of a Time Call-off Pack engagement and are out of scope:

- (a) any element of the Service that is provided to Retainer Support clients on an unlimited or per-user basis without a per-incident time charge (for example, unlimited service desk under a per-user Retainer);
- (b) Proactive Monitoring of devices that are not separately subscribed for monitoring by the Client (each monitored device or server has its own monthly Fee in addition to the Call-off Pack);
- (c) anything stated as out of scope at Clause 4.2.

## 14. Explicit overrides of the Master Services Agreement

Clause 1.3 of the MSA provides that a Service Schedule prevails over the MSA only in respect of specific service detail and only where the Service Schedule explicitly states an override. The following provisions of this Schedule are explicit overrides of the MSA for the IT Support Service:

- (a) Clause 5 of this Schedule sets the Service-specific Service Level position: priority taxonomy, Initial Response Time and Escalation Time commitments by engagement model (Retainer Support at Clause 5.2 and Time Call-off Pack at Clause 5.3); Service Levels are targets not guarantees and do not give rise to service credits, fee reductions or any similar monetary remedy, with the Client's remedy being reasonable-endeavours action to bring the Service Ticket back into Service Level (where within Lanmark's control), together with service review and escalation under Clause 6.4. This is a Service-specific application of Clauses 17.4 and 18.4 of the MSA;
- (b) Clause 6.5.3 of this Schedule sets out the specific travel and expenses arrangement for onsite work outside the M25 (engineer time at the published rate card, travel time at the published rate, expenses at cost plus 15% administration fee). To the extent that this differs from any general expenses provision in the MSA, the arrangement in this Schedule applies to the IT Support Service;
- (c) Clause 8 of this Schedule sets out a Service-specific indemnity from the Client to Lanmark, limited to third-party claims and regulatory action against Lanmark, and to Lanmark's reasonable costs and expenses incurred in responding, in each case to the extent the claim or action arises from Client-controlled risk in this Service (including breach of obligation, unlawful Client instructions, unsupported systems against Lanmark's written recommendation, unlawful Client content, licensing failures, Client-controlled security failures and unauthorised use). The indemnity at Clause 8 is subject to the limitations and exclusions of liability at Clause 18 of the MSA, including the non-excludable carve-outs at Clause 18.1;
- (d) Clause 9 of this Schedule sets out Service-specific disclaimers, including that Third Party Provider tooling will not necessarily operate without interruption, that the Service will not identify, prevent or resolve every IT issue, and that the Service does not transfer the Client's residual operational risk to Lanmark. Clause 9.3 preserves the carve-outs at Clause 18.1 of the MSA;
- (e) Clauses 13.2.2 and 13.5.1 of this Schedule provide that undrawn hours in a Time Call-off Pack are forfeit at the end of the twelve (12) month validity period. To the extent that this differs from any general unused-services position in the MSA, the position in this Schedule applies to Time Call-off Packs.

Save as set out above, this Schedule does not override the MSA. Any provision of this Schedule that conflicts with the MSA without expressly stating an override under this Clause 14 is to be read consistently with the MSA in accordance with Clause 1.3 of the MSA.