

ACORA MANAGED SERVICE DESCRIPTIONS



PROFESSIONAL SERVICE DAYS	
CONTRACTED SERVICE HOURS	
08:45 – 17:30 GMT/BST on a Working Day	
SERVICE PURPOSE	
To provide the Customer with access to Acora’s range of professional and IT engineering services other than those provided as part of the Managed services, including specific Project Services.	
SERVICE SPECIFICS	
Professional Service Days	Number and frequency of the Professional Service Days
Customer Location	Specific Customer locations for usage of the Professional Service Days
Professional Services Available	Specific Professional Services for which the Professional Service Days can be used
SERVICE DESCRIPTION	
<ul style="list-style-type: none"> ➤ Acora will allocate the Customer with an agreed number of Professional Service Days for each year that the Services are provided, which will be available to the Customer for agreed Professional Services at agreed Customer locations. ➤ Professional Service Days can only be used on a pre-planned and agreed basis for specifically agreed Project Services or other Acora Services that Acora agree to provide to the Customer and will be scheduled in advance following a request for their use by the Customer. ➤ Use and allocation of Professional Service Days are subject to relevant Acora resource availability and the capacity for Acora to provide the relevant Professional Services requested. ➤ Each Professional Service Day is equal to 7.5 hours and Acora will deduct their usage from the relevant Professional Service Days in increments of half days (3.75 hours) as and when such time is utilised. ➤ Professional Service Days can be used during the Contracted Service Hours but can also be used for work outside of these (including weekends and Bank Holidays), by prior agreement with Acora and subject to availability of relevant Acora resource. ➤ Any use of Professional Service Days that are outside of the Contracted Service Hours will be deducted at time and half for Saturdays and at double time for Sundays and bank holidays. ➤ Professional Service Days must be used in the relevant Service year in which they are issued and will expire and be unavailable to the Customer if not used in that year. ➤ All outstanding/unused Professional Service Days will automatically expire upon the expiry of the Services or any earlier termination of the Agreement under which they are provided to the Customer, whichever is the sooner. Professional Service Days do not carry any monetary value and no credits will be given for unused/expired Professional Service Days. 	
PROFESSIONAL SERVICE DAYS REPORTING	
NOT APPLICABLE	