

Renaissance Computer Services Ltd

Premium Managed IT Plan

Service Schedule

Document Reference: RCS-MIT-030

Version: 1.0

Effective Date: 1 April 2026

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

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

Premium Managed IT Plan

Service Schedule

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 Premium 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 Premium Managed IT Plan

The Premium Managed IT Plan is Renaissance's fully managed technology partnership, designed for organisations that wish to outsource the day-to-day management, maintenance and continual improvement of their technology environment.

Rather than providing reactive IT support alone, the Premium Managed IT Plan combines proactive managed IT services with advanced cyber security, compliance and cyber resilience capabilities, providing organisations with a comprehensive technology partnership designed to support secure, reliable and well-governed business operations.

The objective of the Premium Managed IT Plan is to:

- maximise system availability and reliability;
- reduce operational and cyber security risk;
- improve the performance and resilience of the Managed Environment;
- provide predictable, fixed monthly support costs for the agreed Managed Environment;
- enable technology to support the Customer's business objectives; and
- provide an ongoing strategic technology partnership.

The Premium 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 Premium Managed IT Plan is not materially reduced.

3. Scope of this Service Schedule

This Service Schedule applies only to Customers who have purchased the Premium 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 Premium Managed IT Plan includes the ongoing management, administration and support 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 Proactive Monitoring

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

Monitoring may include, where applicable:

- Servers
- Workstations
- Network infrastructure
- Microsoft 365 services
- Backup systems
- Security systems
- Internet connectivity
- Critical business applications
- Environmental or infrastructure monitoring where included within the Managed Environment

4.3 Maintenance

Renaissance performs routine maintenance activities intended to maintain the reliability, performance and security of the Managed Environment.

These activities may include:

- Operating system updates
- Security patch management
- Firmware management where supported
- Software updates
- Service health checks
- Routine housekeeping
- Capacity monitoring
- Backup verification
- Preventative maintenance

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

4.4 Cyber Security, Compliance & Resilience

The Premium Managed IT Plan includes enhanced cyber security, compliance and resilience services designed to strengthen the Customer's overall security posture, support regulatory and contractual obligations, and improve organisational resilience against cyber threats.

Depending upon the agreed scope, this may include:

Identity & Endpoint Security

- Advanced endpoint protection and detection
- Identity and access management

Threat Detection & Monitoring

- Security Operations Centre (SOC) monitoring
- Security monitoring for Microsoft 365 and cloud services
- Network and firewall security monitoring

Cyber Resilience

- Microsoft 365 and cloud data protection
- Password management

Security Validation

- Internal and external vulnerability assessments
- Managed penetration testing

User Security

- Advanced email protection
- Security awareness training and phishing simulation
- Dark web credential monitoring

Governance

- Security recommendations
- Compliance recommendations
- Security and compliance reporting

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

4.5 Administration

Renaissance provides routine administration of the Managed Environment, including activities reasonably necessary to support its continued operation.

Examples include:

- User administration
- Microsoft 365 administration
- Device administration
- Server administration
- Routine configuration changes
- Licence administration
- Supplier liaison where appropriate

Administration outside the agreed scope may constitute Professional Services.

4.6 Technology Advice

As part of the ongoing technology partnership, Renaissance will provide reasonable guidance and recommendations intended to improve the Customer's technology environment.

Advice may include:

- Cyber security improvements
- Technology lifecycle planning
- Infrastructure improvements
- Licensing guidance
- Business continuity recommendations

- Compliance and governance improvements
- Operational efficiency improvements

Recommendations are advisory in nature. The Customer remains responsible for deciding whether to implement them.

4.7 Documentation

Renaissance will maintain operational documentation relating to the Managed Environment where reasonably necessary for the delivery of the Premium Managed IT Plan.

This may include:

- Asset records
- System information
- Configuration records
- Network documentation
- Administrative information
- Operational notes
- Security documentation
- Compliance-related operational records

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

4.8 Continual Improvement

The Premium Managed IT Plan is intended to evolve throughout the term of the Agreement.

Renaissance will proactively identify opportunities to improve the reliability, resilience, cyber security, compliance and operational effectiveness of the Managed Environment through ongoing review, recommendations and service improvements.

Where appropriate, Renaissance may recommend enhancements to technology, operational processes, cyber security controls or governance practices to support the Customer's evolving business requirements.

5. Services Outside the Scope of the Premium Managed IT Plan

The Premium Managed IT Plan is designed to provide comprehensive ongoing management, maintenance and support 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
- Disaster recovery testing requiring significant engineering effort
- Consultancy engagements
- Formal IT strategy projects

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 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 Premium 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 Premium 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 management 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
- Compliance evidence requests
- 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 Premium Managed IT Plan is intended to provide comprehensive 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 Premium 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

Priority	Typical Business Impact	Target Response
 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

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
-

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
-

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 Premium 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 Premium 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 Premium 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 Premium 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 Premium 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, or where onsite attendance forms part of an agreed activity, an engineer will attend the Customer's premises.

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 Premium 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 Premium 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;
- 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 Premium 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.

7.10 Strategic Reviews

As part of the Premium Managed IT Plan, Renaissance will periodically review the Customer's Managed Environment to identify opportunities to improve reliability, security, performance and alignment with the Customer's business objectives.

Strategic Reviews may include consideration of:

- technology lifecycle;
- cyber security posture;
- business continuity and resilience;
- infrastructure performance;
- licensing and cloud services;
- capacity planning;
- technology roadmap; and
- recommendations for continual improvement.

Unless otherwise stated in the Proposal, Strategic Reviews are advisory in nature. Recommendations arising from a Strategic Review may require separate approval and may constitute Professional Services or additional chargeable work.

8. Service Management & Continual Improvement

The Premium Managed IT Plan is intended to provide an ongoing technology partnership rather than simply reactive IT support.

Renaissance will work proactively with the Customer to monitor the Managed Environment, identify opportunities for improvement and support the Customer's evolving business requirements throughout the term of the Agreement.

8.1 Service Reviews

Renaissance will periodically review the delivery of the Premium Managed IT Plan with the Customer.

Service Reviews may include consideration of:

- service performance;
- significant Incidents;
- recurring issues and trends;
- changes to the Managed Environment;
- customer feedback;
- service improvement opportunities; and
- forthcoming business requirements.

The frequency and format of Service Reviews may vary depending upon the Customer's requirements and the size or complexity of the Managed Environment.

8.2 Technology Strategy & Planning

Where appropriate, Renaissance will provide strategic recommendations intended to support the continued development of the Customer's technology environment.

Recommendations may include:

- hardware lifecycle planning;
- software lifecycle planning;
- cyber security improvements;
- infrastructure modernisation;
- cloud adoption;
- resilience and business continuity;
- licensing optimisation; and
- operational efficiency improvements.

Recommendations are advisory and do not oblige the Customer to implement them.

8.3 Reporting

Where reporting forms part of the Premium Managed IT Plan, Renaissance may provide reports relating to the Managed Environment.

Reports may include, where applicable:

- service activity;
- Incident trends;
- asset information;
- security posture;
- patch compliance;
- backup status;
- technology lifecycle;
- capacity information
- compliance status
- cyber security trends; 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 continual improvement of the Premium Managed IT Plan.

8.4 Recommendations

Throughout the term of the Agreement, Renaissance may make recommendations intended to improve the reliability, security, resilience or performance of the Managed Environment.

Recommendations may arise from:

- monitoring activities;
- support trends;
- security assessments;
- supplier changes;
- technology developments;
- manufacturer lifecycle changes; or
- changes to recognised industry best practice.

The Customer remains responsible for deciding whether to implement those recommendations.

8.5 Service Evolution

The Premium Managed IT Plan is intended to evolve alongside developments in technology, cyber security and industry best practice.

Accordingly, Renaissance may introduce reasonable improvements to the operational delivery of the service, including:

- enhanced automation;
- improved monitoring;
- updated operational procedures;
- new security capabilities;
- improved reporting; and
- enhancements to customer communications.

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

8.6 Optional Additional Services

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

Examples include:

- Professional Services;
- project delivery;
- business continuity solutions;
- disaster recovery solutions;
- specialist consultancy;
- out-of-hours support arrangements; and
- additional managed services.

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

8.7 Continual Partnership

The objective of the Premium Managed IT Plan is to establish a long-term technology partnership that supports the Customer's business through proactive management, strategic guidance and continual service improvement.

Both Parties acknowledge that the greatest value from the Premium Managed IT Plan is achieved through regular communication, collaboration and a shared commitment to maintaining a secure, reliable and well-managed technology environment.

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.