Product Description – Slink Managed Service

1 INTRODUCTION AND INTERPRETATION

1.1 This Product Description defines the specific support and maintenance, service levels and product description applicable to Slink Managed Service, and shall only apply when incorporated into Slink AI Ltd's Terms and Conditions (as defined below) as part of an Order.

1.2 In this Product Description:

"Service Level Agreement" means Schedule 2 of the Terms and Conditions;

"Support Description" means Schedule 1 of the Terms and Conditions; and

"Terms and Conditions" means Slink AI Ltd's standard terms of sale, as available at https://slink.co.uk/termsconditions

1.3 Words and phrases which have defined meanings in the Terms and Conditions will have the same meanings in this Product Description unless they are otherwise defined.

Part 1– Support & Maintenance

2 SUPPORT & MAINTENANCE

2.1 Slink shall provide Support in respect of Slink Managed Service, in accordance with the Support Description and the remainder of Part 1 of this Product Description.

2.2 Words and phrases which have defined meanings in Support Description will have the same meanings in this Part 1 unless they are otherwise defined.

3 SUPPORT METHODS

3.1 The Customer may request Support Services via the following methods:

Severity Level	Method
Severity Level 1	Telephone, Support Portal or Email
Severity Level 2	Telephone, Support Portal or Email
Severity Level 3	Telephone, Support Portal or Email
Severity Level 4	Support Portal or Email

3.2 The Customer shall use the following to request Support Services:

3.2.1 Telephone – 0333 577 3464;

3.2.2 Support Portal – https://platform.slink.ai; and

3.2.3 Email – support@slink.co.uk

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4 SUPPORTED SYSTEMS

4.1 Slink will provide the Support Services described in paragraph 5 for all Managed Systems forming part of this Product, as further described in Part 3 of this Product Description.

5 SUPPORT SERVICES

5.1 Slink shall provide first line support, using its technical support team, which will include:

5.1.1 all contact with affected end users;

5.1.2 initial data collection; and

5.1.3 isolation of Issues.

5.2 Slink shall provide second line support, using its technical support team, which will include:

5.2.1 advanced troubleshooting;

5.2.2 correction of configuration of the Supported System;

5.2.3 defect reporting;

5.2.4 Support Request and progress tracking; and

5.2.5 communication of updates to the relevant Solution Owners.

5.3 Slink shall provide third line support, using its project team, which will include:

5.3.1 development of temporary work arounds;

5.3.2 development of software updates, bash scripts, etc.; and

5.3.3 hardware changes.

5.4 Slink shall patch, maintain and manage the software set out in paragraph 8 (Inclusions)

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Part 2– Service Levels & Service Credits

6 SERVICE LEVELS

6.1 Slink shall provide Slink Managed Service in accordance with the Service Level Agreement and the remainder of Part 2 of this Product Description.

6.2 Words and phrases which have defined meanings in Service Level Agreement will have the same meanings in this Part 2 unless they are otherwise defined.

7 SUPPORT SERVICES

7.1 Slink shall use reasonable efforts to provide Support Services as described in Part 1 in accordance with the following Service Levels, subject to Service Level Excuse Events:

Severity Level	Response Time	Update Interval
Severity Level 1	1 Hour	1 Hour
Severity Level 2	2 Hour	2 Hour
Severity Level 3	4 Hour	4 Hour
Severity Level 4	6 Hour	6 Hour

Part 3– Product Description

8 INCLUSIONS

8.1 Slink shall, as part of Slink Managed Service

8.1.1 Patch, maintain and manage the following software:

8.1.1.1 all device software outlined in Slink Device Patching Policy at https://slink.co.uk/termsconditions

8.1.1.2 all components of Windows 10/11, MacOS, iOS and Android Operating Systems for client owned devices

8.1.1.3 all subscriptions supplied to client by Slink whether included in Slink Managed Service or purchased separately

8.1.2 Include the supply of third-party licences within each product as outlined in Slink Managed Service Matrix available at https://slink.co.uk/terms conditions

9 EXCLUSIONS

9.1 Slink shall not, as part of Slink Managed Service:

9.1.1 Deploy, setup or manage additional software not included within Slink Managed Service

9.1.2 Repair failed hardware

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9.2 If the Customer requests Slink to provide any exclusion listed above, it may either (a) refuse to carry it out; or (b) offer to carry it out as Consultancy Services.

10 ASSUMPTIONS

10.1 Slink makes the following assumptions in providing Slink Managed Service:

10.1.1 Client hardware is within manufacturer's warranty period

10.1.2 Administrative access is provided by client to Slink to Microsoft 365 tenancy

10.2 If any of the assumptions listed above proves to be incorrect, Slink may either (a) unilaterally amend the Fees payable for Slink Managed Service; or (b) offer to remediate the incorrect assumption as Consultancy Services.

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