

Renaissance Computer Services Ltd

Essential Plus Managed IT Plan Service Schedule

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This document forms part of the Renaissance Managed IT Plans Agreement and describes the services included within the Essential Plus Managed IT Plan.

The current version of this document is available via the Renaissance Contract Centre.

1. Purpose

This Service Schedule forms part of the Agreement between Renaissance Computer Services Ltd ("Renaissance") and the Customer.

It describes the operational scope of the Customer's Essential Plus Managed IT Plan, including the services provided, service levels, operational arrangements and any service-specific provisions that apply to this plan.

This Service Schedule should be read together with the Proposal, the Managed IT Plans Terms & Conditions, the Technology Standards and any other documents forming part of the Agreement.

Where there is any inconsistency between this Service Schedule and another document forming part of the Agreement, the Order of Precedence contained within the Managed IT Plans Terms & Conditions shall apply.

2. About the Essential Plus Managed IT Plan

The Essential Plus Managed IT Plan is Renaissance's entry-level managed service, designed for organisations that require reliable day-to-day IT support together with proactive endpoint management and core cyber security.

The Essential Plus Managed IT Plan combines unlimited remote support with endpoint monitoring, maintenance and managed endpoint security to provide a professionally managed desktop environment for smaller organisations with relatively straightforward technology requirements.

The objective of the Essential Plus Managed IT Plan is to:

- provide reliable day-to-day IT support;
- maintain endpoint security;
- reduce operational disruption;
- provide predictable monthly support costs; and
- assist with the routine operation of the Managed Environment.

The Essential Plus Managed IT Plan is outcome-focused. Unless expressly stated otherwise within the Agreement, Renaissance may determine the products, technologies, operational processes and delivery methodologies used in providing the service, provided that the overall scope and value of the Essential Plus Managed IT Plan is not materially reduced.

Customers requiring broader technology management, strategic guidance, compliance or enhanced cyber resilience may benefit from the Standard or Premium Managed IT Plans.

3. Scope of this Service Schedule

This Service Schedule applies only to Customers who have purchased the Essential Plus Managed IT Plan identified within their Proposal.

The specific scope of the Customer's Managed Environment, Committed Quantities, Charges, contractual term and any agreed service variations are detailed within the Proposal.

Where additional services are purchased under separate Statements of Work or other agreements, those services are governed by their own commercial terms and do not form part of this Service Schedule unless expressly stated otherwise.

4. Service Inclusions

The Essential Plus Managed IT Plan includes the ongoing support, monitoring and maintenance of the Customer's Managed Environment, subject to the scope defined within the Proposal and this Service Schedule.

Unless expressly stated otherwise, the recurring monthly Charges include the following services.

4.1 Service Desk

Renaissance provides unlimited remote Service Desk support for Incidents and Service Requests relating to the Customer's Managed Environment during the published Business Hours.

Support may be requested by authorised Users using the methods published by Renaissance from time to time, including telephone, email and the Customer Portal.

Where reasonably practicable, Renaissance will seek to resolve Incidents remotely before considering onsite attendance.

4.2 Endpoint Monitoring

Renaissance continuously monitors supported endpoint devices using appropriate monitoring and management systems designed to identify operational issues before they materially affect the Customer's business.

Monitoring may include, where applicable:

- Workstations
 - Laptops
 - Other supported endpoint devices
 - Endpoint health and availability
 - Operating system status
 - Hardware health
 - Security status
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4.3 Maintenance

Renaissance performs routine maintenance activities intended to maintain the reliability, performance and security of the supported endpoint devices forming part of the Managed Environment.

These activities may include:

- Operating system updates

- Security patch management
- Software updates
- Routine housekeeping
- Endpoint health checks
- Preventative maintenance

Maintenance may be performed during Business Hours or approved maintenance windows where appropriate.

4.4 Endpoint Security

The Essential Plus Managed IT Plan includes core endpoint security services designed to help protect supported endpoint devices against common cyber security threats.

Depending upon the agreed scope, this may include:

- Managed antivirus protection
- Endpoint Detection and Response (EDR)
- Endpoint Security Operations Centre (SOC) monitoring
- Endpoint security policy management
- Security recommendations relating to supported endpoint devices

Specific technologies may change during the term of the Agreement in accordance with the Terms & Conditions.

4.5 Administration

Renaissance provides routine administration of supported endpoint devices where reasonably necessary for the delivery of the Essential Plus Managed IT Plan.

Examples include:

- User administration
- Device administration
- Routine configuration changes relating to supported endpoint devices
- User administration
- Endpoint device administration
- Routine endpoint configuration changes
- Routine Microsoft 365 user administration (where included within the Managed Environment)

Administration outside the agreed scope may constitute Professional Services.

4.6 Documentation

Renaissance will maintain operational documentation relating to the supported endpoint devices where reasonably necessary for the delivery of the Essential Plus Managed IT Plan.

This may include:

- Asset records
- Device information
- Configuration records
- Operational notes

Customer Documentation remains the property of the Customer in accordance with the Agreement.

5. Services Outside the Scope of the Essential Plus Managed IT Plan

The Essential Plus Managed IT Plan is designed to provide ongoing support, monitoring and maintenance of the Customer's Managed Environment.

Some activities, however, fall outside the scope of the recurring monthly service and may constitute Professional Services or incur additional Charges.

Unless expressly included within the Proposal or otherwise agreed in writing, the following are not included within the recurring Managed IT Plan.

5.1 Professional Services

Professional Services are separately scoped, quoted and charged.

Examples include:

- Office relocations
 - Infrastructure redesign
 - Major technology refreshes
 - Cloud migrations
 - Tenant-to-tenant migrations
 - Large-scale data migrations
 - New system implementations
 - Major network redesign
 - Business acquisitions or divestments
 - Consultancy engagements
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5.2 New Deployments

The installation or deployment of new hardware, software, cloud platforms or business systems beyond routine operational administration is not included unless expressly stated within the Proposal.

This includes, for example:

- New workstation deployments
- New server installations
- New network installations
- New site deployments
- New Microsoft 365 tenant deployments
- New line-of-business applications
- Major hardware rollouts

Routine replacement of individual supported devices may be included where expressly stated within the Proposal.

5.3 Third-Party Charges

The Essential Plus Managed IT Plan does not include the cost of:

- Hardware
- Software licences
- Cloud subscriptions
- Internet connectivity
- Telecommunications services
- Third-party maintenance contracts
- Manufacturer support agreements
- Professional services provided by third parties
- Government or regulatory fees

These charges are payable separately unless expressly included within the Proposal.

5.4 Work Outside the Managed Environment

Support is provided only for the Managed Environment described within the Proposal.

Work relating to systems, users, locations or services outside the Managed Environment is not included unless otherwise agreed.

Where reasonably practicable, Renaissance may offer to undertake such work as Professional Services or under another agreed commercial arrangement.

5.5 Unsupported Technology

The Essential Plus Managed IT Plan does not include support for technology that:

- has reached manufacturer end of support;
- does not comply with the Technology Standards;
- has not been disclosed to Renaissance where it materially affects the Managed Environment; or
- is otherwise excluded under the Agreement.

Where reasonably practicable, Renaissance will recommend appropriate remedial action before limiting support.

5.6 Customer-Requested Additional Work

Requests that fall outside the normal operational support of the Managed Environment may require separate quotation or approval.

Examples include:

- Extensive reporting
- Bespoke documentation
- Data extraction or conversion
- Attendance at third-party meetings
- Vendor due diligence questionnaires
- Audit assistance beyond normal operational support
- Out-of-hours work requested by the Customer

Where additional Charges apply, Renaissance will normally seek approval from an Authorised Contact before commencing the work.

5.7 Emergency and Exceptional Circumstances

The Essential Plus Managed IT Plan is intended to provide ongoing operational support.

However, exceptional events requiring significant additional engineering resources, prolonged business recovery activities or extensive remediation may fall outside the recurring service.

Where this occurs, Renaissance will discuss the available options with the Customer before undertaking chargeable work wherever reasonably practicable.

6. Service Levels

The Essential Plus Managed IT Plan includes service targets designed to provide a consistent and predictable level of support.

Unless otherwise agreed in writing, Service Levels apply only during the published Business Hours and only to Incidents relating to the Managed Environment.

Service Levels are targets, not guarantees, and apply only where the Customer has fulfilled its responsibilities under the Agreement.

6.1 Incident Priorities

All Incidents, Service Requests and Informational Requests are assigned a priority by Renaissance based upon their business impact and urgency.

The Customer may suggest a priority when logging an Incident; however, Renaissance will determine the final priority after assessment.

Priority	Typical Business Impact	Target Response
 Critical	Business unable to operate	30 Minutes
 High	Major disruption	1 Hour
 Medium	Limited disruption	2 Hours
 Low	Routine request	4 Business Hours
 Informational	No current impact	24 Business Hours

Informational Requests are intended for general correspondence and non-operational enquiries. They are not suitable for reporting faults, service degradation or requests requiring operational action. Where an Informational Request is subsequently found to require technical investigation or engineering work, Renaissance may reclassify it to the appropriate Incident or Service Request priority.

Critical

A complete loss of a business-critical system or service affecting multiple Users where no reasonable workaround exists.

Examples may include:

- Complete server failure
- Major network outage
- Complete internet connectivity failure
- Widespread Microsoft 365 outage affecting the Customer
- Cyber security incident causing significant operational disruption

High

A significant degradation of service affecting multiple Users or a business-critical function where limited workarounds may exist.

Examples may include:

- Partial server failure
 - Business-critical application unavailable for a department
 - Significant email disruption
 - Major printing failure affecting multiple Users
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Medium

An issue affecting one or more Users where business operations can continue using an acceptable workaround.

Examples may include:

- Individual workstation faults
 - Application issues
 - Peripheral failures
 - Minor Microsoft 365 issues
 - Routine support requests requiring engineering assistance
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Low

Routine requests, minor issues and general service requests that have little or no immediate business impact.

Examples may include:

- Password resets
 - Software installation
 - New User requests
 - General advice
 - Cosmetic issues
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Informational

Requests that do not relate to an Incident, fault, degradation of service or operational change, and which simply require Renaissance to provide, receive or confirm information.

Examples may include:

- Requests for documentation

- Requests for copies of reports
- Requests for licensing or asset information
- General commercial or administrative enquiries
- Customer responses to previous requests for information
- Requests for quotations or budgetary information
- Non-urgent supplier or project enquiries

Informational Requests do not affect the operation of the Managed Environment and are therefore given the lowest operational priority.

6.2 Target Response Times

Renaissance aims to commence work on Incidents within the following target Response Times.

Priority Target Response Time

Critical 30 Minutes

High 1 Hour

Medium 2 Hours

Low 4 Business Hours

Response Times are measured from the time an Incident is logged and sufficient information has been provided for Renaissance to begin investigation.

6.3 Resolution

The Essential Plus Managed IT Plan does not include guaranteed resolution times.

The time required to resolve an Incident will depend upon factors including:

- the complexity of the issue;
- the availability of replacement hardware;
- third-party supplier response;
- manufacturer support;
- software vendor involvement;
- Customer availability;
- the need for Customer approval; and
- the availability of third-party services.

Renaissance will use reasonable endeavours to resolve Incidents as quickly as reasonably practicable and will keep the Customer appropriately informed throughout the lifecycle of the Incident.

6.4 Service Requests

Routine Service Requests are prioritised according to operational impact and scheduled alongside Incident work.

Examples include:

- New User creation
- User changes
- Access changes
- Software installation
- Device configuration
- Routine administration

Where a Service Request falls outside the scope of the Essential Plus Managed IT Plan, Renaissance will advise the Customer before undertaking any chargeable work.

6.5 Onsite Attendance

Most Incidents can be resolved remotely.

Where Renaissance reasonably considers onsite attendance necessary, an engineer will attend the Customer's premises within a timescale appropriate to the nature and priority of the Incident.

Onsite attendance is subject to engineer availability, travel conditions and any applicable site access requirements.

6.6 Major Incidents

Where an Incident causes significant disruption to the Customer's business operations, Renaissance may invoke its Major Incident procedures.

During a Major Incident, Renaissance may:

- allocate additional engineering resources;
- reprioritise lower-priority work;
- provide more frequent progress updates;
- coordinate directly with third-party suppliers; and
- implement temporary workarounds where appropriate to restore service as quickly as reasonably practicable.

6.7 Service Hours

Unless otherwise stated within the Proposal, the Essential Plus Managed IT Plan is delivered during Renaissance's published Business Hours.

Support outside Business Hours may be available under separate arrangements or as chargeable Professional Services.

7. Operational Arrangements

The Essential Plus Managed IT Plan is delivered through a collaborative working relationship between Renaissance and the Customer.

The following arrangements describe how the service operates on a day-to-day basis.

7.1 Logging Requests

Support requests may be logged by authorised Users using Renaissance's published support channels.

These may include:

- Telephone
- Email
- Customer Portal
- Remote support tools
- Other approved communication methods

Renaissance may introduce or amend available communication channels from time to time to improve the efficiency of service delivery.

7.2 Authorised Contacts

The Customer shall appoint one or more Authorised Contacts who are responsible for acting as the primary operational liaison between the Customer and Renaissance.

Authorised Contacts may be required to:

- approve chargeable work;
- authorise changes;
- approve quotations;
- receive operational communications;
- acknowledge identified risks; and
- make operational decisions relating to the Managed IT Plan.

Routine support requests may be raised by other authorised Users unless Renaissance reasonably requires approval from an Authorised Contact.

7.3 Remote Support

The Essential Plus Managed IT Plan is primarily delivered using secure remote support technologies.

Where appropriate, Renaissance may remotely access devices, servers and cloud services forming part of the Managed Environment for the purposes of:

- investigation;
- diagnosis;
- maintenance;
- monitoring;
- administration;
- configuration; and
- fault resolution.

The Customer shall ensure that appropriate remote access can be maintained throughout the term of the Agreement.

7.4 Onsite Attendance

Where Renaissance reasonably determines that an Incident cannot be resolved remotely, onsite attendance may be provided where operationally necessary.

Unless otherwise stated within the Proposal:

- onsite attendance is provided where operationally necessary;
- appointments are arranged in consultation with the Customer where reasonably practicable; and
- travel time and expenses are included within the Essential Plus Managed IT Plan where the visit relates to work included within the scope of the service.

Travel associated with Professional Services may be charged separately where stated within the applicable quotation or Statement of Work.

7.5 Planned Maintenance

From time to time Renaissance may carry out planned maintenance activities intended to improve the reliability, performance or security of the Managed Environment.

Where planned maintenance is expected to cause material disruption, Renaissance will use reasonable endeavours to provide advance notice.

Some maintenance may need to be performed outside Business Hours where this is reasonably necessary to minimise business disruption.

7.6 Third-Party Suppliers

Where appropriate, Renaissance may liaise directly with third-party suppliers on the Customer's behalf to assist in resolving Incidents or delivering the Managed IT Plan.

This may include:

- Internet Service Providers
- Telecommunications providers
- Software vendors
- Hardware manufacturers
- Cloud providers
- Other approved technology suppliers

The Customer remains responsible for maintaining any contractual relationship with those suppliers unless Renaissance is itself the supplier.

7.7 Monitoring and Alerts

Where monitoring forms part of the Essential Plus Managed IT Plan, Renaissance may automatically generate Incidents from monitoring systems where operational intervention is considered appropriate.

Not every alert will require Customer notification. Renaissance may investigate, resolve or suppress routine operational alerts where doing so forms part of the normal delivery of the Managed IT Plan.

7.8 Customer Communication

Renaissance will use reasonable endeavours to keep the Customer appropriately informed regarding:

- significant Incidents;
- Major Incidents;
- planned maintenance affecting the Customer;
- operational recommendations relating to the Managed Environment;
- material service issues; and
- other matters reasonably affecting the delivery of the Managed IT Plan.

Routine operational updates may be provided through the Customer Portal, email or other agreed communication methods.

7.9 Documentation

As part of delivering the Essential Plus Managed IT Plan, Renaissance may create and maintain Customer Documentation relating to the Managed Environment.

Such documentation is intended to support the efficient delivery of the service and may include:

- asset records;
- network information;
- configuration records;
- administrative information;
- operational procedures; and
- other records relating specifically to the Customer's Managed Environment.

Ownership of Customer Documentation is governed by the Terms & Conditions.

8. Service Management

The Essential Plus Managed IT Plan is intended to provide reliable day-to-day support together with proactive monitoring and maintenance of the Customer's supported endpoint devices.

Renaissance will work to maintain the operational health of the Managed Environment throughout the term of the Agreement.

8.1 Operational Service Delivery

Renaissance will proactively monitor and maintain the supported endpoint devices forming part of the Managed Environment to assist in maintaining their reliability, security and day-to-day operation.

Routine operational activities may include:

- monitoring endpoint health;
 - investigating operational alerts;
 - applying routine maintenance;
 - maintaining endpoint security; and
 - resolving operational issues reported by the Customer.
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8.2 Reporting

Renaissance may provide operational reports relating to the Managed Environment.

Reports may include, where applicable:

- service activity;

- Incident trends;
- asset information;
- endpoint security status;
- patch compliance; and
- other operational metrics considered relevant to the delivery of the service.

The format and content of reports may evolve over time as part of the ongoing delivery of the service.

8.3 Service Evolution

Renaissance may introduce reasonable improvements to the operational delivery of the Essential Plus Managed IT Plan, including:

- enhanced automation;
- improved monitoring;
- updated operational procedures;
- improvements to endpoint security; and
- enhancements to customer communications.

Any material changes shall be managed in accordance with the Agreement.

8.4 Optional Additional Services

The Essential Plus Managed IT Plan may be supplemented by additional services where agreed between the Parties.

Examples include:

- Professional Services;
- project delivery;
- Microsoft 365 administration;
- server management;
- network management;
- business continuity solutions;
- disaster recovery solutions;
- out-of-hours support arrangements;
- additional managed services; and
- migration to the Standard or Premium Managed IT Plan.

Additional services are subject to separate commercial agreement unless expressly included within the Proposal.

9. Schedule Revision

This Service Schedule forms part of the Agreement and may be updated from time to time in accordance with the Change Management provisions set out in the Managed IT Plans Terms & Conditions.

The current version of this Service Schedule will be made available through Renaissance's Contract Centre.