

FIRSTCOM EUROPE LTD

IT MANAGED SERVICES SCHEDULE

Version: 2026.1 Effective from: 01/08/2026

This IT Managed Services Schedule forms part of the Agreement between Firstcom Europe Ltd (“Firstcom”) and the Customer. It should be read together with the Master Terms & Conditions, the Customer Order Form, and all referenced policies.

1. SCOPE OF IT MANAGED SERVICES

This Schedule applies to the following IT services provided by Firstcom:

- Remote IT Support
- On-Site IT Support
- Remote Monitoring & Management (RMM)
- Patch Management
- Cybersecurity Services
- Backup & Disaster Recovery
- Microsoft 365 & Licensing
- Hardware Supply & Configuration
- Project Services (migrations, installations, upgrades)

The specific services purchased are listed on the Customer Order Form.

2. SERVICE PROVISION & ONBOARDING

2.1 Service Commencement

IT Managed Services are deemed to commence **within 30 days** of the Date stated on the Customer Order Form, regardless of whether onboarding activities have been completed.

2.2 Onboarding Requirements

To deliver ITMS, the Customer must provide:

- administrator credentials where required
- access to systems, devices, and networks
- a list of authorised contacts
- details of existing IT infrastructure
- permission to install monitoring agents

Failure to provide required access or information may delay service delivery.

2.3 Customer-Caused Onboarding Delays

Where RMM agents or monitoring tools cannot be deployed due to Customer delay, Firstcom shall not be obligated to:

- deliver full service capabilities
- meet SLA commitments
- provide monitoring-dependent services

until onboarding is completed.

3. SUPPORTED ENVIRONMENT

Supported environments include currently vendor-supported operating systems, applications, and hardware as defined in Firstcom's **Supported Environment List** (available on request). Firstcom may update the Supported Environment List to reflect vendor lifecycle changes.

4. REMOTE MONITORING & MANAGEMENT (RMM)

Where included, Firstcom will install RMM agents on supported devices to:

- monitor system health
- deploy patches
- provide remote support
- detect security issues

The Customer must not remove, disable, or interfere with monitoring agents installed by Firstcom.

Where monitoring agents are removed, disabled, or prevented from operating, Firstcom:

- is not responsible for incidents arising during such periods
- may suspend SLA commitments
- may exclude such incidents from SLA calculations
- may charge for additional manual diagnostic work required as a result

5. SUPPORT SERVICES

5.1 Remote Support

Support is provided during standard business hours unless otherwise stated on the Customer Order Form or SLA.

5.2 On-Site Support

On-site visits may incur additional charges unless included in the Customer's package.

5.3 Priority Levels

Support requests are categorised by severity as defined in the Customer-Facing SLA.

5.4 Support Exclusions

Support does not include:

- unsupported operating systems or hardware
- third-party vendor faults
- Customer-caused issues
- training
- bespoke software support
- hardware repairs outside warranty
- issues caused by malware where the Customer declined recommended security services

Chargeable work will be quoted in advance where reasonably possible.

6. CYBERSECURITY SERVICES

Where included, cybersecurity services may include:

- endpoint protection
- email security
- threat monitoring
- vulnerability management

Cybersecurity services reduce risk but cannot guarantee prevention of all threats.

Cybersecurity services **do not** constitute:

- a fully managed SOC
- 24/7 threat monitoring
- 24/7 incident response
- full-stack cybersecurity management

unless explicitly stated in writing.

The Customer remains responsible for:

- user behaviour
- password hygiene
- MFA adoption
- reporting suspicious activity

7. BACKUP & DISASTER RECOVERY

7.1 Backup Services

Where included, Firstcom will provide backup services as specified on the Customer Order Form.

7.2 Customer Responsibilities

The Customer must:

- ensure all required data locations are identified
- notify Firstcom of new systems or data sources
- test restores when requested
- ensure devices remain online for backups to run

7.3 Backup Limitations

Backups are provided on a best-effort basis and no guarantee is given that all data will be recoverable.

Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO) are **not guaranteed** unless explicitly agreed in writing.

7.4 Data Loss Exclusions

Firstcom is not responsible for data loss where:

- backups were not included in the Customer's package
- devices were offline
- the Customer disabled backup services
- the Customer failed to notify Firstcom of new data locations
- data corruption occurred prior to backup
- Customer-owned hardware failed

8. MICROSOFT 365 & LICENSING

8.1 Licensing

Licences are billed monthly or annually as stated on the Customer Order Form.

8.2 Annual-Commit Licensing (Non-Cancellable)

Certain licences are procured by Firstcom on a fixed-term, non-cancellable basis. Where such licences are supplied, the Customer:

- irrevocably commits to the full term
- remains fully liable for all associated charges
- agrees charges are payable even if services are terminated or licences unused

No refunds or credits shall be provided for unused annual-commit licences.

8.3 Microsoft Terms

Use of Microsoft services is subject to Microsoft's own terms and conditions.

8.4 Suspension

Licences may be suspended for non-payment.

9. PROJECT SERVICES

Project work includes:

- installations
- migrations
- upgrades
- consultancy
- hardware deployments

Projects are quoted separately unless included in the Customer's package.

Delays caused by the Customer may result in additional charges.

Project services are non-recurring, scoped engagements and are excluded from standard support unless explicitly stated.

10. HARDWARE & WARRANTY

10.1 Supply

Hardware may be supplied outright, leased, or financed.

10.2 Delivery & Back-Order Conditions

Delivery dates are estimates only and subject to manufacturer availability and supply chain constraints. Delays do not entitle the Customer to cancel any associated order or service.

Where hardware is unavailable or delayed, Firstcom may propose alternative equipment of equivalent or higher specification. Any material change in pricing or specification will be agreed in advance.

10.3 Warranty

Hardware warranties are provided by the manufacturer unless otherwise stated.

Firstcom does not manage hardware lifecycle or warranty claims unless explicitly included.

11. SECURITY & FRAUD

The Customer must:

- maintain secure passwords
- use MFA where available
- restrict administrative access
- notify Firstcom immediately of suspected compromise

Firstcom is not liable for breaches caused by Customer negligence or refusal to implement recommended security measures.

12. SERVICE LEVELS

A summary of ITMS service levels is provided in the **Customer-Facing SLA**, which forms part of this Agreement.

Service credits (if applicable) are the Customer's sole remedy for service performance issues.

13. CUSTOMER-LED CHANGES

Customer-led changes to systems, infrastructure, configuration, or security must be communicated to Firstcom in advance.

Firstcom reserves the right to:

- reassess service scope
- adjust pricing
- amend SLAs
- decline support for unsupported changes

14. FAIR USAGE

Support Services are subject to fair usage. Excessive or abnormal usage — including significantly higher ticket volumes or acting as a substitute for an internal IT role — may result in additional charges at Firstcom's standard rates.

15. ITMS LIABILITY LIMITS

15.1 ITMS Liability Cap

Firstcom's total aggregate liability for IT Managed Services shall not exceed **three (3) months of the recurring Charges** attributable to the specific Service(s) giving rise to the claim.

This applies:

- per claim or series of related claims
- regardless of number of incidents

Liability shall not be calculated by reference to:

- total Agreement value
- unrelated services
- future or anticipated spend

15.2 Excluded Losses

Firstcom shall not be liable for:

- loss of profit, revenue, or anticipated savings
- loss of business or contracts
- loss of data (except where recoverable under agreed backup services)
- indirect or consequential loss

16. EXIT ASSISTANCE (OFF-BOARDING)

Upon termination, Firstcom may provide exit assistance at standard rates, including:

- data handover
- credential transfer
- system access removal
- configuration export
- documentation handover

Exit assistance will be delivered against a reasonable and mutually agreed timeline.

17. DOCUMENTS FORMING PART OF THIS SCHEDULE

This Schedule should be read together with:

- Master Terms & Conditions
- Telecoms Services Schedule
- Acceptable Use Policy
- Fraud & Security Policy
- Customer-Facing SLA
- Privacy Policy