



**LOGICALIS**  
Architects of Change

**Logicalis UK Limited**

*Standard Terms and Conditions of Sale*

**March 2025**



## Introduction and Guidance

These terms and conditions are divided into sections for convenience:

- **Section 1 - General, applies to all Orders**
- **Section 2 - Sale of Goods, applies when Logicalis supplies Goods**
- **Section 3 - Services, applies when Logicalis provides Services other than Maintenance Services**
- **Section 4 - Maintenance Services, applies when Logicalis provides Maintenance Services**
- **Section 5 - Vendor Delivered Maintenance Services, applies when Logicalis sells Maintenance Services provided directly by a Vendor**

Where appropriate, two or more of Sections 2 to 5 may apply in addition to Section 1 (e.g. if Logicalis is supplying both Goods and professional Services under Sections 2 and 3).

## Section 1 - General

### 1 Definitions

- 1.1 In these terms and conditions unless the context shall otherwise require the following words and expressions shall have the following meanings:

**Agreement** means the agreement for supply of Goods and/or Services between Logicalis and the Customer consisting of these terms and conditions the SoW (if any), the Quotation, Customer's order, Logicalis' order acknowledgment and any other document that Logicalis and the Customer agree in writing forms part of the agreement.

**Assumption** means any assumption (by whatever name called) which Logicalis has made in calculating the Charges and which is stated in the Quotation or the SoW.

**Charges** means those charges payable by Customer as stated in a Quotation or set out in a SoW.

**Commencement Date** means the date shown in the Quotation as being the date on which the Maintenance Services are to commence. Where no such date is shown and no other commencement date is to be determined from the Quotation the commencement date is the date of the Customer's order or the date on which a Subcontractor commences Subcontracted Services, whichever is the earlier.

**Confidential Information** means this Agreement, each SoW and all other information in whatever form (including oral), whether or not marked as confidential and disclosed by one party to the other in respect of which the disclosing party owes an obligation of confidence to a third party or which relates to the disclosing party's operations, processes, plans, intentions, products, know-how, design rights, trade secrets, software, market opportunities, customers, business affairs or financial or contractual arrangements or dealings, provided that each such item of information either contains thereon or is accompanied by (in the case of oral information within fourteen days of disclosure) a written statement that it is confidential, or otherwise is information which a reasonable person would consider to be confidential because of its nature.

**Cover Hours** means the hours described as such in the Quotation and as further explained in clause 37.2 below.

**Customer** means the person, firm or company who purchases Goods or Services from Logicalis.

**Customer Dependency** means any obligation of the Customer stated in a SOW where the timely fulfilment of such obligation is necessary for Logicalis to perform the Services either within any time periods stated in the SOW or at all.

**Data Protection Legislation** means (a) to the extent the UK GDPR applies, the law of the United Kingdom or of a part of the United Kingdom which relates to the protection of Personal Data, and; (b) to the extent the EU GDPR applies, the law of the European Union or any member state of the European Union to which the Customer or Provider is subject, which relates to the protection of personal data.

**Data Subject** has the meaning given to it in the Data Protection Legislation.

**Deliverables** means all materials created by Logicalis specifically for the Customer, including, without limitation, data, diagrams, reports and specifications.

**End of Development** means where the manufacturer ceases development of new patches/software.

**End of Life** means where the manufacturer is no longer providing repair services or replacement parts for the Maintained Goods, or that the cost of repairing the Maintained Goods exceeds the cost of replacement with a newer model.

**End of Sale** means the date by which a vendor/manufacturer ceases selling the product.

**EU GDPR** means the General Data Protection Regulation ((EU) 2016/679).

**Goods** means any Goods (including any part or parts of it) that Logicalis is to supply to the Customer in accordance with the Agreement.

**Incident** means the record of a reported fault in Maintained Goods on Logicalis' Incident Management System.

**Incident management System** means the system used by Logicalis to record Incidents in respect of Maintained Goods to which Logicalis is required to respond under these Terms and Conditions

**Initial Term** means in respect of Maintenance Services, the term shown in the Quotation, commencing on the Commencement Date. Where the Quotation is for one year of a multi-year term (eg. "year 2 of 3") the Initial Term is the whole term not just the year to which the Quotation relates. If no term is stated in the Quotation the Initial Term is one year.

**Intellectual Property Rights** means Patents, rights in inventions, copyright and related rights, trademarks, service marks, trade names, domain names, rights in get-up, rights in goodwill or to sue for passing off, unfair competition rights, rights in designs, rights in computer software, database rights, rights in data, topography rights, mask works, utility models, moral rights, rights in confidential information (including know-how and trade secrets) and any other intellectual property rights, in each case whether registered or unregistered, and including all applications for, and renewals or extensions of, such rights, whether vested, contingent or future and wherever existing.

**Logicalis** means Logicalis UK Limited; registered in England and Wales No: 3732397, Registered Office: Building 8, Ground Floor Foundation Park, Roxborough Way, Maidenhead, England, SL6 3UD

**Logicalis Group** means Logicalis and any company which is a subsidiary or a holding company of Logicalis, or any company which is a subsidiary of any such holding company, and all companies which in the future become subsidiaries of Logicalis or of any such holding company; 'holding company' and 'subsidiary' having the meanings given to them in section 1159 and Schedule 6 of the Companies Act 2006.

**Logicalis Items** means Items, including but not limited to diagnostic software, hardware and software tools, and associated documentation provided by Logicalis to Customer to assist in the delivery of the Maintenance Services. Replacement parts and software patches or upgrades provided by Logicalis are not Logicalis Items.

**Maintained Goods** means the equipment listed as such in the Quotation.

**Maintained Software** means the software listed as such in the quotation.

**Maintenance Assist** means the service described in clause 46. Maintenance Assist may be Passive or Active.

**Maintenance Release** means a release of a version of the Software which includes fixes, patches, changes to existing functionality and other corrections of errors in the Software made by the manufacturer from time to time, primarily to overcome minor defects in the Software. It may include minor enhancements.

**Maintenance Services** means the services described in Section 4 - Maintenance Services of these Terms and Conditions.

**Manufacturer Support** means any support services provided in respect of Goods by the manufacturer of the Goods as a mandatory feature.

**Multi-Year Paid Annually Maintenance Contract** means an Agreement for Maintenance Services in which the Initial Term is a fixed term of years as stated in the Quotation and where the Customer pays the Charges annually in advance rather than paying the total Charges in advance for the whole of the Initial Term

**Party** means each Logicalis or the Customer, together the parties.

**Personal Data** has the meaning given to it in the Data Protection Legislation.

**Logicalis Services** means Logicalis' operational Maintenance team

**Pre-existing Materials** means all documents, information and materials provided by Logicalis relating to the Services which existed before the commencement of this Agreement, including computer programs, data, reports and specifications.

**Quotation** means a written document issued by Logicalis which sets out the Charges and any terms in addition to these terms, upon which Logicalis may sell the Goods and/or Services to the Customer.

**Response Time** means the time taken from the diagnosis by Logicalis of a fault in Maintained Goods for Logicalis to respond either remotely or by on Site attendance, as stated in the Quotation or in a SoW.

**Services** means the services that Logicalis is to provide to the Customer in accordance with the Agreement.

**Service Year** means in respect of Maintenance Services the period of 12 months commencing on the Commencement Date and any anniversary of that date.

**Sites** means the premises of the Customer, Logicalis or of a third party, to which the Goods is to be delivered and/or at which Services are to be performed.

**Software** means any operating system or other software (whether proprietary to Logicalis or not) installed on the Goods or otherwise supplied by Logicalis.

**Statement of Work or SoW** means a statement of work entered into pursuant to this Agreement.

**Subcontracted Services** means Services which Logicalis has subcontracted to a Subcontractor

**Subcontractor** means a subcontractor of Subcontracted Services as shown in a Quotation. A reference to "Smartnet" in a Quotation indicates that the service is subcontracted to Cisco.

**Third Party Services** means Services which Logicalis procures for the Customer from a third party where the Customer pays Logicalis for the Services, but the Services are provided to the Customer directly by the third party.

**Third Party Software** means Software that is not proprietary to Logicalis, and which is installed on the Goods or otherwise supplied by Logicalis.

**UK GDPR** has the meaning given in section 3(10) (as supplemented by section 205(4)) of the Data Protection Act 2018.

**Vendor** means a third party providing support services to the Customer under a contract between the Vendor and the Customer

**Vendor Contract** means the contract between the Customer and a Vendor

**Vendor Delivered Maintenance Services** means Services which Logicalis procures for the Customer

from a Vendor where the Customer pays Logicalis for the Services, but the Services are provided to the Customer directly by the Vendor. Such services may be subject to that Vendor's terms and conditions and may require a separate Vendor Contract between the Customer and the Vendor. Section 4 of this Agreement does not apply to Vendor Delivered Maintenance Services.

**Working Day** means a day other than a Saturday, Sunday or public holiday in England and Wales.

**Working Hours** means 09:00hrs to 17:30hrs on a Working Day.

- 1.2 The headings in this Agreement and the table of contents are for ease of reference only and shall not affect its interpretation.
- 1.3 Reference to the singular includes the plural and vice versa, and reference to a gender includes the other gender.
- 1.4 References to clauses are, unless otherwise stated, references to clauses of this Agreement.
- 1.5 References to a statutory provision include a reference to that statutory provision as from time to time amended, extended or re-enacted and any regulations made under it provided that in the event that the amendment, extension or re-enactment of any statutory provision or introduction of any new statutory provision has a material impact on the obligations of either party, the parties will negotiate in good faith to agree such amendments to this Agreement as may be appropriate in the circumstances.
- 1.6 The words "including", "include" and words of similar effect shall not limit the general meaning of the words which precede them.
- 1.7 Reference to any agreement, contract, document or deed shall include that document as varied, supplemented or novated.
- 1.8 References to a party shall be construed to include its successors and permitted assigns or transferees.

## 2 Quotations

- 2.1 All Quotations are valid for fourteen (14) days from date of the Quotation, unless otherwise stated in writing on the Quotation. All Quotations are subject to these terms and conditions.
- 2.2 In addition to the Quotation Logicalis may, but is not obliged to, issue a SoW containing details of the Services and any applicable exclusions, activities, outputs and Assumptions.
- 2.3 Unless the Quotation specifies that the Charges are fixed Logicalis may at any time before it has accepted the Customer's order withdraw the Quotation and re-quote to reflect any increase in the cost to Logicalis which is due to any foreign exchange fluctuation or alteration of duties.
- 2.4 Charges for Goods may be subject to increase if Maintenance is quoted and not ordered.

## 3 Conditions

- 3.1 These terms and conditions shall apply to the exclusion of any standard terms or conditions of the Customer, whether appearing in an order or in any other document issued by the Customer and notwithstanding any statement to the contrary appearing in such standard terms or conditions. Pre-printed, standard, or posted terms and conditions in any media (including terms where acquiescence

requires only a mouse click) shall not be incorporated into nor construed to amend the terms of this Agreement.

- 3.2 In the case of any conflict or inconsistency between the documents forming this Agreement the documents shall take priority in the following order:
- 3.2.1 these terms and conditions;
  - 3.2.2 the SoW;
  - 3.2.3 the order acknowledgement;
  - 3.2.4 the Quotation;
  - 3.2.5 the Customer's order;
  - 3.2.6 Any other document.

## 4 Basis of Sale

- 4.1 Each order or acceptance of a Quotation by the Customer shall be deemed to be an offer by the Customer subject to these terms and conditions. A binding contract shall not come into existence between Logicalis and the Customer unless and until Logicalis issues a written order acknowledgement to the Customer, the parties sign a SOW or Logicalis delivers the Goods or supplies the Services to the Customer (whichever occurs earlier).
- 4.2 Subject to clause 34, no order which has been acknowledged by Logicalis may be cancelled by the Customer, except with the agreement in writing of Logicalis and provided that the Customer indemnifies Logicalis in full against all loss (including loss of profit), costs (including the cost of all labour and materials used), damages, charges and expenses incurred by Logicalis as a result of cancellation.

## 5 Charges

- 5.1 Logicalis shall charge and the Customer shall pay the Charges in sterling, or such other currency as agreed, without deduction, set off or counterclaim. The Customer shall also reimburse Logicalis for all reasonable and proper expenses incurred by Logicalis in connection with the supply of Goods or provision of Services including but not limited to travel and accommodation expenses. Where an expenses policy is included or referred to in the SOW expenses will be charged by Logicalis as set out in that policy. The Customer shall pay the Charges and any additional Charges or expenses for which the Customer is liable under this Agreement not later than thirty calendar (30) days after the date of Logicalis' invoice for the same. In the event of late payment of the Charges, Customer agrees to pay a late payment charge at the rate of 1.5% plus the Bank of England base rate per month, or at the maximum late payment charge permitted by applicable law, whichever is less, on any unpaid amount. The Customer's obligation to pay the Charges is not dependent on the Deliverables meeting any acceptance criteria stated in the SOW. Time of payment is of the essence of this Agreement.
- 5.2 Where the order includes both Goods and Services the Agreement shall be deemed to be a separate agreement for the supply of Goods and the Supply of Services. Any default or delay by Logicalis in the supply of Goods shall not relieve the Customer of its obligation to take and pay for Services and any default or delay by Logicalis in the supply of Services shall not relieve the Customer of its obligation to take and pay for Goods.
- 5.3 If the Customer fails to pay the Charges in full by the due date Logicalis may, without prejudice to any other right or remedy available to Logicalis:
- 5.3.1 Terminate the Agreement or suspend any further deliveries of Goods (whether ordered under the same contract or not) to the Customer;
  - 5.3.2 Appropriate any payment made by the Customer to such of the Goods or Services (or

the Goods or Services supplied under any other contract between the Customer and Logicalis) as it thinks fit (despite any purported appropriation by the Customer);

- 5.3.3 Suspend all Services until payment has been made in full;
  - 5.3.4 Make a storage charge for any undelivered Goods at its current rates from time to time.
- 5.4 If the Customer fails to pay the Charges in full by the due date Customer shall indemnify Logicalis against all costs and expenses (including any legal costs and expenses on a full indemnity basis) incurred or sustained by Logicalis in recovering sums due in each case without prejudice to any other rights or remedies available to Logicalis.
- 5.5 All sums payable to Logicalis under the Agreement shall, notwithstanding any other provision of the Agreement, become due immediately:
- 5.5.1 on its termination by a notice in writing served by Logicalis under clause 7.1 or 7.2; or
  - 5.5.2 if Logicalis commences legal proceedings to recover any sums due from Customer under this Agreement or any other contract between Logicalis and the Customer.
- 5.6 Logicalis' fees and charges are exclusive of Value Added Tax (VAT), if applicable, which shall be payable by Customer on receipt of a valid VAT invoice.
- 5.7 Logicalis' fees and charges are exclusive of any and all taxes (other than taxes on Logicalis' net income), duties, charges, levies and assessments imposed on the purchase, carriage or import of the products all of which shall be payable by the Customer.
- 5.8 Logicalis may issue and Customer agrees to accept invoices by email or other electronic means of communication.

## 6 Liability

- 6.1 Neither party excludes or limits liability to the other party for:
- 6.1.1 Death or personal injury due to its negligence; or
  - 6.1.2 Fraudulent misrepresentation; or
  - 6.1.3 Breach of the obligations implied by section 12 Sale of Goods Act 1979 or section 2 Supply of Goods and Services Act 1982; or
  - 6.1.4 Any other liability which may not be excluded by law.
- 6.2 Logicalis' liability for a breach of warranty will be limited to
- 6.2.1 In the case of Goods supplied to any one of the following (as Logicalis may determine):
    - i. The replacement of the Goods or the supply of equivalent Goods;
    - ii. The repair of the Goods;
    - iii. The payment of the reasonable costs of replacing the Goods or of acquiring equivalent Goods; or
    - iv. The payment of the reasonable cost of having the Goods repaired; and
  - 6.2.2 In the case of Services supplied the supplying of the Services again.
- 6.3 Subject to clause 6.1, the total liability of Logicalis in respect of loss or damage to property arising out of or under this Agreement shall not exceed £1,000,000 (one million pounds) in aggregate;
- 6.4 Subject to clauses 6.1 and 6.3, the total liability of Logicalis in respect of any or all events giving rise to any loss or damage arising out of or related to Maintenance Services in any Service Year shall not exceed a sum equal to the amount of the Charges payable by the Customer in respect of the

Maintenance Services in the Service Year in respect of which the loss or damage arose or £1,000,000 (one million pounds) whichever is the lesser.

- 6.5 Subject to clauses 6.1 and 6.3, the total liability of Logicalis in respect of any or all events giving rise to any loss or damage arising out of or related to the supply of Goods or the provision of Services (other than Maintenance Services) shall not exceed a sum equal to the amount of the Charges payable by the Customer for the Goods or Services in respect of which the loss or damage arose or £1,000,000 (one million pounds) whichever is the lesser.
- 6.6 Subject to clauses 6.1 and 6.3, the total liability of Logicalis in respect of any or all events giving rise to any loss or damage which is not limited by clause 6.4 or clause 6.5 shall not exceed a sum equal to the amount of the Charges payable by the Customer under this Agreement or £1,000,000 (one million pounds) whichever is the lesser.
- 6.7 Subject to clause 6.1, Logicalis will not be liable for any loss of profits, revenues, business, goodwill, anticipated savings, data or any special, indirect, consequential or economic loss, howsoever arising (in negligence or otherwise), in relation to or otherwise in connection with the Goods or Services, this Agreement or any act or omission by Logicalis.
- 6.8 Subject to clause 6.1, and save in respect of its own negligence or wilful default Logicalis will have no liability in respect of Third Party Services or for the acts or omissions of Third Party Service Providers.
- 6.9 If for any reason the exclusion of liability in clauses 6.7 or 6.8 above is void or unenforceable, Logicalis' total liability for all loss or damage under this Agreement shall be as provided in clause 6.6.
- 6.10 No action (including mediation or litigation) may be brought under this Agreement more than two years after the circumstances giving rise to the action have come, or with reasonable diligence should have come, to the notice of the party bringing the action.

## 7 Termination

- 7.1 Either party may terminate this Agreement forthwith by notice in writing to the other party where the other party has committed a material breach and where such breach is capable of remedy and the other party has failed to remedy such breach within thirty calendar (30) days of receiving notice specifying the breach and requiring its remedy.
- 7.2 Either party may terminate this Agreement by notice in writing to the other party if the other party stops carrying on a significant part of its business or indicates in any way that it intends to do so, or if the other party is unable to pay its debts as they fall due within the meaning of section 123 of the Insolvency Act 1986 or if any action, application or proceeding is made with regard to it for:
  - 7.2.1 A voluntary arrangement or composition or reconstruction of its debts;
  - 7.2.2 The appointment of an administrator to manage its affairs, business and property or documents are filed with a court of competent jurisdiction for the appointment of an administrator, or notice of intention to appoint an administrator is given by it or by its directors or by a qualifying floating charge holder (as defined in paragraph 14 of Schedule B1 to the Insolvency Act 1986);
  - 7.2.3 Its winding-up or dissolution (other than for the purpose of a bona fide reconstruction or amalgamation);
  - 7.2.4 The appointment of a liquidator, trustee, receiver, manager, administrative receiver or similar officer;

- 7.2.5 The recovery of items supplied to it by a supplier retaining title to those items;
- 7.2.6 Any similar action, application or proceeding in any jurisdiction to which it is subject; and/or
- 7.2.7 Distress or execution to be levied upon the Customer's property or assets.

- 7.3 Without prejudice to any rights or remedies arising as a result of such termination Logicalis shall be entitled to be paid in accordance with the Agreement for:
  - 7.3.1 All payments due to Logicalis prior to the date of termination provided that Logicalis has delivered the Goods or performed the Services; and
  - 7.3.2 The value of all Goods ordered by Logicalis before the date of termination and for which Logicalis has paid or of which it is legally bound to accept delivery, provided that Logicalis shall deliver such Goods to Customer on the terms of this Agreement; and
  - 7.3.3 All charges that Logicalis has incurred in respect of Services not yet provided to Customer and a reasonable administration charge in respect of the termination of those Services but subject thereto Logicalis shall refund the Customer any charges paid in advance for Services that Logicalis does not provide.
- 7.4 On the termination of this Agreement each party shall return to the other party any equipment, data, documents or other materials belonging to the other party which it has no legal right to retain.
- 7.5 Except for Clauses 6, 7, 9, 10, 11, 16, 17, 22.2, 24, 25.2 and 27 which shall remain in full force and effect, and any other provision of these Terms and Conditions which expressly or by implication remains in effect, termination of this Agreement shall relieve both parties from further performance of their respective obligations hereunder but shall not affect the accrued rights of either party in respect of this Agreement or any breach.
- 7.6 For the purposes of Clause 7.1 a breach shall be considered capable of remedy if the Party in breach can comply with the provision in question substantially in all respects other than as to time of performance.
- 7.7 Logicalis shall retain the right to terminate this contract for convenience for any or no reason at all at any time by giving written notice to the Customer. If Logicalis terminates the contract under this clause 7.7, it shall provide the Customer with any and all Goods and all Services paid for by Customer prior to the date of termination.

## 8 Intellectual Property Rights

- 8.1 All Intellectual Property Rights and all other rights in the Deliverables shall be owned by Logicalis. Logicalis hereby licenses all such rights to the Customer free of charge and on a non-exclusive, worldwide basis to such extent as is necessary to enable the Customer to make reasonable use of the Deliverables and the Services as is envisaged by the parties. If Logicalis terminates the Agreement under clause 7, this licence will automatically terminate.
- 8.2 The Customer acknowledges that the Customer's use of rights in Pre-existing Materials is conditional on Logicalis obtaining a written end-user licence (or sub-licence) of such rights from the relevant licensor or licensors on such terms as will entitle Logicalis to license such rights to the Customer.
- 8.3 Customer agrees not to directly or indirectly infringe the Intellectual Property Rights of Logicalis or its suppliers and to ensure that such rights are not infringed by its employees or contractors.

## 9 Intellectual Property Rights Indemnity

- 9.1 Logicalis agrees to indemnify the Customer from and against any damages finally awarded against the Customer in any claim, suit, action or proceeding (collectively called "Action") brought against the Customer to the extent that such Action is based on a claim that any Goods or Services provided by Logicalis under this Agreement infringes any Intellectual Property Rights provided that:
- 9.1.1 The indemnity does not apply:
- Where the Customer has the benefit of an indemnity against infringement of Intellectual Property Rights from the manufacturer of the Goods;
  - To Goods that is not manufactured by Logicalis or Services that are not performed by Logicalis unless Logicalis has the benefit of an indemnity against infringement of Intellectual Property Rights from the manufacturer of the Goods or the provider of the Services;
  - To Third Party Services or Third Party Software.
- 9.1.2 The Customer fully co-operates with Logicalis in defending or settling the Action, does not at any time admit liability and makes its employees available to give such statements, advice and evidence as Logicalis may reasonably request;
- 9.1.3 Logicalis is notified promptly in writing of any Action by the Customer and is given complete authority and information required for the conduct of the defence or settlement of the Action; and
- 9.1.4 Logicalis shall have the sole control of the conduct of any Action and all negotiations for its settlement, compromise or resolution.
- 9.2 Logicalis shall have no liability to indemnify the Customer against any Action insofar as any such Action is in respect of:
- 9.2.1 Any use in combination with the Goods or Services of any item not supplied by Logicalis (except where such combination, connection, operation or use is recommended, specified or approved by Logicalis) where such combined use directly gives rise to the Action; or
- 9.2.2 Any modification carried out by or on behalf of the Customer to any Goods or Services if such modification has not been authorised by Logicalis in writing; or
- 9.2.3 The Customer's unreasonable refusal to use or supply modified products or services provided pursuant to Clause 9.3; or
- 9.2.4 Any infringement or alleged infringement of any intellectual property right arising only by reason of Logicalis compliance with the express written instructions of the Customer.
- 9.3 If at any time any allegation is made that any Goods or Services infringe any patent, copyright, trade secret or other proprietary right, or if in the reasonable opinion of Logicalis such an allegation is likely to be made, Logicalis may at its own expense:
- 9.3.1 Procure the right for the Customer to continue to use the said Goods or Services; or
- 9.3.2 Make such alterations modifications or adjustments to the said Goods or Services that they become non-infringing without materially reducing performance or function; or
- 9.3.3 Replace the said Goods or Services with non-infringing substitutes which are substantially their equal in performance and function; or
- 9.3.4 If none of the above is practicable refund the price of the said Goods or Services.

- 9.4 The Customer agrees to indemnify Logicalis from and against any claim, suit, action or proceeding brought against Logicalis and based on a claim that any items provided by the Customer to Logicalis under this Agreement infringes any Intellectual Property Rights. The provisions of clauses 9.1.1, to 9.1.4, 9.2 and 9.3 shall apply mutatis mutandis.

## 10 Publicity

- 10.1 Customer agrees that Logicalis may use the name and logo of the Customer and details of Deliverables, Goods and Services supplied by Logicalis to the Customer for marketing purposes including: using the Customer's name on lists of Logicalis' customers; announcing new Orders placed by or contracts awarded by the Customer and the preparation and publication of case studies.
- 10.2 Save in respect of trademarks owned by the Customer or any third parties, Intellectual Property Rights in any documents, pictures, charts or other visual or audible material created by Logicalis for marketing purposes will vest in Logicalis.
- 10.3 Customer may withdraw its consent to the use of its name by Logicalis for marketing purposes by contacting Logicalis via the Contact Us page on the Logicalis UK website or by sending written notice to Logicalis marked for the attention of 'Marketing'. Such withdrawal of consent will not apply to material published by Logicalis before the notice of withdrawal of consent is received.

## 11 Solicitation

- 11.1 The Customer shall not (except with the prior written consent of Logicalis) directly or indirectly solicit or entice away (or attempt to solicit or entice away) from the employment of Logicalis any person employed or engaged by Logicalis in the provision of the Services at any time while this Agreement is in force or for a further period of 12 months after the termination or expiry of the Agreement other than by means of a recruitment campaign not specifically targeted at any of the staff of Logicalis.
- 11.2 If the Customer commits any breach of clause 11.1, the Customer shall, on demand, pay to Logicalis a sum equal to three month's basic salary or the quarterly fee that was payable by Logicalis to that employee, worker or independent contractor plus the recruitment costs incurred by Logicalis in replacing such person.
- 11.3 The parties agree that the amount payable under Clause 11.2 above is a genuine pre-estimate of the loss that Logicalis may suffer as a result of the Customer breaching the obligations contained in this Clause 11.

## 12 Notices

- 12.1 Any notice given by a party under this Agreement shall:
- 12.1.1 be in writing and in English;
- 12.1.2 be signed by, or on behalf of, the party giving it; and
- 12.1.3 be sent to the relevant party at the party's registered office or at such other address as may be notified for the purpose of the service of notices hereunder.
- 12.1.4 Notices may be given, and are deemed received:
- 12.1.5 by hand: on delivery;
- 12.1.6 by pre-paid Recorded Signed For post: at 9.00 am on the second Working Day after posting;
- 12.1.7 by pre-paid International Signed For post: at 9.00 am on the seventh Working Day after posting; or

- 12.1.8 by email: only if sent to the email address designated for the receipt of notices by the receiving party (which in the case of Logicalis is inhouse.legal@uk.logicalis.com) on receipt of a manual or automated acknowledgment of receipt if sent during Working Hours (or if outside Working Hours at 9 a.m. on the next Working Day following its transmission).
- 12.1.9 All references to time are to the local time at the place of deemed receipt.

## 13 Force Majeure

- 13.1 Neither party will be liable for any act, omission, or failure to fulfil its obligations under this Agreement (other than payment obligations) if such act, omission or failure arises from any cause reasonably beyond its control including acts of God, strikes, lockouts, riots, acts of war, epidemics, governmental action after the date of this Agreement, acts or omissions of the other party, fire, communication line failures, power failures, earthquakes or other disasters (called "Force Majeure").
- 13.2 The party unable to fulfil its obligations due to Force Majeure will immediately:
- 13.2.1 Notify the other in writing of the reasons for its failure to fulfil its obligations and the effect of such failure; and
- 13.2.2 Use all reasonable endeavours to avoid or remove the cause and perform its obligations.
- 13.3 Where a Force Majeure event continues for more than 4 consecutive weeks, either party may immediately terminate this Agreement on written notice to the other.

## 14 Cost of Compliance with Law

- 14.1 If the direct cost to Logicalis of the performance of this Agreement shall be increased or reduced by reason of the making after the commencement of this Agreement of any relevant law or any relevant order, regulation or bye-law having the force of law that shall be applicable to the Agreement (other than any tax upon profits or revenue), the amount of such increase or reduction shall be notified to Customer and shall take effect upon proof by Logicalis of the amount of any such increase or reduction, which increase or reduction shall be added to or deducted from the Charges stated in Clause 5.

## 15 Know How

- 15.1 Nothing herein shall be so construed as to prevent Logicalis from using data processing techniques, ideas, know-how and the like gained during the performance of the Services in the furtherance of its normal business, to the extent that this does not result in a disclosure of confidential information or infringement of any valid Intellectual Property Rights of Customer.

## 16 Confidential Information

- 16.1 Each party undertakes in relation to the other party's Confidential Information;
- 16.1.1 To maintain the same in confidence and to use it only for the purposes for which it was disclosed and for no other purpose and in particular, but without prejudice to the generality of the foregoing, not to make any commercial use thereof or use the same for the benefit of itself or of any third party other than pursuant to this Agreement or a Statement of Work or a further agreement with the other party;
- 16.1.2 to apply thereto no lesser security measures and degree of care than those which the receiving party applies to its own confidential

information, but in any event not less than reasonable care to protect the Confidential Information;

- 16.1.3 not to copy or reduce to writing any part thereof except as may be reasonably necessary for the proper use of the Confidential Information for the purposes for which it was disclosed, and that any such copies or reductions to writing shall be the property of the disclosing party; and
- 16.1.4 not to disclose the same to its employees except in confidence to such of its employees who need to know the same and shall ensure that any employee to whom Confidential Information is disclosed is made aware of and complies with its obligations hereunder.
- 16.2 The restrictions on the disclosure of Confidential Information contained herein shall not apply to;
- 16.2.1 information which was in the public domain at the time it was disclosed or which subsequently enters the public domain other than by a breach of the provisions of this Agreement or a Statement of Work by the recipient party;
- 16.2.2 information which was already known to the recipient party prior to its receipt thereof from the disclosing party and which was not previously acquired by the receiving party from the disclosing party under an obligation of confidence, or which is independently discovered by the recipient party;
- 16.2.3 information which is disclosed to the recipient party by a third party without restriction on disclosure or use; or
- 16.2.4 any disclosure of Confidential Information required by law, by any rule or regulation of any stock exchange of which the recipient party is a member, by any Court procedure or by any rule or regulation of any governmental or quasi-governmental authority having jurisdiction over the recipient party. Provided that, so far as it is practicable to do so the recipient party shall consult with the disclosing party prior to such disclosure and shall in any event inform the disclosing party of the nature, content and timing of the disclosure of its Confidential Information.
- 16.2.5 The disclosure of Confidential Information shall not confer on the recipient party any right or licence to it or to any copyright or other intellectual property rights in it.
- 16.2.6 Each party shall, upon receipt of a written request from the other, return to the other all Confidential Information (including any and all copies thereof in whatever form) received by it under this Agreement and/or expunge to the extent reasonably possible any Confidential Information from any computer or any other storage device or storage media in its possession save that a party may retain copies of any documents or material prepared by it or on its behalf where this is necessary to comply with regulatory or statutory requirements and excluding copies of the Confidential Information created as a result of the normal operation of the receiving party's backup and/or archival systems, providing that access to such copies is restricted to those persons whose function is primarily related to the receiving party's information technology infrastructure.
- 16.2.7 Each party warrants that it has the right to disclose its Confidential Information to the other party and the right to authorise the other party to use the same on the terms of this Agreement.
- 16.2.8 Each party acknowledges that damages alone would not be an adequate remedy for any breach of the provisions of this Clause and, accordingly, without prejudice to any and all



other rights or remedies that either party may have against the other each shall be entitled without proof of special damage to the remedies of injunction, specific performance and other equitable relief for any threatened or actual breach of the provisions of this Clause.

## 17 Data Protection

- 17.1 Both parties will comply with all applicable requirements of the Data Protection Legislation. This clause 17.1 is in addition to, and does not relieve, remove or replace, a party's obligations or rights under the Data Protection Legislation.
- 17.2 The parties acknowledge that for the purposes of the Data Protection Legislation, the Customer is the Controller and Logicalis is the Processor. The scope nature and purpose of any processing by Logicalis, the duration of the processing and the types of Personal Data and categories of Data Subject shall be captured in a data processing agreement
- 17.3 Without prejudice to the generality of clause 17.1 the Customer will ensure that it has all necessary appropriate consents and notices in place to enable lawful transfer of the Personal Data to Logicalis [and/or lawful collection of the personal data by Logicalis on behalf of the Customer for the duration and purposes of this Agreement.
- 17.4 Without prejudice to the generality of clause 17.1, Logicalis shall, in relation to any personal data processed in connection with the performance by Logicalis of its obligations under this agreement:
- 17.4.1 process that Personal Data only on the documented written instructions of the Customer unless the Provider is required by domestic or EU law to otherwise process that personal data. Where Logicalis is relying on domestic or EU law as the basis for processing personal data, Logicalis shall promptly notify the Customer of this before performing the processing unless the domestic or EU law prohibits Logicalis from so notifying the Customer;
- 17.4.2 ensure that it has in place appropriate technical and organisational measures, reviewed and approved by the Customer, to protect against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data, appropriate to the harm that might result from the unauthorised or unlawful processing or accidental loss, destruction or damage and the nature of the data to be protected, having regard to the state of technological development and the cost of implementing any measures;
- 17.4.3 ensure that all personnel who have access to and/or process personal data are obliged to keep the personal data confidential; and
- 17.4.4 not transfer any personal data outside of the EEA unless the prior written consent of the Customer has been obtained and the following conditions are fulfilled:
- i. the Customer or Logicalis has provided appropriate safeguards in relation to the transfer;
  - ii. the data subject has enforceable rights and effective legal remedies;
  - iii. Logicalis complies with its obligations under the Data Protection Legislation by providing an *adequate level of protection to any Personal Data that is transferred; and*
  - iv. Logicalis complies with reasonable instructions notified to it in advance by the Customer with respect to the processing of the Personal Data;

- 17.4.5 assist the Customer, at the Customer's cost, in responding to any request from a Data Subject and in ensuring compliance with its obligations under the Data Protection Legislation with respect to security, breach notifications, impact assessments and consultations with supervisory authorities or regulators;
- 17.4.6 notify the Customer without undue delay on becoming aware of a personal data breach;
- 17.4.7 at the written direction of the Customer, delete or return personal data and copies thereof to the Customer on termination of the agreement unless required by UK law or EU law to store the personal data; and
- 17.4.8 maintain complete and accurate records and information to demonstrate its compliance with this clause 17 and allow for audits by the Customer or the Customer's designated auditor and immediately inform the Customer if, in the opinion of Logicalis, an instruction infringes the Data Protection Legislation.

- 17.5 If the Customer consents to the Provider appointing a third party processor of personal data under this agreement. Logicalis confirms that it has entered or (as the case may be) will enter with the third party processor into a written agreement incorporating terms which are substantially similar to those set out in this clause 17 and in either case which Logicalis confirms reflects and will continue to reflect the requirements of the Data Protection Legislation. As between the Customer and Logicalis, Logicalis shall remain fully liable for all acts or omissions of any third party processor appointed by it pursuant to this clause 17.

## 18 General

- 18.1 This Agreement is complete and constitutes the entire agreement between the parties with respect to the subject matter hereof and any and all written or oral agreements, arrangements, representations (other than fraudulent misrepresentations) or understandings of any kind that may have been made prior to the date of this Agreement shall be deemed to have been superseded by the terms of this Agreement. No statement or representation made by either party has been relied upon by the other party in agreeing to enter into this Agreement.
- 18.2 All implied terms, conditions or warranties are excluded to the fullest extent permitted by law.
- 18.3 This Agreement shall not be amended or modified except by a written instrument signed by the parties
- 18.4 The Customer cannot assign any or all of its rights under the Agreement without the prior written consent of Logicalis, which may be withheld at Logicalis' absolute discretion. Logicalis may at any time assign or subcontract all or any of its rights or obligations under this Agreement to another company in the Logicalis Group
- 18.5 Any failure or delay by either party to enforce or take action on any of its rights under this Agreement shall not be construed as a waiver of the same.
- 18.6 If any provision of this Agreement is held invalid, illegal or unenforceable for any reason by any court of competent jurisdiction, such provision shall be severed and the remainder of the provisions hereof shall continue in full force and effect as if this Agreement had been executed with the invalid, illegal or unenforceable provisions eliminated. In the event that a provision of this Agreement that is fundamental to the accomplishment of the purpose of the Agreement is held invalid, Logicalis and the Customer shall immediately commence good faith negotiations to remedy such invalidity.

- 18.7 The invalidity or unenforceability of any provision of the Agreement shall not affect the validity or enforceability of any other provision of the Agreement and the Agreement shall continue in full force and effect except for any such invalid and unenforceable provision.
- 18.8 A person who is not a party to this Agreement has no right under the Contracts (Rights of Third Parties) Act 1999 (the "Act") to enforce any term of this Agreement but this does not affect any right or remedy of any person which exists or is available otherwise than pursuant to that Act. The consent of any third party is not required for any variation (including any release or compromise of any liability hereunder) or termination of this Agreement.
- 18.9 Logicalis and the Customer acknowledge and agree that this Agreement shall not constitute, create or give effect to a joint venture, pooling arrangement, principal/agency relationship, partnership or formal business organisation of any kind and neither Logicalis nor the Customer shall have the right to bind the other without the other's express prior written consent.
- 18.10 Logicalis may retain or set off any amount owed to it or to any other company in the Logicalis Group by Customer against any amount due to Customer under this or any other Agreement.

## 19 Law and Dispute Resolution

- 19.1 This Agreement shall be governed by and construed in accordance with the laws of England and Wales. The United Nations Convention on the International Sale of Goods is hereby expressly excluded from application to this Agreement.
- 19.2 Customer and Logicalis hereby irrevocably submit to the jurisdiction of the Courts of England and Wales. The submission to such jurisdiction shall not (and shall not be construed so as to) limit the right of Logicalis to take proceedings against Customer in any other court of competent jurisdiction, nor shall the taking of proceedings in any one or more jurisdictions preclude the taking of proceedings in any other jurisdiction, whether concurrently or not.
- 19.3 Any dispute arising out of or in connection with this contract shall, at first instance, be referred to a mediator for resolution. Logicalis and Customer shall attempt to agree upon the appointment of a mediator, upon receipt, by either of them, of a written notice to concur in such appointment. Should Logicalis and Customer fail to agree within fourteen days, either party, upon giving written notice, may apply to the President or the Vice President, for the time being, of the Chartered Institute of Arbitrators for the appointment of a mediator.

## Section 2 - Sale of Goods

### 20 Quantity and Description

- 20.1 The quantity and description of the Goods shall be as set out in Logicalis' acknowledgement of order or (if there is no acknowledgment of order) Quotation.
- 20.2 All samples, drawings, descriptive matter, specifications and advertising issued by Logicalis or the manufacturer, and any descriptions or illustrations contained in any catalogues, brochures or web sites are issued or published for illustrative purposes only and they do not form part of the Agreement.

- 20.3 Any typographical, clerical or other error or omission in any sales literature, web site, Quotation, price list, acceptance of offer, invoice or other document or information issued by Logicalis shall be subject to correction without any liability on the part of Logicalis.
- 20.4 Logicalis' employees, contractors and agents are not authorised to make any contractually binding representations concerning the Goods. In entering into the Agreement, the Customer acknowledges that it does not rely on, and waives any claim for breach of, any such representations which have not been confirmed in writing by an authorised officer of Logicalis. However, nothing in these conditions limits Logicalis' liability for fraudulent misrepresentation.

### 21 Delivery and Risk

- 21.1 Logicalis shall, subject to clauses 21.3 and 21.4 arrange and pay for:
- 21.1.1 Delivery of the Goods to the Sites; and
- 21.1.2 Insurance of the Goods until it is delivered to the Sites.
- 21.2 Risk in the Goods shall pass to the Customer when the Goods has been delivered to the Sites.
- 21.3 Where the Customer has paid for the Goods in whole before delivery Logicalis will not arrange or pay for insurance under clause 21.1 and the Customer is responsible for arranging and paying for any insurance that it requires.
- 21.4 If the Sites are outside of the United Kingdom delivery will, unless otherwise stated in the Quotation, be Ex Works.
- 21.5 Logicalis may make an additional charge to the Customer to cover the cost of delivery of the Goods.
- 21.6 Logicalis shall use its reasonable endeavours to deliver the Goods on the date or dates specified in Logicalis' acknowledgement of order, but any such date is approximate only. If no dates are so specified, delivery shall be within a reasonable time of acceptance of the order.
- 21.7 Delivery shall be made during the hours of 9.00 a.m. to 5.30 p.m. Monday to Friday (excluding bank or public holidays). Logicalis may levy additional charges for any deliveries made outside such hours at the Customer's request.
- 21.8 Logicalis may deliver the Goods by separate instalments. Each separate instalment shall be invoiced and paid for in accordance with the provisions of clause 5. Each instalment shall be a separate contract and no cancellation or termination by either party of any one contract relating to an instalment shall entitle the Customer to repudiate or cancel any other contract or instalment.
- 21.9 If Logicalis is unable to deliver Goods to the Sites (provided that delivery may not be before the earlier of the delivery date stated in the Customer's order or in the Quotation) because Customer refuses to accept delivery or due to any other act or omission of customer:
- 21.9.1 Risk in the Goods shall pass to the Customer on the date on which Logicalis offers to deliver the Goods;
- 21.9.2 The Customer shall bear all costs of any further delivery or attempted delivery of the Goods;
- 21.9.3 Without prejudice to any other right or remedy available to it Logicalis may:
- i. Store the Goods and make a reasonable charge for storage;

- ii. Having given reasonable prior notice to the Customer terminate the Agreement and sell the Goods.
- 21.10 The Customer shall be responsible (at the Customer's cost) for preparing the Sites for the delivery of the Goods and (save where the Site is on Logicalis' premises) for the provision of all necessary access and facilities reasonably required for delivering and installing the Goods. If Logicalis is prevented from carrying out delivery or installation on the specified date because no such preparation has been carried out or because the preparation is inadequate, Logicalis may levy additional charges to recover its additional costs arising from this circumstance.

- 21.11 Where Logicalis delivers the Goods it shall be responsible for any damage, shortage or loss in transit, provided that the Customer notifies Logicalis (or its carrier, if applicable) of such damage, shortage or loss within five working days of delivery or the proposed delivery date of the Goods and that the Goods has been handled in accordance with Logicalis' stipulations. Any remedy under this clause 21.11 shall be limited, at the option of Logicalis, to the replacement or repair of any Goods which is proven to Logicalis' satisfaction to have been lost or damaged in transit or issuing a credit note against any invoice raised for such Goods.

## 22 Title

- 22.1 Ownership of the Goods shall pass to the Customer when Logicalis has received in full in cleared funds all sums due to it in respect of:
- 22.1.1 The Goods; and
  - 22.1.2 All other sums which are or which become due to Logicalis from the Customer on any account.
- 22.2 Until ownership of the Goods has passed to the Customer under clause 22.1, the Customer shall:
- 22.2.1 Hold the Goods on a fiduciary basis as Logicalis' bailee;
  - 22.2.2 Store the Goods (at no cost to Logicalis) in satisfactory conditions and separately from all the Customer's other equipment or that of a third party, so that it remains readily identifiable as Logicalis' property;
  - 22.2.3 Not destroy, deface or obscure any identifying mark on or relating to the Goods; and
  - 22.2.4 Keep the Goods insured for its full price against all risks to the reasonable satisfaction of Logicalis, and hold the proceeds of such insurance on trust for Logicalis and not mix them with any other money, nor pay the proceeds into an overdrawn bank account.
- 22.3 The Customer's right to possession of the Goods before ownership has passed to it shall terminate immediately if any of the circumstances set out in clause 7.2 arise or if the Customer encumbers or in any way charges the Goods, or if the Customer fails to make any payment to Logicalis on the due date.
- 22.4 Logicalis may appropriate payments by the Customer to such Goods as it thinks fit, notwithstanding any purported appropriation by the Customer to the contrary, and may make such appropriation at any time.

## 23 Invoices (Goods)

- 23.1 Logicalis may issue its invoice for the price of the Goods on the earlier of:
- 23.1.1 The date of delivery of the Goods to Logicalis from its supplier or the manufacturer; or
  - 23.1.2 The date of shipment of the Goods (whether from Logicalis, the manufacturer or Logicalis' supplier) for delivery to the Customer or to a third party nominated by the Customer.

- 23.2 Where the Quotation includes a discount for trade-in or other items of equipment to be returned to Logicalis the full Charges of the Goods will be invoiced by Logicalis and is payable by the Customer and Logicalis will issue a credit on receipt of the trade-in items within the times and otherwise in accordance with any terms state in the Quotation.

- 23.3 Logicalis may issue and Customer agrees to accept invoices by email or other electronic means of communication.

## 24 Warranty (Goods)

- 24.1 Logicalis shall pass to the Customer so far as it is legally able to do so, any warranty provision applicable to the Goods and provided by the original manufacturer of the Goods. Customer acknowledges that Logicalis is not the manufacturer of the Goods and is therefore unable to provide any additional warranty

## 25 Software

- 25.1 The Customer acknowledges that:
- 25.1.1 Logicalis gives no warranties in relation to the Third Party Software;
  - 25.1.2 The licences/and or subscriptions for all Third Party Software will be between the Customer and the manufacturer and the Customer will comply with all licence terms;
  - 25.1.3 The Customer is buying only the media on which the Third Party Software is recorded and the accompanying user manuals;
  - 25.1.4 Nothing contained in these terms and conditions shall be construed as an assignment of any Intellectual Property Rights in the Software or user manuals.
- 25.2 Where the Customer has registered with the manufacturer or other third party to obtain support for Third Party Software (whether or not such registration was originally effected by Logicalis) it is the responsibility of the Customer to maintain such registration and to give notice of any relevant changes to the manufacturer or other third party.

## 26 Manufacturer Support

- 26.1 Where the order includes Goods Logicalis will (unless the Customer elects to take Maintenance Services for a term of at least one year from the date of delivery of the Goods to the Customer) charge the Customer for Manufacturer Support where provided by the manufacturer of the Goods.
- 26.2 Logicalis' charges for Manufacturer Support are payable annually in advance within thirty calendar (30) days after the date of Logicalis' invoice for the same.

## 27 Export Control

- 27.1 Goods and Software supplied to Customer by Logicalis under this Agreement is normally supplied for use or resale solely within the European Union. Customer acknowledges that the export of Goods or Software from any country within the European Union may be subject to export control laws and regulations of the country in which the Goods or Software was manufactured (including but not limited to the Export Administration Regulations of the United States). Customer undertakes not directly or indirectly to export Goods or Software, or the product of any Software, from any country within the European Union in contravention of such laws or regulations and agrees that it shall be solely responsible for obtaining and complying with any export licence or other permission that may be required by any law or regulation of the country of

manufacture. Customer shall fully indemnify Logicalis against all claims, demands, actions, costs, expenses (including but not limited to legal costs and disbursements on a full indemnity basis), losses and damages arising directly or indirectly from the export by Customer of Goods or Software from any country within the European Union in breach of the export control laws or regulations of any country.

## 28 Producer Obligation

28.1 The Customer acknowledges that Logicalis is not a producer for the purposes of the Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Goods Regulations 2006 and the Waste Electrical and Electronic Goods Regulations 2006 and that the manufacturer is solely responsible for the producer obligations imposed by those Regulations.

## Section 3 - Services

### 29 Provision of Services

29.1 Logicalis shall use reasonable endeavours to meet any performance dates specified in the SOW or Quotation, but any such dates shall be estimates only.

29.2 Logicalis may make any changes to the Services:  
 29.2.1 Needed to comply with applicable law or safety requirements; or  
 29.2.2 Which do not materially affect the nature or quality of the Services;

And will notify the Customer in advance of such changes.

29.3 Where individuals are named in the SOW Logicalis will use all reasonable endeavours to ensure that those personnel are made available to perform the Logicalis' obligations under this Agreement but Logicalis may replace any personnel who are temporarily or permanently unable to perform the Services due to ill health, holidays, termination of employment or leave of absence permitted or mandated by statute.

### 30 Invoices (Services)

30.1 Logicalis may issue its invoice for Services monthly in arrears. Logicalis may issue and Customer agrees to accept invoices by email or other electronic means of communication. Where the Services are provided for a fixed price Logicalis may make an additional charge at its standard daily fee rates for additional work necessitated by any Assumptions proving to be incorrect, because of the Customer failing to fulfil or delaying the fulfilment of any Customer Dependencies, because of the inaccuracy of any information provided by Customer or under the terms of clause 33 (Customer Obligations). Subject thereto the Charges (subject to any agreed variation and any additional charges that become payable under the terms of this Agreement for expenses or otherwise) be as set out in the SOW or Quotation. Where Services are provided on a time-and-materials basis:

- 30.1.1 The charges payable for the Services shall be calculated in accordance with Logicalis' daily fee rates as set out in the SOW or the Quotation;
- 30.1.2 Logicalis' daily fee rates are calculated on the basis of work performed between the hours of 9.00 am and 5.30 pm Monday to Friday (excluding bank and public holidays);
- 30.1.3 The minimum charge is for one half of a day even if the time actually worked is less;
- 30.1.4 Logicalis shall be entitled to make an additional charge at enhanced rates for time

worked outside the hours referred to in clause 30.1.2;

30.1.5 Where required by Logicalis at the end of each week the Customer shall sign a time sheet verifying the number of hours worked by Logicalis personnel during that week. Failure to sign the time sheet does not absolve the Customer of its obligation to pay the charges in respect of the hours worked;

30.1.6 Any estimate contained in the SOW is for information purposes only and is not legally binding.

30.2 Where any Assumption is shown to be incorrect and this has an impact on Logicalis' costs, Logicalis shall be entitled to make such reasonable adjustment to the Charges as is necessary so as to place Logicalis in the same financial position as it would have been in if the Assumption had been correct.

30.3 Logicalis will not be required to provide or give any refund for any Services which have been ordered by the Customer but which have not been taken within twelve months of the date of the Customer's order unless the provision of the Services is delayed by the default of Logicalis and the Services would otherwise have been taken within that period.

### 31 Warranty (Services)

- 31.1 Logicalis warrants that it will:
  - 31.1.1 Carry out the Services with reasonable care and skill;
  - 31.1.2 Obtain and maintain all licences, permits and other consents required for its performance of the Services;
  - 31.1.3 Comply with all applicable laws and regulations.

### 32 Control and Supervision of Services

32.1 Logicalis and the Customer shall each designate an authorised person who shall be responsible for directing the specific activities of their respective employees and contractors and shall have sufficient authority to represent the Customer and Logicalis respectively on all technical, administrative and supervisory matters arising in connection with the performance of the respective Services. Either party may replace its authorised person upon reasonable notice to the other party.

### 33 Customer Obligations

- 33.1 The customer agrees:
  - 33.1.1 To respond within reasonable timeframes to requests for information or input on relevant documents. Examples of reasonable timeframes are: Response to emails requesting information – four (4) working days  
Response to design documents – seven (7) working days;
  - 33.1.2 To provide Logicalis with reasonable access to such of the Customer's employees and contractors, infrastructure topology diagrams and equipment as shall be necessary for timely completion of the Services;
  - 33.1.3 To give not less than 10 (ten) working days' notice of any requested changes to a previously agreed timetable;
  - 33.1.4 To provide full, safe access to and adequate working space at all Sites necessary for the proper and timely completion of the Services;
  - 33.1.5 To provide any other facilities specified by Logicalis as necessary to enable Logicalis to provide the Services.
  - 33.1.6 If Customer does not meet any of the above requirements and as a result Logicalis incurs additional costs in the provision of the Services, Logicalis shall be entitled to charge Customer

for the additional time and materials incurred at Logicalis' the rates stated in Logicalis' Quotation or the SOW or if the SOW is on a fixed price basis at Logicalis' then current list prices.

### 34 Cancellation

- 34.1 Customer shall pay a Cancellation Fee to Logicalis in the event that Customer cancels or rearranges an acknowledged order or a signed SOW without giving at least fifteen (15) working days written notice prior to the day on which work was due to commence (the "Commencement Date"). The Cancellation Fees shall be calculated as follows:
- 34.1.1 0-2 Working days before the Commencement Date: 100% of the Charges of the days cancelled, plus any expenses incurred;
  - 34.1.2 3-7 Working days before the Commencement Date: 50% of the Charges of the days cancelled, plus any expenses incurred;
  - 34.1.3 8-14 Working Days before the Commencement Date: 30% of the Charges of the days cancelled, plus any expenses incurred.

### 35 Third Party Services

- 35.1 It is agreed that:
- 35.1.1 The Third Party Services will be provided by the Third Party Service Provider and not by Logicalis and Logicalis' obligations are limited to procuring the Third Party Services from the Third Party Service Provider on behalf of the Customer and paying the Third Party Service Provider's charges subject to payment of the Charges by the Customer.
  - 35.1.2 Logicalis will arrange for the Third Party Service Provider to provide the Third Party Services to the Customer but Logicalis has no control over the performance of the Third Party Services by the Third Party Service Provider.
  - 35.1.3 The Third Party Service Provider will provide the Third Party Services directly to the Customer.
- 35.2 In consideration of Logicalis accepting the Customer's purchase order for the Third Party Services the Customer agrees:
- 35.2.1 That save in respect of its own negligence or wilful default, and without prejudice to any other clause in these Terms and Conditions which excludes or restricts its liability, Logicalis will have no liability in respect of the Third Party Services and will have no liability for the acts or omissions of the Third Party Service Provider. The Customer understands that without this exclusion of liability Logicalis would not be willing to accept the Customer's order for the Third Party Services;
  - 35.2.2 That if so required by the Third Party Service Provider the Customer will enter into a contract with the Third Party Service Provider for the Third Party Services in the Third Party Service Provider's standard form or such other form as may be agreed between the Customer and the Third Party Service Provider.
- 35.3 In the case of any conflict or inconsistency between the terms of this clause and any other term or condition of these Terms and Conditions the terms of this clause shall prevail.

## Section 4 - Maintenance Services

### 36 Application of other Clauses

- 36.1 Clauses 29 and 31 shall apply to the Maintenance Services.

### 37 Cover Hours and Service Levels

- 37.1 Logicalis will provide the Services during the Cover Hours and will use its reasonable endeavours to meet the Response Times. There is no resolution service level unless specifically stated in the Quotation.
- 37.2 Cover Hours, Response Times and a description of the Services are contained in the Quotation and the following examples explain the abbreviations that may be used in the Quotation:

#### Cover Hours:

"8x5": Service is provided for 8 hours per day, 5 days per week i.e. 9am-5pm Monday to Friday, excluding bank and public holidays.

"Extended Business Hours": Monday to Friday 8am to 8pm, excluding bank and public holidays.

"24x7": Service is provided 24 hours per day, every day of the year including bank and public holidays.

Specific times may be shown, e.g. "0900-1700 (M-F)": Service is provided from 9am to 5pm Monday to Friday, excluding bank and public holidays.

#### Response Time:

"24x7x4": The Response Time is 4 hours

"24x7x8": The Response Time is 8 hours

"8x5x4": The Response Time is 4 hours measured during Working Hours only. Measurement of Response Time stops at the end of Working Hours on a Working Day and recommences at the start of Working Hours on the next Working Day

"NBD": The Response Time is the end of Working Hours on the Working Day following the day on which the call is placed. If the next day is a Saturday, Sunday or bank or public holiday the Response Time will be on the next Working Day.

#### Service

"Engineer" means Engineer to Site (see clause 41)

"Part" means Part to Site (see clause 40).

- 37.3 The measurement of Response Time commences when Logicalis Services has confirmed that resolution of a reported fault requires a part or engineer (depending on the Service) to be sent to Site following the procedure in clause 38 and stops when the part or engineer arrives at Site. If the Quotation includes resolution time the measurement of resolution time starts when Logicalis Services has diagnosed the fault following the procedure in clause 38 and stops when Logicalis Services has been notified that the fault has been resolved.

### 38 Fault Reporting and Diagnosis

- 38.1 In the event of the Customer detecting any fault in the Maintained Goods or Maintained Software the Customer shall notify Logicalis Services during Cover Hours specifying the Contract number, the Maintained Goods or Maintained Software concerned, the serial number(s) and Site address and whatever information is available regarding the fault including any results of any Customer performed diagnostics.
- 38.2 Following the reporting of a fault by the Customer, Logicalis will raise an Incident on Logicalis' Incident Management System (IMS).

- 38.3 Logicalis Services will assess the nature of the fault giving rise to the Incident and attempt to provide a resolution:
- 38.3.1 Initially, Logicalis and Customer may if necessary conduct a discussion over the telephone or an exchange of emails to attempt to carry out diagnosis and resolution of the fault in question.
- 38.3.2 Logicalis may also use remote access to the Maintained Goods or Maintained Software in order to carry out diagnosis of faults; subject always to Logicalis complying with pre agreed security controls.
- 38.4 Logicalis shall be responsible for notifying the Customer of the Incident reference number, managing the Incident until final resolution, entering updates on the IMS regarding the status of the Incident, resolving the fault remotely and or dispatching an engineer and/or replacement parts to Site, as required and depending on the Service applicable to the affected item of Maintained Goods or Maintained Software as defined in the Quotation.
- 38.5 Following resolution of the fault giving rise to an Incident, Logicalis Services shall be responsible for obtaining the Customer's agreement that the fault has been resolved to the Customer's satisfaction. Logicalis will record who at the Customer agreed that the fault had been resolved in the call log comments Subject to the Customer having returned Maintained Goods to Logicalis pursuant to clause 40.3 the log will then be closed.
- 38.6 If Logicalis diagnoses that the problem lies with the Customer it will confirm this with the Customer to update and close the Incident.
- 38.7 Regular Updates.  
Updates on the status of an Incident will be provided to Customer as follows:
- 38.7.1 At times agreed with Customer;
- 38.7.2 At a significant change in the progress of an Incident (e.g. when Engineer ETA determined);
- 38.7.3 At the point when the incident has been escalated;
- 38.7.4 If a Response Time has been, or will be missed;
- 38.7.5 Once an incident is 'closed'.

## 39 Points of Contact

- 39.1 Logicalis Services shall be the primary point of contact for the Customer in relation to the Maintenance Services.
- 39.2 The normal point of contact in relation to the Maintenance Services for Logicalis Services will be the approved Customer contact. The Customer will provide a focal point for all Customer users to raise faults and will be responsible for undertaking first line diagnosis of all faults raised with them. Only authorised Customer staff will raise faults with Logicalis Services.

## 40 Part to Site

- 40.1 Part to Site service applies to Maintained Goods and Maintained Software only where stated in the Quotation.
- 40.2 Logicalis shall use all reasonable endeavours to dispatch the replacement part so as to arrive at the Site within the Response Time.
- 40.3 Logicalis retains the right to charge the Customer for the replacement part or an equivalent item of equipment with similar specification should the Maintained Goods in question not be returned to

Logicalis within five (5) Working Days of delivery of the replacement part.

- 40.4 The Customer shall retain all packaging for the replacement part provided in accordance with this clause and re-utilise the same, or provide packaging of similar performance for the return of Maintained Goods. The Customer shall take all due care to pack the faulty Maintained Goods in such a way as to protect it from damage during transit.
- 40.5 Logicalis shall pass to the Customer so far as it is legally able to do so, any warranty applicable to the replacement part and provided by the original manufacturer of the replacement part.

## 41 Engineer to Site

- 41.1 This clause applies to Maintained Goods where Logicalis is to provide Engineer to Site Maintenance Services, as shown in the Quotation.
- 41.2 Logicalis shall use all reasonable endeavours to despatch an engineer so as to arrive at the Site within the Response Time.
- 41.3 Any part of the Maintained Goods which develops a fault will at Logicalis' option either:
- 41.3.1 Be repaired; or
- 41.3.2 Be replaced by parts with equivalent functionality on an exchange basis, whereby the removed part will become the property of Logicalis and the replacing part will become the property of the Customer (if the Customer does not to allow the removed part to be taken by Logicalis then Logicalis reserves the right to charge the Customer for the replacing part). In this instance, it is the responsibility of the Customer to permanently delete any data contained in the replaced part before handing it to Logicalis; or
- 41.3.3 Be replaced by parts with equivalent functionality on a loan basis, whereby Logicalis will continue to own the replacing part and will repair and reinstall the original part as soon as is reasonably possible.
- 41.4 If a service call is made and Logicalis is unable to gain access to the Maintained Goods or there is no fault to be found with such Maintained Goods Logicalis reserves the right to charge for any call-out at Logicalis' then standard time and materials rates.
- 41.5 Maintenance Releases.  
41.5.1 Logicalis shall provide Maintenance Releases to the Customer when they are required to remedy a fault in the Maintained Goods or Maintained Software or are requested by the Customer provided that such Maintenance Releases have been made available to Logicalis by the manufacturer of the Maintained Software.

## 42 Access to the Sites

- 42.1 Where Logicalis requires access to the Sites in order to remedy a fault or suspected fault in the Maintained Goods or Maintained Software it shall (except where the Site is on Logicalis' premises) arrange such access via the Customer. The Customer shall provide Logicalis Services with all necessary information to enable Logicalis' representative to gain access to the relevant Site, including Site rules and security arrangements, the name and telephone number of a contact at the Site, parking arrangements, specific access requirements for the Site and any out of hours access arrangements which apply.

## 43 Escalation

- 43.1 Logicalis has a published escalation procedure and shall implement this escalation procedure in agreement with the Customer.

## 44 Exceptions

- 44.1 Logicalis shall not be obliged to provide Maintenance Services to remedy faults in the Maintained Goods or Maintained Software caused by:
- 44.1.1 Installation or repair of the Maintained Goods or Maintained Software (including electrical work) by someone other than Logicalis or in a manner contrary to instructions set out in the documentation relating to the Maintained Goods or Maintained Software;
  - 44.1.2 Failure to comply with the conditions of use of the Maintained Goods or Maintained Software or environmental conditions as set out in the manufacturer's documentation;
  - 44.1.3 Accident, power surge or failure, fire or water damage, lightning strike, neglect, misuse or abuse of the Maintained Goods or Maintained Software other than by Logicalis;
  - 44.1.4 The relocation, modification or addition to any of the Maintained Goods or Maintained Software without the approval of Logicalis or a defect caused by equipment not supported by Logicalis or by any other service not performed by Logicalis;
  - 44.1.5 Use or connection of the Maintained Goods or Maintained Software to or with software or equipment not suitable for such use or connection or which interferes with the proper functioning thereof;
  - 44.1.6 Excessive wear or deterioration;
  - 44.1.7 Maintained Goods is End of Life. Logicalis will use reasonable endeavours and in accordance with the original manufacturers recommendations to advise the Customer when Maintained Goods is coming towards the end of its life to give the Customer an opportunity to bring the Maintained Goods up-to-date.
- 44.2 Logicalis may be unable to provide Maintenance Services if the Customer does not provide the serial number of the faulty Maintained Goods or accurate Site information.
- 44.3 The Maintenance Services do not include:
- 44.3.1 Supply of consumables;
  - 44.3.2 Replacement of impact or inkjet print heads;
  - 44.3.3 Replacement of laser printer fuser units or transfer/pick up rollers;
  - 44.3.4 Replacement of flat screen displays or liquid crystal displays;
  - 44.3.5 Repair or replacement of additional items installed in PCs or servers unless the item is part of the Maintained Goods as listed on the Quotation or fitted as standard by the manufacturer;
  - 44.3.6 Failures caused by faulty media;
  - 44.3.7 Software provided by others, unless a fully operational copy is made available to Logicalis with the consent of the copyright owner of the software or its licensee where such licensee is authorised to make such copy available;
  - 44.3.8 Cathode Ray Tubes;
  - 44.3.9 LCD panels;
  - 44.3.10 Plasma Display Glass;
  - 44.3.11 Lamps (it is the Customers obligation to hold a spare lamp on site but Logicalis will use reasonable endeavours to provide a loan unit if the Customer does not hold a spare lamp on Site);
  - 44.3.12 Screen material;
  - 44.3.13 Software changes to the system;
  - 44.3.14 Any labour charges incurred for upgrades.

- 44.4 If on investigation Logicalis reasonably determines that a fault is as a result of any of the matters referred to in clause 44.1 Logicalis may charge the Customer for all time and materials reasonably expended by Logicalis in investigating the same.
- 44.5 Logicalis shall not be obliged to provide Maintenance Services at any Site if Logicalis reasonably considers that the conditions at the Site represent a risk to the health or safety of any Logicalis personnel.
- 44.6 Logicalis is only obliged to provide Maintenance Services in respect of Maintained Software which is at a supported revision level.
- 44.7 Logicalis is not obliged to support the Maintained Software if the Customer is not using the versions of the operating system software as specified by Logicalis from time to time or if the Customer fails to maintain the Maintained Software in accordance with the Maintained Software manufacturer's specified release level unless specifically agreed in writing in advance by Logicalis and/or for the Maintained Software manufacturer.
- 44.8 The Maintained Software Maintenance Services do not include:
  - 44.8.1 Attendance at Site;
  - 44.8.2 System administration work.
- 44.9 If Logicalis replaces a failed hard disk and the disk is not covered under a manufacturer's warranty, then Logicalis will leave the faulty disk at the Customer's site. If the failed hard disk is covered by a manufacturer's warranty then it either must be returned to Logicalis or if the Customer chooses to retain it the Customer will be charged a replacement fee at the appropriate market rate. If Logicalis is requested by the Customer to remove the faulty disk from site, then Logicalis may use an approved agent to destroy the disk if it is not covered under a manufacturer's warranty.

## 45 Maintained Software

- 45.1 Telephone Support.
- 45.1.1 Logicalis will provide support by telephone to attempt to resolve technical questions on the routine use and operation of the Maintained Software.
- 45.2 Maintenance Releases.
- 45.2.1 Logicalis shall provide Maintenance Releases to the Customer when they are required to remedy a fault in the Maintained Software or are requested by the Customer provided that such Maintenance Releases have been made available to Logicalis by the manufacturer of the Maintained Software.

## 46 Maintenance Assist

- 46.1 Maintenance Assist shall apply where so stated in the Quotation.
- 46.2 Where the Quotation states that Logicalis is to provide Passive Maintenance Assist the terms of clauses 46.3, 46.4, 46.8, 46.9 and 46.10 shall apply.
- 46.3 In the event of the Customer detecting any fault in the Maintained Goods or Maintained Software the Customer shall comply with the provisions of clause 38.1 and shall also notify Logicalis of the identity of the relevant Vendor, any additional information required by the Vendor Contract and whatever information is available regarding the fault including any results of any Customer performed diagnostics.
- 46.4 Following receipt of a call from the Customer under clause 46.3, and provided that Logicalis has been

provided with all of the information required by that clause, Logicalis will initiate a response from the relevant Vendor by following the appropriate fault reporting procedure contained in the Vendor Contract.

- 46.5 Where the Quotation states that Logicalis is to provide Maintenance Assist the clauses referred to in clause 46.2 and also the terms of clauses 46.6 and 46.7 shall apply.
- 46.6 Logicalis will contact the Vendor at regular intervals until the Incident is resolved or activity is suspended by the Vendor.
- 46.7 Updates on the status of an Incident will be provided to Customer as follows:
  - 46.7.1 Following contact between Logicalis and the Vendor under clause 46.4;
  - 46.7.2 On the receipt by Logicalis of progress reports from the Vendor except where the Vendor reports direct to the Customer;
  - 46.7.3 At the point when the Vendor notifies Logicalis that the Incident has been escalated except where the Vendor reports direct to the Customer;
  - 46.7.4 Once an Incident is 'closed'.
- 46.8 Logicalis shall not be liable for any loss or damage arising howsoever as a result (whether direct or indirect) of a Vendor failing to comply with any service levels or other performance metrics or other terms of a Vendor Contract.
- 46.9 it is the Customer's responsibility to make arrangements with each Vendor for the renewal of the relevant Vendor Contract and Logicalis shall not be liable for any loss or damage howsoever arising (whether direct or indirect) as a result of the termination, expiry or non-renewal of a Vendor Contract.
- 46.10 The Customer shall:
  - 46.10.1 Procure that each Vendor will accept fault calls under the relevant Vendor Contract in respect of the Goods from and liaise with Logicalis;
  - 46.10.2 Provide, and procure that each Vendor shall provide, in a timely manner all information as is reasonably required by Logicalis.

## 47 Subcontracted Services

- 47.1 The parties have agreed that Logicalis will subcontract the provision of the Maintenance Services to the Subcontractor and that as between Logicalis and Customer the Maintenance Services will be supplied on these Terms and Conditions.
- 47.2 If Logicalis incurs any additional charges from the Subcontractor due to the act or omission of the Customer it shall be entitled to pass such charges on to the Customer.
- 47.3 If additional services not covered by these Terms and Conditions are provided by the Subcontractor Logicalis may pass on with a suitable mark up any charges levied by the Subcontractor.
- 47.4 Where necessary to enable the Subcontractor to provide the Maintenance Services the Customer shall owe to the Subcontractor all of the obligations, duties, access, reports, facilities and services which are owed to Logicalis under clause 53.

## 48 Additional Services

- 48.1 If additional maintenance services not covered by these Terms and Conditions such as but not limited to loan equipment are requested by Customer Logicalis may charge for these at its then current time and materials rates whether or not the

Customer issues a purchase order. Logicalis may invoice for such additional services on completion of the services or, for services that are on-going, monthly in arrears.

## 49 Additions and Deletions

- 49.1 Subject to clause 49.3 the Customer may at any time add Maintained Goods or Maintained Software to these Terms and Conditions by giving Logicalis notice in writing and providing Logicalis with such information concerning the Maintained Goods or Maintained Software as Logicalis may reasonably require including but not limited to:
  - 49.1.1 The make and model of the Maintained Goods;
  - 49.1.2 The serial number of the Maintained Goods;
  - 49.1.3 The Site at which the Maintained Goods is located;
  - 49.1.4 Any available service records relating to the Maintained Goods;
  - 49.1.5 The description and release number of the Maintained Software;
  - 49.1.6 Details of the software licence applicable to the Maintained Software.
- 49.2 There may be a period of up to 30 (thirty) working days from the date of receipt of notice under clause 49.1 until Logicalis is able to provide Maintenance Services for Maintained Goods or Maintained Software added to these Terms and Conditions. During this period Logicalis will use its reasonable endeavours to provide the Maintenance Services. Logicalis may make an additional charge (which will not necessarily be the same charge per item as the charges for existing Maintained Goods) for the added Maintained Goods or Maintained Software from the date that it is added to these Terms and Conditions.
- 49.3 Logicalis reserves the right not to add new Maintained Goods to these Terms and Conditions if thirty (30) or more working days have passed since the expiration of the original warranty period or the expiration of a previous maintenance agreement covering the Maintained Goods, until the Maintained Goods has been inspected by Logicalis to determine whether the Maintained Goods is still in good operating condition. All time and materials required to place the Maintained Goods in good operating condition will be charged by Logicalis at Logicalis' current rates. Required repairs must be made prior to the beginning of cover under these Terms and Conditions.
- 49.4 Logicalis reserves the right not to add new Maintained Software to these Terms and Conditions if the Maintained Software is not at the manufacturers' specified release level.
- 49.5 Customer may delete Maintained Goods or Maintained Software from these Terms and Conditions at any time during the Initial Term but there will be no reduction of charges until the end of the Initial Term. If the Customer notifies Logicalis in writing of the deletion of Maintained Goods or Maintained Software from these Terms and Conditions not less than 90 days' before the expiry of the Initial Term, and the Agreement is not terminated under clause 53.1, Logicalis will re-calculate its charges for the following period based on the amount of Maintained Goods or Maintained Software then supported under the Agreement and taking account of any volume discounts that are no longer applicable due to the reduced volume of Maintained Goods or Maintained Software being supported.



## 50 Changes to the Maintenance Services

- 50.1 Logicalis may by written notice to the Customer change the Maintenance Services and/or its charges to reflect the changes made by the Manufacturer/Third Party where:
- 50.1.1 The Maintenance Services rely in whole or in part on services purchased by Logicalis from the manufacturer of the Maintained Goods or Maintained Software or from another third party (the "Manufacturer/Third Party" and the "Manufacturer/Third Party Services") and;
- 50.1.2 The Manufacturer/Third Party ceases to provide the Manufacturer/Third Party Services or changes the scope, description or service level of or adds restrictions or exclusions to the Manufacturer/Third Party Services; and/or;
- 50.1.3 The Manufacturer/Third Party changes the price of the Manufacturer/Third Party Services;

## 51 Customer Obligations

- 51.1 The Customer shall:
- 51.1.1 report faults promptly to Logicalis;
- 51.1.2 provide remote access facilities and procure that such facilities can be used without restriction or fee by Logicalis to gain remote access to the Maintained Software;
- 51.1.3 Be responsible for all customs duties, import duties and other governmental taxes, fees, charges and assessments of whatever nature payable in respect of the import into or export from the United Kingdom of the Maintained Goods or any replacement parts for the Maintained Goods;
- 51.1.4 Give Logicalis details of serial numbers for all Maintained Goods to be supported under these Terms and Conditions;
- 51.1.5 Provide Logicalis with such information as Logicalis shall reasonably require to enable Logicalis to renew or extend any contract between Logicalis and a third party which relates in whole or in part to the Maintenance Services. Such information is to be provided, in the case of a Multi-Year Paid Annually Maintenance Contract, in good time before each anniversary of the Commencement Date, and in all cases where these Terms and Conditions are to extend beyond the Initial Term in good time before the end of the Initial Term and each subsequent anniversary of the Commencement Date;
- 51.1.6 Ensure that proper environmental conditions are maintained for the Maintained Goods and Maintained Software, and maintain in good condition the accommodation of the Maintained Goods, the cables and fittings associated therewith and the electricity supply thereto;
- 51.1.7 Ensure that the Maintained Goods and Maintained Software is operated by competent staff;
- 51.1.8 Advise Logicalis in writing of any modification to the Maintained Goods or Maintained Software;
- 51.1.9 Keep and operate the Maintained Goods and Maintained Software in accordance with the manufacturer's operating instructions, ensuring that the external surfaces of the Maintained Goods are kept clean and in good condition;
- 51.1.10 Notify Logicalis if the Maintained Goods or Maintained Software is to be moved from its installed Sites, specifying the date and thereafter to comply with any reasonable instructions from Logicalis in relation to such Maintained Goods stipulated prior to such relocation. Maintenance Services in relation

to Maintained Goods moved from its original Sites will be provided at Logicalis' discretion and may be subject to an activation period of up to 30 (thirty) calendar days during which period Logicalis will use its reasonable endeavours to provide the Maintenance Services and to additional charges to be agreed between the parties. Logicalis' provision of Maintenance Services will not be unreasonably withheld but Logicalis may terminate support for Maintained Goods moved outside of the mainland of Great Britain;

- 51.1.11 Bring to the attention of Logicalis the Customer's policies and procedures in respect of security and health and safety and notify Logicalis of any potential health or safety risks that may exist at any Site;
- 51.1.12 Make available to Logicalis free of charge all facilities and services reasonably requested by Logicalis to facilitate Logicalis' performance of the Support Maintenance Services;
- 51.1.13 Keep back-up copies of configurations and software applications relating to the Maintained Goods and data relating to or used in conjunction with the Maintained Software and make the same available to Logicalis when necessary in connection with the performance of the Maintenance Services;
- 51.1.14 Except in the case of an emergency not to permit any third party to maintain or attempt to repair the Maintained Goods unless approved in writing by Logicalis;
- 51.1.15 Have a representative present when Logicalis provides Maintenance Services at a Site.
- 51.1.16 To respond within reasonable timeframes to requests for information or input on relevant documents. Examples of reasonable timeframes are: Response to emails requesting information – four (4) Working Days; Response to design documents – seven (7) Working Days;
- 51.1.17 To provide Logicalis with reasonable access to such of the Customer's employees and contractors, infrastructure topology diagrams and equipment as shall be necessary for timely completion of the Services;
- 51.1.18 To give not less than 10 (ten) Working Days' notice of any requested changes to a previously agreed timetable;
- 51.1.19 To provide full, safe access to and adequate working space at all Sites necessary for the proper and timely completion of the Services;
- 51.1.20 To provide any other facilities specified by Logicalis as necessary to enable Logicalis to provide the Services.

## 52 Charges for Maintenance Services

- 52.1 Logicalis will issue its invoice for Maintenance Services annually in advance unless a different invoicing period is stated in the Quotation. Logicalis may issue and Customer agrees to accept invoices by email or other electronic means of communication. Logicalis may issue its first invoice at any time after the Customer has issued an order, the parties have signed a SOW or Logicalis has commenced the provision of the Maintenance Services, whichever shall occur first. Where invoices are to be issued more frequently than annually or the order is for a multi-year term (including for Multi-Year Paid Annually Maintenance) Logicalis may issue its second and subsequent invoices at the appropriate intervals notwithstanding that the Customer has not issued a further order.
- 52.2 Subject to clauses 52.3 and 52.3.1 below Logicalis may vary the Charges for the Maintenance Services with

effect from the first and each subsequent anniversary of the Commencement Date by giving the Customer written notice.

- 52.3 If the Customer has paid in advance for a fixed price multi-year term Logicalis may not vary the Charges for the Maintenance Services during the multi-year term save in respect of any variation to the Maintenance Services, change to the Sites or increase or reduction in the Maintained Goods or Maintained Software.
- 52.3.1 Logicalis may vary the Charges for the Maintenance Services under a Multi-Year Paid Annually Maintenance Contract only in the following circumstances:
- 52.3.2 to reflect any changes in third party support charges incurred by Logicalis in respect of the Maintained Goods;
- 52.3.3 to take account of any foreign exchange fluctuation or alteration of duties; and
- 52.3.4 to take account of any changes in the inventory of Maintained Goods or Maintained Software.
- 52.4 Where Logicalis incurs additional costs in connection with the extension or renewal of a contract with a third party or re-certification of Maintained Goods by a third party as a result of Customer failing to provide Logicalis with such information as is required by clause 51.1.5, Logicalis may make an additional charge to the Customer to recover such additional costs.

## 53 Term

- 53.1 This Agreement shall be deemed to have commenced on the Commencement Date and (subject to earlier termination hereunder) shall continue in force for the Initial Term and shall continue thereafter until terminated by either party giving to the other not less than three months' notice in writing expiring on the last day of the Initial Term or any subsequent anniversary of the Commencement Date. Except in the case of a Multi-Year Paid Annually Maintenance Contract the Customer may also terminate these Terms and Conditions by giving Logicalis notice in writing not more than one month after receipt of notification from Logicalis of an increase in the Charges for the Maintenance Services pursuant to clause 52.2.
- 53.2 This Agreement may be terminated forthwith by Logicalis in respect of any items of Maintained Goods which can no longer be maintained in good working order by the provision of replacement or spare parts or is damaged beyond economic repair other than through the fault of Logicalis (as to whether either or which events have occurred Logicalis' decision shall be final and binding on the Customer). In the circumstances of this sub-clause termination of the provision of Maintenance Services by Logicalis shall apply only in respect of the Maintained Goods affected as referred to above. If there is other Maintained Goods not so affected in respect of which Maintenance Services are provided under these Terms and Conditions the Charges shall be reduced pro rata from the next annual renewal date (or the next anniversary of the Commencement Date in the case of a Multi-Year Paid Annually Maintenance Contract). The provisions of these Terms and Conditions shall continue to apply in respect of any remaining Maintained Goods.

## 54 Logicalis Items

- 54.1 Logicalis Items remain the exclusive property of Logicalis. Customer may use such Logicalis Items only for activities related to the Maintenance Services and may not modify, remove or transfer the Logicalis Items or make them, or any resultant diagnostic or system management data, available to other parties without Logicalis' written consent. Upon termination

of these Terms and Conditions Customer will, at Logicalis' option, destroy or return all Logicalis Items in its possession.

## 55 Health and Safety

- 55.1 Customer shall give Logicalis reasonable notice of any known hazard to the safety or health of persons at any Site, identifying those hazards and giving full details of any precaution to be taken by Logicalis whilst at such Site. Logicalis shall not be obliged to render any Service under these Terms and Conditions that poses a potential for harm to Logicalis' representatives.

## 56 Warranty

- 56.1 Logicalis warrants that any Maintained Software updates provided by Logicalis as part of the Maintenance Services will not fail to execute their programming instructions due to defects in materials and workmanship when properly installed and used on the hardware product for which it was intended. Logicalis will use reasonable endeavours to repair or provide workarounds in respect of any such defects in the Maintained Software updates.
- 56.2 Logicalis does not warrant that the Maintained Software will operate without interruption or error.
- 56.3 Logicalis warrants that it will:
- 56.3.1 Carry out the Maintenance Services with reasonable care and skill;
- 56.3.2 Obtain and maintain all licences, permits and other consents required for its performance of the Maintenance Services; and
- 56.3.3 Comply with all applicable laws and regulations.

## 57 Equipment/Software Not Sold by Logicalis

- 57.1 Where Logicalis has quoted to provide Maintenance for equipment/software not sold by Logicalis, Charges are indicative only and is based on the assumption that the equipment/software is currently under maintenance support with the Vendor and that this support will not have expired before Logicalis is able to establish a contractually binding obligation from the Vendor to support the equipment/software.
- 57.2 If the equipment/software has not previously been supported by the Vendor or if support has expired, the Customer understands and accepts that re-statement charges and mandatory retrospective maintenance charges may be imposed by the Vendor. If this becomes apparent after Order acceptance, Logicalis may re-quote or issue an additional Quotation to cover these charges.
- 57.3 It is the Customer's responsibility to ensure all existing maintenance support contracts are terminated prior to commencement of their Logicalis Maintenance Services.
- 57.3.1 If the Customer fails to terminate any existing maintenance support contracts, Logicalis Maintenance Services may exclude escalation to the Vendor for those elements currently under a maintenance support contract with the Vendor/previous maintenance support provider. Maintenance Services for such elements will commence 1 day after the expiry date of the existing maintenance support contract and will run for the duration quoted.

## 58 Call Recording

- 58.1 Logicalis shall be entitled to record any telephone calls made to or from the Logicalis Services in order to monitor the quality of service, the parties' compliance with these Terms and Conditions or for training purposes.

## Section 5 – Vendor Delivered Maintenance Services

### 59 Services acquired from Logicalis as a Vendor Partner

- 59.1 This clause applies where the Quotation includes Vendor Maintenance Services that the Customer will acquire from Vendor under a Vendor Contract
- 59.2 The Vendor Contract will be between the Customer and the Vendor, not the Customer and Logicalis.

Logicalis will invoice the Customer for the Charges for the Vendor Maintenance Services and is responsible for paying the Vendor's charges (other than any charges the Vendor invoices directly to the Customer).

- 59.3 Logicalis has no control over the performance of the Vendor Maintenance Services and, save in respect of its own negligence or wilful default, has no liability for the acts or omissions of the Vendor. Customer acknowledges that without the exclusion of liability agreed in this clause Logicalis would not be willing to accept Customer's order for the Vendor Maintenance Services.
- 59.4 Charges raised directly by the Vendor such as travel and living expenses are the Customer's responsibility and are not included in the Charges.