



MANAGED IT & TELECOMS SERVICES

TERMS AND CONDITIONS

DOCUMENT CONTROL

Last Update: 29/03/2018

Changes to:
Section 16. Renewals. Added
Section 12. Amended GDPR.
Section 10 Table 2 Amended SLA.

1. Commencement and Duration

This agreement (IT Support and Services Agreement) is entered into as of the date of signature on page 1, between Creative Networks Limited Registered in England and Wales as Company Number 05565620 and having its registered office at Regal House, Miall Street, Rochdale, OL11 1HY (referred to as **"The Supplier"**) and The Client (referred to as **"The Client"** and detailed in [Table 1 on page 1].) for the provision of installation for supplied hardware where The Supplier will provide support, maintenance and installation support based on the terms and conditions set out below. This agreement is for a minimum period set out in [Table 2, page 1] renewed on the date set out in [Table 2 page 1]. The services supplied shall continue to be supplied until the contract is terminated by either The Supplier where at its discretion may terminate without any written or prior notice or by The Client giving to the other not less than the notice set out in [Table 2 page 1] with exception or at the expiry of the term or alternatively the contract is terminated in accordance with clause 23. This agreement replaces any previous agreement between the parties.

2. Installation

- 2.1. Hardware and Software may be configured prior to installation offsite.
- 2.2. Hardware and Software may be configured prior to installation remotely.
- 2.3. Installation includes any hardware/software provided by The Supplier.
- 2.4. Installation of hardware/software provided by third party/parties will be installed if required and charged at the agreed rate.
- 2.5. Installation and commissioning will be done on a "best effort" basis and may include suggestions for short term "work around" solutions and/or the provision of modifications to the software/hardware or documentation as deemed appropriate by The Supplier.
- 2.6. Any alterations or temporary solutions will be rectified to a satisfactory standard.
- 2.7. Installation will be completed to standard to the pre-agreed installation period.

3. Support

3.1. Software Support

- 3.1.1. Any application not installed by The Supplier will be diagnosed and reported to The Client, who may then need to follow this up with the software vendor directly.
- 3.1.2. Support for software provided by third party/parties may be supported to an installation degree.
- 3.1.3. Support for hardware/software provided by third party/parties will be charged at the standard agreed rate unless otherwise agreed.
- 3.1.4. All ad-hoc requests will carry a lower priority than supported items.

3.2. Hardware Support

- 3.2.1. Support is provided to The Client on a "best effort" basis, and may include suggestions for short term "work around" solutions, and/or the provision of modifications to the software/hardware or documentation as deemed appropriate by The Supplier.
- 3.2.2. Support for hardware provided by third party/parties may be supported to the extent of installation.
- 3.2.3. Support for hardware provided by third party/parties will be charged at the standard agreed rate unless otherwise agreed.

3.3. User Support

- 3.3.1. User support includes 1 PC per User unless otherwise agreed.
- 3.3.2. User Support includes supporting the user to the extent of ensuring all agreed services are functioning and provisioned. This does not include any training.
- 3.3.3. Support for users does not extend to mobile devices unless agreed to.
- 3.3.4. User Support will be provided remotely unless agreed. Any call out required will be covered by the User Support.

3.4. Raising a Support Request

Support is available through the means outlined below:

- a. Telephone: 01706 396496
- b. Email: support@creative-n.com
- c. Web: support.creative-n.com

4. Maintenance

4.1. Server Maintenance

- 4.1.1. Backups will be checked on a regular basis.
- 4.1.2. Updates and Service Packs will be installed on a monthly basis.
- 4.1.3. Any critical updates will be applied immediately.
- 4.1.4. The Supplier will qualify the updates prior to installation.

4.2. Client Maintenance

- 4.2.1. "Client" refers to any device including Laptops, Workstations, Thin Clients and any other device that can be categorised as a Client.
- 4.2.2. Updates will be applied to Clients as and when necessary, normally during routine support calls.
- 4.2.3. Any critical updates will be applied immediately.
- 4.2.4. Client hardware will be repaired if faulty under manufacturer warranty.
- 4.2.5. If there is no warranty, parts will be chargeable.
- 4.2.6. Parts will be sourced by The Supplier unless The Client requests otherwise.

4.3. General Maintenance

- 4.3.1. Firmware and Software updates will be undertaken to resolve issues.
- 4.3.2. Any critical updates will be applied immediately.
- 4.3.3. "Devices" including Routers, Switches, Access Points, Firewalls and Network Storage Devices, this is not exhaustive.
- 4.3.4. The Supplier will not be liable for any downtime caused as a result of updates to Servers, Clients or any other equipment or services.
- 4.3.5. Any hardware or software not listed in Schedule A may be subject to additional charges if any maintenance or support is carried out.

5. Services

5.1. Backup

- 5.1.1. The minimum Backup 10GB.
- 5.1.2. Backups will be charged in 5GB increments.
- 5.1.3. Backups will be stored in a location agreed with The Client, this could be within the UK or offshore.
- 5.1.4. If a file is backed-up and it is a corrupted or damaged file, when that file is restored The Client will receive an identically corrupt or erroneous file.

5.2. Hosted Exchange and Office 365

- 5.2.1. The Supplier will provide a hosted exchange solution from a third party.
- 5.2.2. The Supplier will not be responsible for the storage, backup and security of hosted exchange service.
- 5.2.3. The Supplier will upon written request from The Client disclose the location and details of the third party.
- 5.2.4. Office 365 will be provided to The Client directly from Microsoft.

5.3. Telecoms, VOIP and Broadband

- 5.3.1. The Supplier will provide communications services from a third party.
- 5.3.2. The elected third party will be responsible for the provision of any services.
- 5.3.3. The Supplier will upon written request from The Client disclose the location and details of the third party used for all Telecoms services.

5.4. Hosting

- 5.4.1. Hosting includes any Website, Server or Application hosted on The Suppliers network, equipment or on any of The Suppliers third party networks

5.5. Mobile Device Management

- 5.5.1. Mobile Device Management services will be provided by means of a third party who will be responsible for the provision of the service.
- 5.5.2. The Supplier will not be responsible for the storage, backup and security of Mobile Device Management.
- 5.5.3. Mobile Device Management refers to a third party service and not the support of a Mobile Device.

5.6. Security

- 5.6.1. All security products including but not limited to Anti-Virus, Encryption, SPAM Filters and Web Filters will be sourced and provided from a third party by means of software or third party service.

5.7. General

- 5.7.1. The Supplier will not be responsible for the storage, backup and security of hosted exchange service.
- 5.7.2. The Supplier will take all necessary precautions and due diligence when selecting an appropriate third party for any services.

6. Site Visits

- 6.1. Site Visits begin from the time of leaving The Supplier's office until the time of returning to The Supplier's office.
- 6.2. All site visits required for support and maintenance for items not listed on Schedule A; are additionally chargeable unless agreed.
- 6.3. Any additional work carried out whilst onsite will be chargeable this is regardless of the engineer visiting for a supported item.

7. Supply and Delivery

- 7.1. In accordance with this agreement The Supplier will provide, and The Client will accept the Products and/or Services listed in the Schedule A.
- 7.2. Any delivery date given by The Supplier is an estimate only and in no circumstances shall time be, or be capable of being, made of the essence of this Agreement. Delivery may be made by instalments if The Supplier so requires.
- 7.3. Delivery will be made during normal working hours and if The Client requires delivery to be made outside such hours an additional charge will be payable, unless otherwise agreed.
- 7.4. The Client is obliged to purchase hardware and software from The Supplier for the minimum duration of the contract.
- 7.5. Any hardware and software not purchased from The Supplier may not be supported.

8. Installation Sign Off

Installation Sign-off is the approval of installation to a satisfactory standard by The Supplier accepted by The Client.

9. Manufacturer Warranties

The Supplier will carry out any warranty requests and claims for hardware that is covered and supported under Schedule A.

10. Support Call Procedure

- 10.1. Support calls are to be raised via a single nominated contact listed in Schedule B.
- 10.2. Changes will only be accepted and approved from the nominated support contact listed in Schedule B.
- 10.3. Any suspicious requested from the nominated support contact may be referred to the company owner for approval prior to submission.
- 10.4. Support calls from anyone not listed in Schedule B may be refused and redirected to a listed support contact.
- 10.5. Calls will be prioritised and responded to accordingly.
- 10.6. The call priority will be assigned by The Supplier. Each priority carries a different response time. The priority levels are as detailed in table 2
- 10.7. Print and Scan devices and peripherals carry a low priority by default.
- 10.8. Our Support Methodology can be provided upon request which further details our support procedure.

Table 2

Priority	Estimated First Response	Target Resolution	Description
P1. Highest	30 Minutes	4 Hours	A major fault or error that prevents all users from accessing the system or prevents the entire system from functioning. Everyone is affected.
P2. High	1 Hours	1 Working Day	A major fault or error that affects one or more applications, such as email is not accessible. Efficiency is affected.
P3. Medium	4 Hours	2 Working Days	A fault that affects part of an application or system but does not prevent the use of the system for example there is only 1 printer in the organisation and it is not accessible. Multiple people are affected.
P4. Low	8 Hours	3 Working Days	A fault that may prevent a function from working but there is an alternative and is an inconvenience, for example there are multiple printers and 1 printer is not accessible. Only you are affected.
P5. Lowest	8 Hours	5 Working Days	A shortcut you are used to is missing or you can't access your bookmarks. Only you are affected.

11. Hours of Operations

11.1. Core Business Hours

Advice, assistance and support are available during normal working hours (08:30 to 18:00) Monday to Friday excluding public and bank holidays.

11.2. Out of Hours

11.2.1. Out of Hours are 18:01 to 08:29 AM Monday to Friday and all of Saturday and Sunday.

11.2.2. Public holidays are deemed as Out of Hours.

12. Data Protection

- 12.1. The Supplier will take all reasonable care to protect The Client's data.
- 12.2. Data will not be disclosed without the prior consent of The Client.
- 12.3. Data will be stored on a secured data onsite.
- 12.4. Data will be backed up onsite and offsite, offsite backups will be held in accordance to GDPR.
- 12.5. A copy of the data can be requested by an authorised representative of The Client subject to a minimum of 72 hours' notice.
- 12.6. The Client has the rights to request data as per the GDPR.
- 12.7. The Client has the rights to be forgotten as per the GDPR.

13. The Suppliers Obligations

- 13.1. The Supplier undertakes that the services will be performed with all reasonable skill and care.
- 13.2. The Supplier will provide The Client with the necessary means to enable it to utilise the services.
- 13.3. The Client agrees and accepts that The Supplier requires access to and use of the internet and that the internet is an unregulated public network over which The Supplier exerts no control.
- 13.4. The Supplier will prioritise all tickets raised for supported items over non-supported items.
- 13.5. The Supplier will prioritise all tickets raised for clients on contracts over clients who use The Suppliers services on an ad-hoc basis.

14. The Clients Obligations

- 14.1. The Client shall provide The Supplier with:
 - a. All necessary co-operation in relation to the contract and these terms; and
 - b. All necessary access to such information as may be required by The Supplier in order to render the service.
- 14.2. The Client shall comply with all applicable laws and regulations with respect to its activities under the contract.
- 14.3. The Client shall (unless it has purchased a connection contract from The Supplier) be responsible for providing and paying for its internet access.
- 14.4. The Client acknowledges and accepts that if a file is backed-up and it is a corrupted or damaged file, when that file is restored The Client will receive an identically corrupt or erroneous file.
- 14.5. The Client is solely responsible for implementing adequate firewall, password and other security measures to protect its systems, data and application from unwanted intrusion whether over the internet or otherwise.

15. Charges and Payments

- 15.1. Monthly Support and Maintenance is to be paid by Direct Debit. Any payments not made by Direct Debit will carry a fixed administration fee of £10.
- 15.2. All invoices are to be settled by their due date, failing to do so will automatically suspend any further services and access to support.
- 15.3. All Hardware and Software is to be paid for on delivery by cleared funds. If payments are not paid then title of the goods remain with the Supplier until clear funds/payment is received.
- 15.4. The Supplier shall invoice The Client monthly as of the last day of each month for all services, hardware and software provided by The Supplier during that month. The Client shall pay each invoice submitted to it in full and clear funds by the due date on the invoice.
- 15.5. Without prejudice to any other right or remedy that it may have, if The Client fails to pay The Supplier on the due date The Supplier is entitled to suspend any service without any reference to the Client until payment has been made in full.
- 15.6. Time for payment shall be of the essence of the contract.
- 15.7. All sums payable to The Supplier under the contract shall become due immediately on its termination, despite any other provision. This is without prejudice to any Right to claim for interest under the law, or any such right under the contract.
- 15.8. The Supplier may, without prejudice to any other rights it may have, set off any liability of The Client to The Supplier against any liability of The Supplier to The Client.
- 15.9. The Supplier may, without prejudice to any other rights it may have, the Supplier is entitled to refer any outstanding payments to their appointed legal representative for enforcement and if matters progress to this stage, the Supplier is entitled to claim compensation under the Late Payment of Commercial Debt Act at a rate of 8% together with recouping all its fees and disbursement.
- 15.10. If a payment is refused or reversed, The Supplier reserves the right to charge The Client a £25 administration fee each time payment is refused.
- 15.11. All amounts and fees stated or referred to in the contract are exclusive of value added tax, which shall be added to The Supplier's invoice(s) at the appropriate rate.
- 15.12. Support and Maintenance is to be paid 1 calendar month in advance.
- 15.13. Fees are subject to price increase at the annual rate of 3%.

16. Renewals

- 16.1. All subscription based services will auto renew for the term without notification.

17. Indemnity

- 17.1. The Client shall defend, indemnify and hold harmless The Supplier against claims, actions, proceedings, losses, damages, expenses and costs (including without limitation court costs and reasonable legal fees) arising out of or in connection with The Client's use of The Supplier services, provided that:
 - a. The Client is given prompt notice of any such claim;
 - b. The Supplier provides reasonable co-operation to The Client in the defence and settlement of such claim, at The Client's expense; and
 - c. The Client is given sole authority to defend or settle the claim.

18. Limitation of Liability

- 18.1. In no event will The Supplier or its staff be liable for any damages, including loss of profit, or any other direct, indirect, incidental or consequential damages, arising from the use of, or the inability to use, the hardware and software provided by The Supplier.
- 18.2. This clause sets out the entire financial liability of The Supplier (including any liability for the acts or omissions of its employees, agents and sub-contractors) to The Client in respect of:
 - a. any breach of these terms or the contract;
 - b. any use made by The Client of the service, the software or hardware; and
 - c. any representation, statement or tortious act or omission (including negligence) arising under or in connection with these terms or the contract.
- 18.3. except as expressly and specifically provided in the contract or these terms:
 - a. The Supplier shall have no liability for any damage caused by errors or omissions in any information, instructions or scripts provided to The Supplier by The Client in connection with the service; and
 - b. all warranties, conditions and other terms implied by statute or common law are, to the fullest extent permitted by law, excluded from this agreement.
- 18.4. nothing in the contract excludes the liability of The Supplier:
 - a. for death or personal injury caused by The Supplier's negligence; or
 - b. for fraud or fraudulent misrepresentation.
- 18.5. subject to clause 17.4:
 - a. The Supplier shall not be liable for any loss of profits, loss of business, depletion of goodwill and/or similar losses or pure economic loss, or for any special, indirect or consequential loss costs, damages, charges or expenses however arising; and
 - b. The Supplier's total aggregate liability in contract, tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise, arising in connection with the performance or contemplated performance of the contract shall be limited to the price paid by The Client for the service during the 12 charging periods preceding the date on which the claim arose.

19. Insurance

- 19.1. The Supplier is responsible for carrying its own insurances set out below:
 - a. Public Liability
 - b. Professional Indemnity
 - c. Employers Liability

20. Notices

- 20.1. Any notice required to be given under these terms or the contract shall be in writing and shall be delivered by hand or sent by pre-paid first-class or second-class post or recorded delivery post to the other party at its address set out in the contract, or such other address as may have been notified by that party for such purposes, or sent by email to the other party's primary contact email address as set out in the contract.
- 20.2. A notice delivered by hand shall be deemed to have been received when delivered (or if delivery is not in business hours, at 9 am on the first business day following delivery). A correctly addressed notice sent by pre-paid first-class or second-class post or recorded delivery post shall be deemed to have been received at the time at which it would have been delivered in the normal course of post. A notice sent by email shall be deemed to have been received at the time of transmission.

21. Suspension

Without prejudice to any other rights or remedies, The Supplier may suspend all services not excluding, hosting, support, maintenance, telecommunications, broadband and backups at any time if:

- a. The Client's account is at any time more than 30 days overdue;
- b. The Supplier suspects that The Client is miss-using the service in any way;
- c. If the Client has instigated any legal proceedings against the Supplier.

22. Rental & All Inclusive Packages

- 22.1. Any hardware, software, services supplied remain the property of the supplier until the final payment of the agreed term is made.
- 22.2. Transfer of ownership will only be complete once the balance of the agreed term has been settled in full either prior to or by the end of the term.
- 22.3. The client agrees to establish a direct debit for payments at the agreed rate to be collected at the agreed dates.

23. Termination

- 23.1. The Supplier reserves the right to terminate this agreement without prior notice.
- 23.2. The Client must provide a notice period set out in Table 2 of the Schedule to terminating this agreement.
- 23.3. The Client must settle any outstanding Invoices prior to termination.
- 23.4. The contract shall continue for the term, unless otherwise terminated or suspended as provided for in this clause.
- 23.5. Without prejudice to any other rights or remedies to which The Supplier may be entitled, The Supplier may terminate the contract without liability to The Client if:
 - a. an order is made or a resolution is passed for the winding up of The Client, or circumstances arise which entitle a court of competent jurisdiction to make a winding-up order in relation to The Client; or
 - b. an order is made for the appointment of an administrator to manage the affairs, business and property of The Client, or documents are filed with a court of competent jurisdiction for the appointment of an administrator of The Client, or notice of intention to appoint an administrator is given by The Client or its directors or by a qualifying floating charge holder (as defined in paragraph 14 of schedule b1 to the insolvency act 1986); or
 - c. A receiver is appointed of any of the other party's assets or undertaking, or if circumstances arise which entitle a court of competent jurisdiction or a creditor to appoint a receiver or manager of The Client, or if any other person takes possession of or sells The Client's assets; or
 - d. The Client makes any arrangement or composition with its creditors, or makes an application to a court of competent jurisdiction for the protection of its creditors in any way, or becomes bankrupt; or
 - e. The Client takes or suffers any similar or analogous action in any jurisdiction in consequence of debt.
 - f. The Client instigates legal proceedings, either by court or through pre-action stage.
- 23.6. On termination of the contract for any reason:
 - a. The Client shall return and make no further use of any equipment, property, materials and other items (and all copies of them) belonging to The Supplier;
 - b. The Supplier may destroy or otherwise dispose of any of The Clients data in its possession unless The Supplier receives, no later than ten days after the effective date of the termination or expiry of the contract, a written request for the delivery to The Client of the then most recent back-up of the data. The Supplier shall use reasonable commercial efforts to deliver the back-up to The Client within 30 days of its receipt of such a written request, provided that The Client has, at that time, paid all fees and other charges outstanding at and resulting from termination (whether or not due at the date of termination). The Client shall pay all reasonable expenses incurred by The Supplier in returning or disposing of data; and
 - c. the accrued rights of The Client as at termination, or the continuation after termination of any provision expressly stated to survive or implicitly surviving termination shall not be affected or prejudiced.

24. Waiver

- 24.1. A waiver of any right under the contract is only effective if it is in writing and it applies only to the party to whom the waiver is addressed and to the circumstances for which it is given.
- 24.2. Unless specifically provided otherwise, rights arising under the contract are cumulative and do not exclude rights provided by law.

25. Severance

- 25.1. If any provision (or part of a provision) of the contract or these terms is found by any court or administrative body of competent jurisdiction to be invalid, unenforceable or illegal, the other provisions shall remain in force.
- 25.2. If any invalid, unenforceable or illegal provision would be valid, enforceable or legal if some part of it were deleted, the provision shall apply with whatever modification is necessary to give effect to the commercial intention of the parties.

26. Force Majeure

The Supplier shall have no liability to The Client under the contract if it is prevented from or delayed in performing its obligations under the contract, or from carrying on its business, by acts, events, omissions or accidents beyond its reasonable control, including, without limitation, strikes, lock-outs or other industrial disputes (whether involving the employees or sub-contractors of The Supplier or any other party), failure of a utility service or transport network, act of god, war, riot, civil commotion, malicious damage, compliance with any law or governmental order, rule, regulation or direction, accident, breakdown of plant or machinery, fire, flood, storm or default of The Supplier or sub-contractors, provided that The Client is notified of such an event and its expected duration.

27. Assignment

- 27.1. The Client shall not, without the prior written consent of The Supplier, assign, transfer, charge, sub-contract or deal in any other manner with all or any of its rights or obligations under the contract or these terms.
- 27.2. The Supplier may at any time assign, transfer, charge, sub-contract or deal in any other manner with all or any of its rights or obligations under the contract or these terms.

28. No Partnership of Agency

Nothing in the contract of these terms is intended to or shall operate to create a partnership between the parties, or authorise either party to act as agent for the other, and neither party shall have the authority to act in the name or on behalf of or otherwise to bind the other in any way (including, but not limited to, the making of any representation or warranty, the assumption of any obligation or liability and the exercise of any right or power).

29. Third Party Rights

The contract is made for the benefit of the parties to it and (where applicable) their successors and permitted assigns, and is not intended to benefit, or be enforceable by, anyone else.

30. Entire Agreement

- 30.1. These terms, the contract and any documents referred to in them, constitute the entire agreement between the parties and supersede any previous arrangement, understanding or agreement between them relating to the subject matter they cover.
- 30.2. each of the parties acknowledges and agrees that in entering into the contract it does not rely on any undertaking, promise, assurance, statement, representation, warranty or understanding (whether in writing or not) of any person (whether party to this agreement or not) relating to the subject matter of the contract, other than as expressly set out in these terms of the contract.

31. Date of Agreement

This Agreement shall, after signing by The Client, come into force on the date it is signed by The Supplier which date shall be regarded as the date of this Agreement and (unless otherwise specified in the Schedule) as the commencement date of the Agreement. This Agreement shall remain in force until terminated in accordance with its terms.

32. Governing Law and Jurisdiction

- 32.1. The contract and any disputes or claims arising out of or in connection with its subject matter are governed by and construed in accordance with the law of England and Wales.
- 32.2. The parties irrevocably agree that the courts of England and Wales have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with the contract.

33. Wording and Interpretation

The definitions and rules of interpretation in this clause apply to these terms and also the contract.

- 33.1. **First Response:** refers to the time from the issue being reported by The Client and a Ticket Number being issued by The Supplier, until the call has been allocated to the appropriate Systems Engineer, who will then contact The Client.
- 33.2. **Target Resolution:** means the target timeframe within which The Supplier will endeavour to resolve the incident.
- 33.3. **Resolution:** means expected level of service is now operational for The Client.
- 33.4. **Workaround:** means that adequate functionality has been restored temporarily whilst a permanent resolution is being investigated.
- 33.5. **Priority:** is defined at the 1st response of a call, where The Supplier and The Client will agree on the urgency of the call.
- 33.6. **Nominated Support Contact:** is through whom all other end users log calls to The Supplier.
- 33.7. **Application:** is a utility to assist end users, these are installed by The Supplier. Any third-party Applications are not supported.
- 33.8. **Corruption:** means that an application/program/utility/operating system is not functioning as per its intended design.
- 33.9. **Client:** means any device including Laptops, Workstations, Thin Clients and any other device that can be categorised as a Client.
- 33.10. **Authorised Users:** those employees and independent contractors of The Client who are entitled to use The Suppliers services.
- 33.11. **Business day:** any day which is not a Saturday, Sunday or public holiday in the UK
- 33.12. **One Day:** is equivalent to 8 hours.
- 33.13. **Charging period:** a period of a full calendar month or year or any part thereof.
- 33.14. **Contract:** the contract between The Supplier and The Client based on the standard The Supplier application form (incorporating these terms) and also a Direct Debit Mandate completed and established by The Client.
- 33.15. **The Client:** a person (including a company, firm or other body) who has contracted with The Supplier for the provision of its services.
- 33.16. **The Supplier:** whose registered office is at: Regal House, Miall Street, Rochdale, OL11 1HY, United Kingdom.
- 33.17. **Third Party:** is the provider of a service to The Supplier who then provides to The Client.
- 33.18. **Customer data:** the data stored as a backup or client details stored on The Supplier network by The Supplier on The Client's behalf.
- 33.19. **Effective date:** the date of the contract between The Supplier and The Client.
- 33.20. **Fees:** the fees payable to The Supplier at the rate applicable from time to time and detailed in Schedule A.
- 33.21. **Core Business Hours:** 8:30 am to 6.00 pm local UK time, Monday to Friday, excluding public holidays.
- 33.22. **Out of Hours:** 6:01 pm to 8:29 am UK Time, Monday to Friday, all of Saturday, Sunday and all public holidays.
- 33.23. **Service:** Remote Data Storage, Backups, Support, Maintenance, Installation, Hosting, Telecommunications, VoIP, Mobile Device Management, Hosted Exchange, Office 365, Hosted Telephony and any other such service.
- 33.24. **Term:** the period of contract either a calendar month renewable automatically or 12 calendar months from the date of the contract.
- 33.25. **Terms:** these standard terms of contract.
- 33.26. **Standard Agreed Rate:** rates set out in Schedule A
- 33.27. **Supported Items:** items listed in Schedule A
- 33.28. A reference to a Business or Company shall include any company, corporation or other body corporate, wherever and however incorporated or established.
- 33.29. Words in the singular shall include the plural and vice versa.
- 33.30. A reference to writing or written includes faxes, e-mail and postal letters.
- 33.31. References to clauses and schedules are to the clauses and schedules of these terms.
- 33.32. References to paragraphs are to paragraph of the relevant schedule.