



## BT Managed Security (Prisma Access) Service Schedule Part B – Service Description

### Section A The Service

#### 1. STANDARD COMPONENTS OF THE SERVICE

BT will provide the Customer with the following Services in accordance with the details as set out in the Order:

- 1.1 Supplier Security Modules:** The Service offers the Customer the choice of different licensing models aligned to specific business requirements. The Customer has the option of deployment of the Service from more than 100 locations, or, to provide a localised experience. The Customer will select at least one of the following Supplier security modules which will be provided and supported by BT:

| Prisma Supplier Modules | Access Security | Description                                                                           |
|-------------------------|-----------------|---------------------------------------------------------------------------------------|
| Business                |                 | Basic Internet Security                                                               |
| Business Premium        |                 | Advanced Internet Security                                                            |
| Enterprise              |                 | Advanced Internet Security and Service Connections for access to Private Applications |
| ZTNA                    |                 | Zero Trust Network Access Mobile User Only                                            |

Further information on the licensing models and Supplier Security Modules can be found at [https://www.paloaltonetworks.com/apps/pan/public/downloadResource?pagePath=/content/pan/en\\_US/resources/datasheets/prisma-access-licensing-guide](https://www.paloaltonetworks.com/apps/pan/public/downloadResource?pagePath=/content/pan/en_US/resources/datasheets/prisma-access-licensing-guide).

- 1.2 Supplier Software:** Access to Supplier Software for use during the Subscription Term, as set out in the Order, for the Customer to download and install on the Mobile User devices.
- 1.3 Supplier Portal:** The Customer will have access to the Supplier's secure web-based user interface. The Supplier Portal is an administrative portal for creating and managing security policies, digital experience monitoring configuration, reporting and analysing traffic. BT will create accounts that will enables the Customer to:
- 1.3.1** Gain visibility of traffic and threat patterns;
  - 1.3.2** Review security policy and security configuration;
  - 1.3.3** Review User experience monitoring, perform troubleshooting and self-serve subject to licence to improve productivity issues;
  - 1.3.4** view any Supplier Planned Maintenance provided for geographic region(s);
  - 1.3.5** view Supplier registered incidents (not real time); and
  - 1.3.6** view advisory information published by the Supplier

The Customer data will be retained on the Supplier Portal for a period of 30 days for operational access. Threat logs are retained for 6 months and reporting data is retained for 15 months.

- 1.4 BT Portal:** Provides a secure mechanism for service requests, incident management and reporting.
- 1.5 BT Support.** BT will provide the Foundation Graded Service Tier as standard. The features of Foundation are as follows:

| BT Support | Description - Foundation Features |
|------------|-----------------------------------|
|------------|-----------------------------------|



|                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|--------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Implementation Support                                                                           | BT is responsible for managing the Order on behalf of the Customer - including the purchase of licences from the Supplier. The Supplier Portal link(s) are sent directly to BT to complete the initial set up of the solution. The Customer will have access to the BT Portal to raise Incidents.                                                                                                                                                                                                                                                                                                                                                                                           |
| Reactive Incident Management                                                                     | BT will provide only reactive support on any Incidents raised regarding an outage, security issue or performance degradation on the Supplier Platform as BT has no real time access to the Supplier Platform.                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| BT Service Desk - 1 <sup>st</sup> Line Reactive Incident Management                              | The BT Service Desk is responsible for managing Incidents raised via the BT Portal by the Customer. Initial triage of the issue is carried out by using structured questions to capture all of the relevant details. Where necessary, if the issue cannot be resolved by the Service Desk, an Incident will be raised with the BT Global Security Operations Centre (" <b>GSOC</b> "). The Customer can access the BT Portal for progress updates and to respond to any requests for information BT asks for in order to help resolve the issue. Once the Incident is resolved, an update will be posted on the BT Portal and the Incident closed following confirmation from the Customer. |
| BT Global Security Operations Centre support - 2 <sup>nd</sup> Line Reactive Incident Management | The GSOC is responsible for managing Incidents raised by the BT Service Desk which can't be resolved at 1 <sup>st</sup> Line. The GSOC will carry out in-depth analysis, which will include logging on to the Supplier Portal to troubleshoot, check for best practices, etc. Where necessary, if the GSOC cannot resolve the issue, an Incident ticket will be raised with the Supplier.                                                                                                                                                                                                                                                                                                   |
| Reporting                                                                                        | The Customer will have access to the Supplier Portal to view the dashboards and view capabilities offered by the Service. Reports available can be exported and/or scheduled, based on requirements.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

Further details of these BT support services are set in Paragraph 8 of this Part B.

## 2. SERVICE OPTIONS

BT will provide the Customer with any of the following chargeable options as set out in any applicable Order and in accordance with the details as set out in that Order:

**2.1 Optional BT Support Services.** The Customer may select the Foundation Plus and Premium Graded Service Tiers. In addition to the standard features as set out in Paragraph 1.5, the features of Foundation Plus and the Premium Graded Service Tiers are as follows:

| BT Support             | Description                                                                                                                                                                                                                                                                                                                                                                  |
|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Implementation Support | BT will provide resources to manage the implementation of the Order, including an order manager to complete the order to the Supplier and BT system-related tasks. A project manager will be provided to oversee and coordinate resources to configure and test the Service. When the configuration is completed, there will be a handover to the in-life operational teams. |



|                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|---------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Simple Service Requests (“SSRs”)      | <p>In accordance with the Service Request Management Process set out in Paragraph 8.5; the Customer may request SSRs which will be available via the catalogues on the BT Portal. The default settings per month are as follows:</p> <p>For Foundation Plus:</p> <ul style="list-style-type: none"><li>• 8 SSR changes per Prisma Access Security Module per month.</li></ul> <p>For Premium:</p> <ul style="list-style-type: none"><li>• 10 SSR changes per Prisma Access Security Module per month.</li></ul>                       |
| Complex Service Requests (“CSRs”)     | <p>The Customer can request help from BT via their BT Account Manager for requests that are complex and require technical support to be provided. These are reviewed on an individual case basis and the Customer will be informed of the applicable charges to carry out the specific CSR requested. The Charges and Service details will have to be agreed on an Order before any CSR is implemented.</p>                                                                                                                           |
| Co-Management                         | <p>BT will provide the Customer with a Role Based Account Control Profile (“<b>RBAC Profile</b>”) for up to a maximum of 5 authorised nominated Users on the Supplier Portal. Users of the RBAC Profile will have restricted access to implement SSR’s. BT will provide the Customer with a separate user guide setting out details how to manage SSR’s.</p>                                                                                                                                                                          |
| Reporting                             | <p>BT will provide reports with regards to Incident Management, SSRs and Security Posture.</p> <p>For Foundation Plus:</p> <ul style="list-style-type: none"><li>• quarterly</li></ul> <p>For Premium</p> <ul style="list-style-type: none"><li>• monthly</li></ul> <p>there will be a review and report to the Customer as further detailed in Paragraph 8.4.2 of this Part B.</p>                                                                                                                                                   |
| Security Optimisation Manager (“SOM”) | <p>The SOM will present findings from the reports, provide security-specific technical support and will review and make any recommendations on optimising the Service. This will ensure best practice.</p>                                                                                                                                                                                                                                                                                                                            |
| Service Manager (“SM”)                | <p>The SM is a value-add option that can be selected if the Customer does not already have a Customer service manager for other BT services. The primary role of the SM is:</p> <ul style="list-style-type: none"><li>• providing regular reporting on the Incident and service request management functions</li><li>• updating the Customer Handbook; and</li><li>• reviewing any service improvement initiatives.</li></ul>                                                                                                         |
| Proactive Management                  | <p>BT will proactively monitor health status of the service and resolve issues within BT service boundary or alert customer where action is needed outside of the BT service boundary. Where ADEM has been purchased BT will monitor the performance of Applications:</p> <p>For Foundation Plus:</p> <ul style="list-style-type: none"><li>• up to 5 Applications will be proactively monitored,</li></ul> <p>For Premium</p> <ul style="list-style-type: none"><li>• up to 10 Applications will be proactively monitored.</li></ul> |

|            |                                                                                                                                                                                                                                                                                                                                                                             |
|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| BT Eagle-i | BT Eagle-i is a tool providing enhanced Security Incident alerts, which contains additional detail on the reported Security Incident allowing BT to provide improved recommended mitigation or corrective action to the Customer. Depending on the Graded Service Tier selected, the BT Eagle-i Service option provides various management options as set out on the Order. |
|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

- 2.2 Optional Supplier Services. Optional Supplier Services.** The Customer may order from BT one or more additional features offered by the Supplier as set out in any applicable Order and in accordance with the details set out in that Order:
- 2.2.1 DLP (Data Loss Prevention)**
    - (a) BT will configure the CSP as per the Customer request to protect sensitive information against unauthorised access, misuse, extraction, or sharing.
  - 2.2.2 IDS (Intrusion Detection System) /IPS (Intrusion Prevention System)**
    - (a) BT will provide the Customer with Intrusion Detection System (“IDS”) and Intrusion Prevention System (“IPS”) which blocks exploitation of vulnerabilities, known attacks and zero-day attacks including malware and underlying vulnerabilities.
    - (b) Signatures are continuously updated from the WildFire malware prevention service.
  - 2.2.3 Inline SaaS**
    - (a) Inline SaaS solution that helps Users by protecting sanctioned and unsanctioned SaaS applications and preserving compliance consistently in the cloud while stopping threats to sensitive information Users and applications, as set out in the Customer Security Policy.
  - 2.2.4 Site to Site VPN**
    - (a) For Site-to-Site VPN (branch-to-branch connectivity) an additional component must be ordered to allow Prisma Access to consistently inspect all traffic across all ports and provides bidirectional networking to enable branch-to-branch as well as add-to-HQ traffic.
  - 2.2.5 Prisma Access Quickstart**
    - (a) BT will provide the Customer with professional services to assist in the initial set up and configuration of the VPNs and Service connectivity. Where requested BT will engage Palo Alto Networks professional services to assist in the initial set up and configuration of the VPNs and Service connectivity.
  - 2.2.6 Service Connection**
    - (a) BT will provision a service connection into the Customer's data centre for access to internal applications and authentication services based on the package selected by the Customer.
  - 2.2.7 Prisma Access ADEM**
    - (a) This Service Option is available for any Graded Service Tier. ADEM is an autonomous digital experience management service addressing the end-to-end User experience in relation to key applications and network performance. Prisma Access ADEM has two variants:
      - (i) Prisma Access ADEM for Remote Networks - provides VPNs that enable Users who are working at branch sites to connect to the corporate data centre, encrypting all traffic the Users send and receive. Prisma Access ADEM for Remote Networks will be applied to the compute locations of the connected Site(s) where the security processing node is located so that synthetic tests can be run to monitor the digital experience of the remote Site(s). The number of synthetic tests set up will depend on the Graded Service Tier selected and will be set out in the Customer Security Policy. In order to use Prisma Access ADEM for Remote Networks the Customer needs to have on each Site a Prisma Access SD-WAN device. The provision of Prisma Access SD WAN devices is not part of the Service.

- (ii) Prisma Access ADEM for Mobile Users - provides the option for a mobile User to establish a VPN tunnel to Prisma Access to secure mobile Users' access to get consistent security whether the User is inside or outside the Customer's network. In order to use Prisma Access ADEM for Mobile Users each mobile User is required to install the GlobalProtect App available via the AppStore of their mobile device and ensure the mobile device complies with the minimum technical and support requirements of the Supplier. The GlobalProtect App installed on the Users' mobile devices secures user traffic to the internet and corporate resources.
- (b) Prisma Access ADEM requires an add-on ADEM license from the Supplier to the Customer's main Prisma Access license. The add-on ADEM license is based on the number of 'units' and type of deployment. These units is based on the remote network bandwidth in megabits per second, the number of mobile users or a combination of both to make up the units. If the Customer Orders an add-on ADEM license with a new Prisma Access license, Prisma Access ADEM will be activated during the Prisma Access activation process. If the Customer has an existing Prisma Access license the Customer needs to order the ADEM license as an add-on and activation will happen automatically.

### 2.2.8 Prisma Net Interconnect

- (a) This Service Option is available for any BT Graded Service Tier with the appropriate Palo Alto Networks subscription. Prisma Net Interconnect enables Users or Remote Networks to connect to other remote networks. Some limited capability may be included the base product subscription. This Service Option gives the ability to extend the capability to cover additional Remote Networks.

### 2.2.9 Log Capacity

- (a) This Service Option is available for any BT Graded Service Tier with the appropriate Palo Alto Networks subscription. A minimum capacity and retention period is scoped within the Managed service but this Service Option gives the ability to extend the capacity as needed. This is subject to the Customers legal compliance requirement on data sovereignty and retention.

## 3. SERVICE MANAGEMENT BOUNDARY AND SERVICE LIMITATIONS.

- 3.1 BT's responsibility to provide and manage the Service is the point where traffic enters and leaves the infrastructure owned or controlled by the Supplier; including:
  - 3.1.1 the standard Service elements as set out in Paragraph 1, including the Supplier Portal/s where access is managed by BT and the BT Portal; and
  - 3.1.2 any ordered optional Service elements set out in Paragraph 2, where for the Service elements forming part of a Graded Service Tier level this limited to the optional Service elements forming part of the ordered Graded Service Tier.
- 3.2 Paragraph 3.1 constitutes the "**Service Management Boundary**".
- 3.3 BT will have no responsibility for the Service outside the Service Management Boundary; including:
  - 3.3.1 issues on User machines (e.g. operating system, coding languages and security settings);
  - 3.3.2 end to end network connectivity (e.g. Customer's network or networking equipment, Internet connectivity);
  - 3.3.3 identity source management;
  - 3.3.4 policy ownership; or
  - 3.3.5 security information and event management analysis.
- 3.4 BT does not make any representations, whether express or implied, about:



- 3.4.1 whether the Service will operate in combination with any Customer equipment or other equipment and software; and
- 3.4.2 the ability of the Service to detect and mitigate all Unknown Viruses, malicious threats or attacks from the Internet.

#### 4. ENABLING SERVICE

- 4.1 The Customer will have the following services in place that are necessary for the Service to function:
  - 4.1.1 Internet connectivity between the User Devices and cloud infrastructure provided by the Service and the Supplier Platform;
  - 4.1.2 Public IP addressing;
  - 4.1.3 IP Subnets available for Prisma Access to route traffic to the Customer's Remote Networks;
  - 4.1.4 Customer equipment and User Devices; and
  - 4.1.5 Applications for any User experience performance monitoring.  
(the "Enabling Service")

#### 5. COMMISSIONING OF THE SERVICE

- 5.1 Before the Operational Service Date, BT will:
  - 5.1.1 deliver and configure the Service as set out in the Order;
  - 5.1.2 conduct a series of standard tests on the Service to ensure that it is configured correctly;
  - 5.1.3 connect the Service to each Enabling Service;
  - 5.1.4 on the date that BT has completed the activities in this Paragraph 5.1, confirm to the Customer that the Service is available for performance of any Acceptance Tests.

#### 6. ACCEPTANCE TESTS

- 6.1 The Customer will carry out the Acceptance Tests for the Service within five (5) Business Days after receiving notice from BT ("Acceptance Test Period").
- 6.2 The Service is accepted by the Customer if the Customer confirms acceptance in writing during the Acceptance Test Period or is treated as being accepted by the Customer if the Customer does not provide BT with notice to the contrary by the end of the Acceptance Test Period.
- 6.3 Subject to Paragraph 6.4, the Operational Service Date will be the earlier of the following:
  - 6.3.1 the date the Customer confirms or BT deems acceptance of the Service in writing in accordance with Paragraph 6.2;
  - 6.3.2 the date of the first day following the Acceptance Test Period; or
  - 6.3.3 the date the Customer starts to use the Service.
- 6.4 If, during the Acceptance Test Period, the Customer provides BT notice that the Acceptance Tests have not been passed, BT will remedy the non-conformance without undue delay and provide the Customer notice that BT has remedied the non-conformance and inform the Customer of the Operational Service Date.

### Section B Supplier Terms

#### 7. EULA

The applicable EULA will be:

[https://www.paloaltonetworks.com/content/dam/pan/en\\_US/assets/pdf/legal/palo-alto-networks-end-user-license-agreement-eula.pdf](https://www.paloaltonetworks.com/content/dam/pan/en_US/assets/pdf/legal/palo-alto-networks-end-user-license-agreement-eula.pdf)



## Section C Service Management

### 8. SERVICE MANAGEMENT

#### 8.1 Technical Incidents

8.1.1 Where the Customer or BT becomes aware of a Technical Incident:

- (a) it will be reported to the BT Service Desk;
- (b) BT use structured questions to record the details of the Technical Incident. The BT Service Desk will log the Technical Incident in BT's standard Incident management system and generate an Incident ticket;
- (c) BT will inform the Customer when it believes the Technical Incident is cleared and will close the Incident Ticket when:
  - (i) the Customer confirms that the Technical Incident is cleared within 24 hours after having been informed; or
  - (ii) if BT is unable to reach the Customer to confirm Technical Incident resolution, BT will attempt to contact the Customer three times in total, at regular intervals, before automatically closing the Technical Incident ticket.
- (d) If the Customer confirms that the Technical Incident is not cleared within 24 hours after having been informed, the ticket will remain open, and BT will continue to work to resolve the Technical Incident.

#### 8.2 Security Incidents

8.2.1 When BT becomes aware of a Security Incident related to the Service, the GSOC will be assigned to work on the Security Incident and the BT Service Desk will provide updates to the Customer in line with the service targets associated with the priority. Updates will be communicated via the BT Portal and with any agreed Customer contacts associated with the Security Incident.

8.2.2 When the Customer reports a Security Incident to BT, BT will log the Security Incident and carry out an initial triage of the issue by using structured questions to capture all of the relevant details. Where necessary, if the BT Service Desk cannot resolve the issue the BT Service Desk will raise a Security Incident to the GSOC so they can address more complex cases.

8.2.3 The GSOC is responsible for managing Security Incidents raised by the BT Service Desk for more in-depth analysis to be carried out, which includes logging on to the Supplier Portal/s to troubleshoot, check for best practices, etc.

#### 8.3 Technical and Security Incidents additional terms:

8.3.1 The Customer will ensure that any Incident notification includes all relevant and available information at the time of contacting BT.

8.3.2 The progress update times and restoration times are targets only and BT will have no liability for failure to meet them.

#### 8.4 Reviews and reporting

##### 8.4.1 Foundation

- (a) Reporting is available to the Customer as part of self-service directly on the Supplier Portal.
- (b) The Customer will be responsible for administering the Service in life. Incidents can be raised using the BT Portal and additional professional services can be purchased by the Customer if required.

##### 8.4.2 Foundation Plus

- (a) Where the Customer has selected this optional BT Support Service, the in-life Service Security Support personnel will carry out on a quarterly basis a review on the technical performance

of the Service and send a report to the Customer or discuss at review meetings with the following actions:

- (i) a review focusing on the performance of the Service; and
- (ii) a review of the Customer's Security Policy and or Autonomous Digital Experience Monitoring focusing on the effectiveness of the rules applied to the Customer's Security Policy and the need to fine tune or amend the rules of the Customer's Security Policy or recommendations on the User experience set up.

#### 8.4.3 Premium

(a) Where the Customer has selected this optional BT Support Service, the in-life Service Security Support personnel will carry out on a monthly basis a review on the technical performance of the Service and send a report to the Customer or discuss at review meetings with the following actions:

- (i) a review focusing on the performance of the Service; and
- (ii) a review of the Customer's Security Policy and or Digital Experience Monitoring focusing on the effectiveness of the rules applied to the Customer's Security Policy and the need to fine tune or amend the rules of the Customer's Security Policy; or recommendations on the user experience set up.

### 8.5 Service Request Management process

8.5.1 BT will implement changes to the Customer's Security Policy in response to Customer requests, subject to the following process:

- (a) BT will provide secure access to the BT Portal to all pre-agreed and authorised Customer contacts to enable service requests to be submitted;
- (b) SSRs will be executed subject to the Customer's approval and in accordance with the timing agreed with the Customer. The initial SSRs are set out on the Order which may be amended from time to time depending on changes by the Supplier subject to BT providing notice to the Customer and, where any changes may have a material impact on the Customer, the Customer's approval will be sought; and
- (c) SSRs are limited to the quantity per month depending on the Graded Service Tier level ordered by the Customer. If the Customer requires additional SSRs a maximum of 15 per month can be ordered at an additional charge.

8.5.2 Where the Customer raises SSRs more frequently than the allowance; the Parties may either agree:

- (a) to aggregate the Customer requests over a period of time, so that they may be implemented more efficiently. In this event there may be some implementation delays;
- (b) to review the Customer requirements and agree with the Customer an appropriate alternative implementation process and any associated charges via a new Order; or
- (c) to charge such additional SSRs at the rate as set out in the Order.

8.5.3 BT will communicate the status of all service requests on the BT Security Portal for a period of six months.

8.5.4 The Customer will ensure that any authorised Customer contact with access to the BT Security Portal will not submit any unauthorised requests.

### 8.6 Co-Management

8.6.1 If the Customer orders Co-Management:





- (a) BT will provide the Customer with a separate user guide setting out details how to manage SSRs; and
- (b) if a SSR implemented by any User using the RBAC Profile has resulted in an Incident as notified by the Customer in accordance with Paragraph 8.1, BT will provide assistance to resolve the Incident using the audit and logging capability on the Supplier Portal to support any root cause analysis undertaken to confirm this.

**8.7 Service targets**

**8.7.1 Service Care target response times and follow-up**

- (a) The Foundation Graded Service Tier support provides support as set out in the table below.
- (b) The Customer must have a dedicated employee who is available by phone with the necessary access to assist in troubleshooting. If an employee is not available, the Customer will agree with BT on a timeframe for updates.

|          |                                                                                                                                                                                                                                                                                                                                                                                        | Incident Stage                                                                                                                                          |                                                                      |                   |                    |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|-------------------|--------------------|
| Priority | Description                                                                                                                                                                                                                                                                                                                                                                            | Initial Response                                                                                                                                        | Next Response                                                        | Further Responses | Target Restoration |
| P1       | one or more core Service components are completely unavailable or one or more core business functions are completely unable to be performed. This would typically be all Users for this Service                                                                                                                                                                                        | Customer will be informed that BT is dealing with their Incident within 15 minutes of receiving it (either via an alert or by the Customer advising us) | First update within 30 minutes from the Incident ticket being opened | Every 60 minutes  | 4 hours            |
| P2       | Material impact to the Service e.g., a partially interrupted or impaired Service which cannot be mitigated, or core business functions can be performed but in a reduced capacity                                                                                                                                                                                                      | Customer will be informed that BT is dealing with their Incident within 30 minutes of receiving it (either via an alert or by the Customer advising us) | First update within 60 minutes from the Incident ticket being opened | Every 2 hours     | 8 hours            |
| P3       | Medium impact to the Service, e.g., an interruption or impairment. This might be an issue where a large percentage of the Service is functioning normally, such as the Service is suffering slow response, but Users are able to work, a small number of Users have total loss of service but the majority are functioning normally, or perhaps one element of Service is unavailable. | N/A                                                                                                                                                     | First update within 4 hours from the Incident ticket being opened    | Every 4 hours     | 24 hours           |
| P4       | Very minor or no impact on Associated Services, such as a single User or very small number of Users having minor issues but core functions of the Service can be carried out as normal.                                                                                                                                                                                                | N/A                                                                                                                                                     | First update within 24 hours from the Incident ticket being opened   | Every 24 hours    | 48 hours           |