

# Uptime Services Addendum America Region



# UPTIME ADDENDUM – Americas

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### 1. Overview

#### 1.1. Purpose of this Addendum

The generic Uptime service description provides a functional overview of Uptime, Dimension Data’s leading IT support service. It explains all of the deliverables associated with the Uptime service and clarifies the responsibilities we assume to provide the Uptime service.

This Addendum to the Uptime Service Description provides additional information regarding the delivery of Uptime Services in the Americas. All services specified in the generic Uptime service description may not be available to all products and/or in all countries. Please contact your Dimension Data account representative for detailed

availability of features and supported manufacturers. The information in this addendum is intended to help refine the information provided in the Service Description. Information applies to the vendors and manufacturers listed only.

Information in this document SUPERCEEDS information in the document titled “Uptime Service Description” for the countries indicated. For other countries in the Americas region, or countries supported by Dimension Data, there may be other addenda that describe local limitations. Please consult your Dimension Data Account Representative for copies of the Uptime Service Description or for more information on the information contained in these and other documents.

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## 2. Supported Service Levels by Vendor

The following table shows, what manufacturers are supported across the Americas. Other vendors may be supported in various countries. Contact your Dimension Data account representative for more information on supported manufacturers. In Dimension Data Americas, calls into our global service center can be logged 24/7. Our GSC will begin working your incident based upon the time the call was placed and the priority assigned. The service levels below govern initiations of actions required as a result of the incident management step.

Service Level	US	Canada	Brazil	Chile	Mexico
Cisco	✓	✓	✓	✓	✓
Riverbed	✓	✓	✓	✓	✓
Bluecoat	✓	✓	✓	✓	✓
F5	✓	✓	N/A	N/A	N/A
Fortinet	✓	✓	N/A	N/A	N/A
Juniper	✓	✓	N/A	N/A	N/A
Microsoft Lync Voice	✓	✓	N/A	N/A	N/A

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### 3. Service Level Restrictions

#### 3.1. General Notes

The following applies to all Service Levels:

- The Service Level Clock start at the moment diagnosis is complete.
- Business hours in US/Canada are between 8am and 6pm Monday to Friday excluding National and State Public Holidays
- NBD stands for “Next Business Day” which for US/Canada starts at 3PM on the previous day. For calls placed after 3PM are the ‘next business day’ is the day after the following day.
- Remote Support is not available as a standalone service level for Hardware products.
- Result Commitments are not part of the standard Uptime offering in the US/Canada.

#### 3.2. Requirements

All Uptime service levels offered have a number of pre-requisites that you must facilitate or provide:

- Remote access: Our technical support team needs remote access to the software configuration items during the contracted service calendar at all times to ensure our service level commitment to you. Our technical support team will work with you to set-up a secure remote connection that meets your organizations security policy. If preconfigured remote access is not available, then on demand remote sharing may be required. Without remote access, support commitments may not be honourable.
- Visibility of infrastructure elements: Our technical support team needs to have visibility of the infrastructure elements connected to the solution in order to make the correct incident diagnosis.
- Back-up configuration: Our technical support team may need access to the current or previous configuration of the affected device. Dimension Data may collect these

configurations with the Uptime Monitoring service or will store such configurations as provided by the client. These configurations are to be used to aid in the troubleshooting process only and are not considered a configuration archive for later client retrieval.

#### 3.3. Software Support

Restore service levels are not supported for server based software application products. Dimension Data commits to providing you with support for server based software application products covered under your Uptime contract. If the restoration requires the dispatch of an engineer to site or the re-installation of the application, the service is provided as follows:

- Response time: Restoration of software applications is provided on a reasonable effort basis and is not governed by a service calendar commitment
- Time and materials: The time required to restore the application to service will be charged on a Time and Materials basis and invoiced separately.

#### 3.4. Service establishment

To initiate the supply of our Uptime service you are required to provide Dimension Data with a purchase order for the agreed price as specified on our quote that identifies all covered products and service levels. If a master agreement is in effect between our companies then such agreement will govern your purchase of Uptime. If no master agreement applies then Dimension Data’s standard term and conditions apply.

Dimension Data will provide you a template for the collection of the details of the configuration items and software to be covered under Uptime and their allocated service levels, service level commitments and service calendars.

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Dimension Data will then, in consultation with you, verify the correct and proper operational status of the configuration items and software and their ability to be supported under Uptime. Any deficiencies or issues found in the configuration items and software may require additional work to be performed in order to bring the configuration items to a level maintainable by Dimension Data.

Dimension Data can work with you to address these deficiencies or issues at an additional charge.

### **3.5. Services portal**

Dimension Data creates and configures a customized service portal with all relevant client and service information. During service establishment, the client verifies the correctness of the information presented in the service portal and informs Dimension Data of any changes.

Access to the service portal is through the client's Internet access. Dimension Data enables logins and informs the client of the relevant details for users via the completed service portal access form.

The client is supplied with a soft copy of the service portal user guide. If requested, Dimension Data may provide training sessions for an additional charge.

Upon completion of service establishment, Dimension Data will provide you with a welcome pack detailing aspects of service delivery.

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## 4. Supported Service Elements by Vendor

The following table shows, which service elements, are available for specific manufacturers. Additional information on the delivery of these service elements can be found in subsequent sections of this document.

Service Element	Cisco	Riverbed	Bluecoat	F5	Fortinet	Juniper	Microsoft Lync Voice
Multi-vendor Management	✓	✓	✓	✓	✓	✓	✓
Incident Management	✓	✓	✓	N/A	✓	✓	✓
Service Levels	✓	✓	✓	✓	✓	✓	✓
Parts to site	✓	✓	✓	✓	✓	✓	✓
Engineer to Site	✓	✓	✓	✓	✓	✓	N/A
Services Portal	✓	✓	✓	✓	✓	✓	✓
Asset Tracking	✓	✓	✓	✓	✓	✓	✓
Availability Monitoring	✓	✓	✓	N/A	N/A	N/A	N/A
Subscription Services	✓	✓	✓	✓	✓	✓	✓
Service Level Management	✓	✓	✓	✓	✓	✓	✓
Service Desk Integration	✓	✓	✓	✓	✓	✓	✓
License Renewal	N/A	N/A	N/A	N/A	N/A	N/A	N/A
MACDs	✓	✓	✓	N/A	N/A	N/A	N/A
Consultant on Call	✓	✓	✓	N/A	N/A	N/A	N/A
Site-based Services	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Assessments	✓	✓	✓	N/A	✓	✓	N/A



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### 5. Supported Service Elements by Country

The following shows what service elements are available in what countries.

Service Element	US	Canada	Brazil	Chile	Mexico
Multi-vendor Management	✓	✓	✓	✓	✓
Incident Management	✓	✓	✓	N/A	✓
Service Levels	✓	✓	✓	✓	✓
Parts to site	✓	✓	✓	✓	✓
Engineer to Site	✓	✓	✓	✓	✓
Services Portal	✓	✓	✓	✓	✓
Asset Tracking	✓	✓	N/A	N/A	N/A
Availability Monitoring	✓	✓	✓	✓	✓
Subscription Services	✓	✓	✓	✓	✓
Service Level Management	✓	✓	✓	✓	✓
Service Desk Integration	✓	✓	✓	✓	✓
License Renewal	N/A	N/A	N/A	N/A	N/A
MACDs	✓	✓	N/A	N/A	N/A
Consultant on Call	✓	✓	N/A	N/A	N/A
Site-based Services	N/A	N/A	N/A	N/A	N/A
Assessments	✓	✓	✓	✓	✓

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### 6. Service Elements Restrictions

#### 6.1. Subscription services

Accesses to patches and upgrades for the configuration items covered by your Uptime Contract are governed by the rules laid out by the manufacturer. Patches may be made available as part of your maintenance contract or may require the purchase of additional 'subscription' services to enable access. Accesses to software upgrades are typically governed in the same way.

If these subscriptions are purchased with your Uptime service Dimension Data will activate these subscriptions. Prior to the expiration of the required subscription, Dimension Data will provide you with notification of in the form of a renewal quote. Implementation of updates, patches and minor or major feature releases is only included when such patch is required to resolve an incident. For non-incident related service requests are available with the purchase of a System MACD service element.

Please see the information provided in the Appendix titled "Software Patches and Upgrades by Vendor" at the end of this document.

#### 6.2. System MACD services

System MACDs, within the US and Canada, are purchased as a prepaid number of Service Units. Service units are deducted from your retainer based upon:

- The work to be completed
- When the work will be executed (normal or after hours.)
- The level of resource assigned/required
- The urgency of the request (normal or high urgency.)

Dimension Data will work with you to find the best time to conduct and complete the work within the time frames specified and committed to.

For the MACD service please note the following following notes and conditions apply:

- A Service Unit is equivalent to 15 minutes.

- A minimum of 150 Service Units must be purchased per contract.
- Service Units are purchased in blocks of 50 units.
- If you cancel your Service unit based services or the contract expires or you cancel your Uptime Service, remaining Service Units will expire.
- Service Units will co-mingle with other Service Unit based services to create a single pool of units for use across contracted services.
- Service Units may only be used for the configuration items covered by your Uptime contract.
- Normal Urgency Remote Requests will be completed within 10 business days.
- High Urgency requests will be completed within 5 business days.
- Commitments are paused once actions are scheduled.
- A minimum of 4 hours will be allocated per onsite System MACD
- A System MACD will take no longer than 4 hours to complete
- Similar requests may be grouped and may not exceed a total of 16 hours of work.
- Remote Access must be provided to complete remote work.
- The Number of Service Requests allowed per month is limited to 1% of the number of configuration items covered by the Uptime contract.
- No risk/impact analysis is needed
- No scoping of activities is needed and/or no project plan has to be written
- The client remains responsible for all activities carried out as part of our MACD service
- Client will be charged for the actual time required to execute the requested System

Whether the work is

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MACD.

- Where multiple resources are required, client will be charged for all effort expended from remote GSC and Onsite engineers to execute the requested work.
- For international MACD, time estimates may be extended based upon coverage and availability. In areas where personnel are not available travel charges will be applied.

### 6.3. Consultant on Call (remote assistance)

Consultant on Call is governed by the same System MACD service unit system and is subject to the same restrictions with the following exceptions:

- A minimum of 150 Service Units must be purchased per contract.
- Service Units are purchased in blocks of 50 units.
- If you cancel your Service unit based services or the contract expires or you cancel your Uptime Service, remaining Service Units will expire.
- Service Units will co-mingle with other Service Unit based services to create a single pool of units for use across contracted services.
- Requests for assistance can only be provided on covered configuration items.
- Requests are limited to remote requests only.
- Time spent on the request will not exceed 2 hours.
- Chaining of requests is not permitted.
- There is no Service Level for Consultant on Call.

### 6.4. Asset Tracking and Reconciliation

Asset Tracking and Reconciliation relies upon

collaboration between the client and Dimension Data to help maintain the accuracy of the data presented. The following requirements and restrictions are in place for this element:

- Clients must log requests for asset moves, adds, and changes in the Dimension Data Asset Portal within the Uptime Service Portal. Failure to log changes may result in inaccurate asset data and may delay incident related service delivery.
- Asset Tracking is only offered on configuration items covered by your Uptime contract.
- Reconciliation of data to the manufacturer may require authorization from the client. Such authorization will be provided upon contract start.
- Termination of service or changes in service may result in an overpayment; however, this does not guarantee receipt of a service credit.
- Asset moves and entitlement changes may result in an additional charge for service. This service will be quoted before the action is taken to ensure consistent coverage.

### 6.5. Service Level Management

Service Level Management is provided to all Dimension Data Uptime contracts. Access to reports and reviews is subject to the following restrictions:

- Contracts that include 100 or more devices will have access to regularly scheduled reporting and quarterly or annual reviews with a designated service management contact.
- Contracts that include fewer than 300 configuration items will have access to on demand reports and reviews subject to availability of the service management desk.

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### 6.6. Uptime Monitoring

Uptime Monitoring requires several access and configuration changes in order to operate on your environment. If these requirements cannot be met then Uptime Monitoring will not be provided.

- Clients must have a minimum of 200 devices in their infrastructure to qualify for Uptime Monitoring.
- Clients who have fewer than 200 devices will be charged a deployment fee if they wish to access the service.
- Uptime Monitoring relies upon a persistent VPN connection between Dimension Data and the client network. This connection should provide visibility to all devices to be covered by monitoring.
- Changes to the device characteristics (IP Address, Host Name, etc.) Must be logged with the GSC to ensure service.
- Configuration of the specific parameters on individual configuration items is the responsibility of the client. The client may contract Dimension Data to make device configuration changes to support monitoring at an additional cost.
- Configuration Archive is only available for Cisco devices at this time.
- Configurations that are archived are not available for client retrieval and are for

GSC troubleshooting and restoration purposes only.

- No Monitoring dashboard is provided with the service. Events that are flagged, as incidents will be logged, as an Uptime Ticket and the client will then be notified. All other events captured are ignored.

### 6.7. Standard Service Desk Integration

Standard Service Desk integration is provided to clients who contract separately for this service. In order to be eligible for the service you must meet the requirements outlined in the Uptime Service Description.

Implementation of the service requires the client provide resources to configure their own ticket management system to meet the specifications of the Uptime service.

### 6.8. Assessments

Assessments can be included in your Uptime contract. Assessment are scoped and priced as a standalone item and scheduled as part of your Uptime service. Work with your Service Management representative to schedule your assessment services.

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### 7. Appendix I – MACD Rate Table

The following rate table may be used to determine the number of service units deducted for an hours time. This table lists the number of service units by resource type for:

- **Normal Urgency units per hour** - Requests made for work that is to be performed during normal business hours (8AM to 6PM) that must be done in 10 days or less
- **Normal Urgency units per after hours** – Requests made for work that is to be performed after normal business hours (8AM to 6PM) that must be done in 10 days or less
- **High Urgency units per hour** - Requests made for work that is to be performed during normal business hours (8AM to 6PM) that must be done in 5 days or less
- **High Urgency units per after hours** – Requests made for work that is to be performed after normal business hours (8AM to 6PM) that must be done in 5 days or less

Resource level	Normal Urgency per Hour	High Urgency per Hour	Normal Urgency per After Hours	High Urgency Units per After Hours
Senior Consultant	9	11	14	17
Consultant	7	9	11	14
Senior Engineer	7	9	11	14
Engineer	6	8	9	11
Technician III	4	5	6	8
Technician II	3	4	5	6

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### 8. Appendix II – Subscription Service Details

Accesses to patches and upgrades for the configuration items covered by your Uptime service are shown below. Access to patches and software upgrades may require the purchase of additional services from the manufacturer. Please see specific manufacturer policies regarding access and availability/eligibility.

Manufacturer (LoB)	Patches	Upgrades	Signatures
Cisco (NI)	Included with maintenance contract		N/A
Cisco (UC)	Included with maintenance contract	Purchased under SAU Maintenance Contract or as separate UCSS subscription service	N/A
Cisco (CIS)	Included with SAS based service only.	Included with SAU service only.	
Cisco (Security)	Included with maintenance contract		Purchased with select maintenance contracts
Riverbed	Included with maintenance contract		N/A
Bluecoat	Included with maintenance contract		
Fortinet	Included with maintenance contract		Purchased under separate subscription
Microsoft	Patches, Upgrades and Signatures access are determined by your Enterprise Software Agreement.		
F5	Included with maintenance contract		N/A

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### 9. Appendix III – Product Support

Dimension Data Uptime supports various technologies and devices provided by our partners. In some cases, products that a particular manufacturer offers may not be coverable under the Uptime service. The information below is to be used as a guideline on which products may or may not be supported. For products that are not supported by Dimension data Uptime, We can apply the Vendor Maintenance Aggregation services in order to handle first call. This is not intended to be an exhaustive list of supported products available under the Uptime service. For a full list of supported products, please contact your local Dimension Data Account or Services representative for more detailed information.

Manufacturer (LoB)	Supported	Unsupported
Cisco (NI)	<ul style="list-style-type: none"> <li>Cisco 1xxx Series Routers</li> <li>Cisco 2xxx ISR Routers</li> <li>Cisco 3xxx ISR Routers</li> <li>Cisco 7xxx series Routers</li> <li>Cisco Fixed Configuration Switches</li> <li>Cisco Chassis based Switches</li> <li>Cisco NEXUS 6xxx</li> <li>Cisco Wireless Access Points</li> <li>Cisco Wireless LAN Controllers</li> <li>Cisco WAAS</li> </ul>	<ul style="list-style-type: none"> <li>Cisco CRS Routers</li> <li>Cisco ESR Routers</li> <li>Cisco Optical</li> <li>Cisco DCAS</li> <li>Cisco Metro Ethernet Switches</li> <li>Cisco Industrial Blade Switches</li> <li>Cisco Management Applications (LMS, CWS, etc.)</li> </ul>
Cisco (UC)	<ul style="list-style-type: none"> <li>Cisco 54xx</li> <li>Cisco CUBE</li> <li>Cisco VG Gateways</li> <li>CME</li> <li>CUCM</li> <li>Cisco Unity</li> <li>Cisco Unity Connect</li> <li>Cisco Unity Express</li> <li>Cisco IP Phones</li> <li>Cisco IPCC Express</li> <li>Cisco Presence</li> <li>Cisco UCS Servers (for UC apps only)</li> </ul>	<ul style="list-style-type: none"> <li>Cisco Conferencing Products</li> <li>Cisco Webex</li> <li>Cisco DMS</li> </ul>
Cisco (CIS)		
Cisco (Security)	<ul style="list-style-type: none"> <li>Cisco ASA</li> <li>Cisco VPN Routers</li> <li>Cisco IOS VPN</li> <li>Cisco VPN Appliance</li> <li>Cisco IPS Appliance 4xxx</li> </ul>	<ul style="list-style-type: none"> <li>Cisco NAC</li> <li>Cisco IronPort</li> <li>Cisco Security Management Software</li> <li>Cisco Security Clients (VPN, NAC)</li> </ul>

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Manufacturer (LoB)	Supported	Unsupported
Riverbed	Steelhead Steelhead Mobile	Cascade Central Management Console Services Platform
Bluecoat	Proxy SG Mach 5 Proxy Filter Web Filter ISS Proventia Filter Optenet URL Filter Webwasher URL Filter SurfControl AV Appliances (various AV are not supported.)	RAS Gateway Packetshaper Policy Center
Fortinet	Fortigate Firewalls	All other products
Microsoft	Microsoft Lync Voice Microsoft Lync IM Microsoft Lync Conferencing Microsoft Lync Presence	All other Microsoft Products
Juniper	Enterprise Routers Enterprise switching Firewalls VPN Appliance Intrusion Protection	Service Provider Routing Wireless LAN WAN Optimization
F5	All Products	



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### 10. Appendix IV – Services that are out of Scope

The following services are considered out of scope. Dimension Data may be able to provide these services as part of a Configuration MACD or other paid service request.

- **Change in configuration by the client or a third party** - Dimension Data can maintain hardware configuration information of equipment under contract. Changes made to device configurations can be captured by the Configuration Archive feature of Uptime Monitoring. If Uptime Monitoring is not deployed, then the client is responsible for sharing updated configuration file information with Dimension Data.
- **Telco outage** - Dimension Data will diagnose the problem remotely. Should the fault be determined to be Telco related Dimension Data will not dispatch. Should there be debate between the Telco and Dimension Data as to whether the fault is Telco or equipment related, or should Dimension Data not be able to isolate the fault to Telco, Dimension Data will agree with the client to dispatch. In the event that the onsite technician determines that the fault is indeed that of the Telco then the entire call will be subject to additional charges.
- **Upgrade of a device's operating system in order to add functionality** - Uptime covers the upgrading of an appliance's operating system to resolve issues in the existing configuration that impact the client's network. Should the client require an upgrade to support additional functionality then the client's configuration MACD service will be engaged if applicable. Otherwise the work will be handled on a T&M best effort basis.
- **Disconnected remote access equipment** - Dimension Data requires secure remote access to a client's network in order to diagnose and, if possible, resolve service requests that are not as a result of hardware failure. Should this equipment be disconnected, Dimension Data will request that the client reconnect this equipment. If the client is unable to do so and requests that Dimension Data dispatch, then if the fault is not as a result of hardware failure, the entire call will be subject to additional charges.
- **Cabling faults** – Should there be network problems as a result of cables that have erroneously been moved by the client or a third party or the failure of cables not provided by Dimension Data, then the entire call will be subject to additional charges.
- **Power outage** - Dimension Data will request that the client check power availability before a technician is dispatched. Should the client not be able to determine this or should the client incorrectly determine that power is not the problem, then, if the dispatched technician determines that power is indeed the problem, the entire call will be subject to additional charges.
- **Power surges and natural disasters** - In the event of a power surge which results in the equipment being destroyed or requiring a reset, then the entire call will be subject to additional charges. In addition, equipment failures as a result of Acts of God (floods, lightning strikes etc.) then the entire call will be subject to additional charges.
- **Non-compliance of environmental conditions** - Failure of equipment as a result of the client's physical environment not complying with the manufacturer's specifications (or misuse or neglect of equipment) will result in the entire service call being subject to additional charges.

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- **Delay in access to client's premises** – Should Dimension Data agree with the client on a time for the technician to be Onsite and should the Onsite technician not be able to gain access to the client's premises for in excess of 15 minutes after the agreed upon time, then the total time that the technician is delayed will be subject to additional charges.
- **Application Support** – Uptime contracts cover hardware and operating support and exclude application support. Reloading of data and applications on servers, gateways, mail servers, etc. will be subject to additional charges.

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### 11. Appendix IV – Vendor Specific Notes

The following notes apply to Vendor Specific exceptions and information.

#### 11.1. Bluecoat Services

Support for AV and other third party application software configured to work on the Bluecoat Proxy products is only provided for the Proxy integration itself. Support for the A/V and other third party software is the responsibility of the application manufacturer.

#### 11.2. Cisco Services

- Troubleshooting of Cisco Voice/Presence client installations is not included, except when they indicate a server issue related to a bug on the server and not an issue with the client software or deployment of such.
- Reinstallation of Cisco Application software is not provided with Uptime. If a problem results in the need to re-install the Cisco software, the client will be responsible for loading the software and applying any backups. Alternately, Dimension Data may perform those tasks under a Time and Materials agreement. This service would not be governed by an SLA.
- Third party endpoints are not supported by Dimension Data for Cisco Unified Communications and TelePresence solutions.

#### 11.3. F5 Services

Uptime for F5 includes Dimension Data Call Management, Service Level Management, and Subscription Services, and appropriate parts or engineer to site. The incident management is conducted by F5 in agreement with F5.

#### 11.4. Fortinet Services

In order for Fortinet Services to be activated, Fortinet requires that service contracts be activated with product serial numbers. In order to perform this task, Dimension Data must either register the products within our account on the Fortinet User Center, or the client must give Dimension Data access to manage devices and contracts on their User Center. If either of these requirements cannot

be met, then the client will be responsible for all service contract activation with Fortinet.

#### 11.5. Microsoft Lync Services

- All new and existing Microsoft Lync deployments must be assessed for supportability prior to first service activation. This applies to the configuration of the system and it's components.
- Lync Workloads for Voice, IM, Conferencing, and Presence are supported. Support for other Microsoft Server applications is not included.
- Troubleshooting of Lync client installations is not included, except when they indicate a server issue related to a bug on the server and not an issue with the client software or deployment of such.
- Reinstallation of the Lync software is not provided with Uptime. If a problem results in the need to re-install the Lync software, the client will be responsible for loading the software and applying any backups. Alternately, Dimension Data may perform those tasks under a Time and Materials agreement. This service would not be governed by an SLA.
- Third Party Product support for Lync is provided on a vendor-by-vendor basis. Lync Gateways and endpoints that are supported by Dimension Data will be listed in the supported vendor portion of this addendum.