

SCHEDULE 1 - SERVICE DESCRIPTION

1. SERVICES

(a) The Services provided by essensys can be categorized into 3 components; Infrastructure (b), Software (c) and Marketplace Services (d), as each are described in paragraphs (b) to (d) (inclusive) below and are delivered subject to the following provisions. These and other Services may be varied, withdrawn or introduced as agreed between the parties in writing in respect of the Premises and Users in question.

(b) Infrastructure

(i) Connectivity or Access Service. This includes one or more communication circuits which connect each of the Premises to the essensys core network. Each of the Premises is connected to the essensys Infrastructure via a minimum 1 Gbps primary fibre connection. This connection is typically provided by a "Tier 1" carrier network as a Layer 2 VLAN transparent Ethernet and is the primary method of access to and the delivery of the infrastructure. Each primary circuit has symmetrical throughput of 1 Gbps both Tx and Rx as a minimum. Depending on the SLA chosen, a backup circuit may provide a secondary route to the infrastructure in the event of a primary circuit failure.

(ii) Shared Firewall Service. All shared (non-public IP) traffic shares a single common firewall rule. essensys does not provide any custom setup or configuration for the shared firewall.

(c) Software

(i) The essensys platform allows the configuration and management of the infrastructure along with tools for day-to-day management of a building or collection of buildings designed to enhance commercial property experience & management. Below is a high-level summary of features currently available in the core and optional modules available with the Solution;

Core features	Description
Dashboard/ Premises summary	Aggregated display of selected data relating to usage of the infrastructure and software at a connected premises.
Space management	Digital representation of a physical premises, floor or set of spaces. Includes simple management tools to ensure that the client can capture relevant data on their buildings or spaces.
Switch management	A User of the Solution will be able to manage all switches via the software; associate Consumer to specific switches (via "Contracts"), power cycle & configure switches to specific floor ports.
Floor port management	A User of the Solution is able to visually manage their floor ports, placing individual ports in individual rooms. A User of the platform can manage which Consumer is configured to floor ports and configure floor port to switch mapping.
Wi-Fi Device management	The ability to remotely add Users' devices to the Wi-Fi network in buildings and manage which Users' devices are enabled.
Consumer/User management	Create & manage Consumer companies. Associate Consumers/Users to spaces as described, enable services and

	products for Consumer consumption & eventual billing and provide day to day management of their Users including Wi-Fi and access control.
Contracts	Contracts are a digital representation of the start date, end date and spaces licensed by Customer to a Consumer or User.
Price books, products & pricing	A price book is a list of products which the Customer can create which will be available at a Premises to be further sold to any Consumers/Users or prospect Consumers/Users. A product is any commercial element which the Customer wishes to sell to an Consumer/User. A product may or may not have an associated price (depending on the strategy of the Customer) but the price terms will be defined on the product & surface when a purchase is made or agreed.
Services	See (d)
Charges export	When an Consumer/User consumes a productised space, service or product, the Customer will be able to create an export of charges for a specific period. This may then be uploaded to a 3rd party invoicing system.
Account management	A Customer can manage their staff and colleagues using the Services to help manage their physical access, Wi-Fi and access to the software.
Guest Wi-Fi branding	Guest Wi-Fi experience may also be branded to reflect the Customer's brand.
Support	A Customer may raise a support case if an issue is encountered with the software or infrastructure which will be sent to the Customer Success Service defined below.
Branded Mobile App	Native smartphone app for iOS and Android that may be configured to suit the brand of the Customer with updates automatically delivered to the Customer's Apple and Google store accounts.

<b>Dynamic Bookings</b>	<b>Description</b>
Booking & availability	Fully integrated booking & availability tools for Customer to manage their "bookable" spaces. A User of the platform can view when spaces are available/booked & add/edit/remove bookings as per requests from occupiers.
Consumer/User mobile app	Secure app for Consumer/Users to view real time availability & make bookings for configured spaces.

<b>Smart Access</b>	<b>Description</b>
Smart Access	The configuration and operation of physical access control in one or more spaces. The essensys platform provides the software for Customers to be able to manage access to their doors and provide individual access for Customer & Consumer Users to specific doors.
Consumer/User mobile app	Using the same app, a Consumer/User can use their mobile to open 'smart access' doors they have been granted access to, either via NFC tags or QR codes.

- (d) Marketplace Services: as currently available below with additional services becoming available from time to time:
- (i) Internet service. Core Internet Access (IP Transit) is the centralized internet breakout Service which routes 1Pv4 traffic to and from the internet. This service uses a multi-homed BGP peering network at two diverse routing sites with independent hardware and dual "Tier 1" upstream providers to ensure route availability and provider resilience for high performance IP routing.
  - (ii) Voice service. In UK, Canada & United States only Telecommunications services will include access to the essensysCloud "Unified Communications" service. The service provides standard call control features including call forwarding, anonymous call rejection, CLI presentation, voicemail, hold music, priority alert, do not disturb, simultaneous / sequential calls, speed dial. All features are available, not all are configured via essensys platform.
    - (i) Residential service. Residential service is terminated on a Polycom VVX Series handset. Polycom VVX handsets for desk use and Polycom conference phone for meeting rooms. VVX phones incorporate flexi-desking, enabling users to log into any Polycom VVX handset that is licensed using unique authorization codes.
    - (ii) Virtual and main number services. Live virtual receptionist – Customers can have incoming calls routed through the reception who will answer and direct calls on behalf of the Customer using a custom Operator Console interface. Virtual services can then be transferred off-net to a number provided by the Customer.
  - (iii) Other Marketplace Services

essensys reserves the right to change the specification of, withdraw and introduce new Marketplace Services from time to time.

Service Name	Description
Dedicated Internet Bandwidth	Dedicated bandwidth is, as the name suggests, dedicated exclusively to that Customer. It is reserved and can only be used by that Customer. If the Customer 'max out' its connection then it will only affect that Customer. It can be instantly provided in Connect Service and is available in increments of 1Mbps.
Public IP Address	A public IP address, is a globally routable unicast IP address, meaning that the address is not an address reserved for use in private networks, such as those reserved by RFC 1918, A Public IP is needed for each device that requires a separate public address.
Voice Std User	Standard user, including single DDI and voicemail.
Conference Bridge	A Conference Bridge allows a number of people to participate in a telephone call from their own phone line. A conference bridge works like a virtual meeting room where participants are able to call in to a shared telephone number, enter the specific

	ID and PIN and be placed into a conference call where they can talk with all other participants.
Auto Attendant	An interactive voice response system, also known as an Auto Attendant, is a way of allowing callers to select where their calls get routed to just by pressing a number on their keypad. This helps to guide incoming calls through a menu containing voice prompts.
Operator Console	A service that permits a receptionist to screen incoming calls to main numbers.
Call Recording	essensys can provide Customers with a full call recording platform and portal*. Customers can listen to, download, export or email recorded calls or groups of recorded calls straight from the easy to use portal. Customers can request access to the portal for individual Users, or for group admins. *legal compliance associated with call recording and data arising from it is a matter for the Customer and not essensys

## 2. CUSTOMER SUCCESS SERVICE

- (a) essensys will provide a support service for the reporting of problems relating to the Services known as "Customer Success".
- (b) essensys will provide Customer Success contact details to the Authorized Representatives of the Customer.
- (c) Customer Success will be provided by essensys via an online chat feature within the Solution or in the event of any of these applications being unavailable, by telephone or email.
- (d) The Customer Success service will be available to Authorized Representatives during Business Hours. Out of Business Hours, emergency support will be available to the Authorized Representatives in line with the escalation procedures set out in Schedule 2.
- (e) The Customer will:
  - (i) identify the Authorized Representatives for each of the Premises to essensys; and
  - (ii) ensure that the Authorized Representatives provide the following information to essensys when contacting Customer Success;
    - (A) name and contact telephone number;
    - (B) Management System login, if requested; and
    - (C) description of the problem or required assistance.
- (f) essensys will:
  - (i) respond to the chat window or support case;
  - (ii) assess and determine the impact of a problem;
  - (iii) open a problem ticket to document a problem (if required);
  - (iv) perform initial problem determination; Service Description.

(v) provide problem fixes according to the timescales set out in Schedule 2;

(vi) obtain the agreement of an Authorized Representative of Customer that a problem record can be closed; and

(vii) resolve any third-party service provider performance problems affecting provision of Services.

(g) The Customer will:

(i) maintain and provide to essensys an Authorized Representative contact list including names, telephone number and email addresses for use by the Customer Success service for problem determination assistance and escalation and use commercially reasonable endeavours to ensure such personnel are available as required; and

(ii) be responsible for the resolution or closure of all problems related to products and services that are not within the Services (except to the extent that such problems have been caused by the Services or Solution).