



Service Level Agreement (SLA)

Schools Broadband Service
By
Cantium Business Solutions Limited

Worrall House, 30 Kings Hill Avenue, Kings Hill Business Park, West Malling, Kent ME19 4AE
t: 03000 411115 e: info@cantium.solutions

We are Cantium Business Solutions Ltd, trading as Cantium, registered in England & Wales at Sessions House, County Road, Maidstone, Kent, ME14 1XQ. Company No. 11242115. VAT No. 294 5402 88.

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Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between Cantium Business Solutions Limited and Customer for the provisioning of Schools Broadband service required to support and sustain the product or service throughout the duration of the contract.

This Agreement will continue unless revised by Cantium Business Solutions to ensure compliance with legal and commercial developments throughout the duration of the contract.

This Agreement outlines the parameters of all services covered, as understood by all parties and are accepted in accordance with Cantium Business Solutions General Terms of Sale (which can be found at www.cantium.solutions).

Together with the Order and the General Terms of Sale this document provides a binding agreement between both parties.

If it is found that there is an inconsistency between this Agreement and the General Terms of Sale, then detail as defined within this document will take precedence.

Goals & Objectives

The purpose of this Agreement is to ensure that all elements and commitments are in place to provide a consistent service, support, and delivery to the Customer by Cantium Business Solutions.

The objectives of this Agreement are to:

- Define the service / product that the Customer is purchasing.
- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the Customer.



Stakeholders

The following Service Provider and Customer will be used as the basis of the Agreement and represent the primary stakeholders associated with this Agreement:

Service Provider: Cantium Business Solutions Customer: Customer (“Customer”)

Cantium Business Solutions reserve the right to support this contract through third party sources where appropriate. System operators employed by Cantium Business Solutions may be changed by from time to time at their discretion. This is to promote Cantium Business Solution’s goal to provide customers with value for money services.

Periodic Review

This Agreement is valid for the term of the contract as outlined in the Order Form and is valid until further notice. This Agreement may be reviewed at a minimum once per financial year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

Contents of this Agreement may be amended by Cantium Business Solutions as required and communicated to all affected parties through publishing on our website.

Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.



Service to Be Provided

The Kent Public Services Network (KPSN) is a closed private network secured by high performance perimeter firewall appliance clusters. School connections are secured by implementing rules-based access criteria.

- Secondary schools are provided with Cisco routers with the advanced IP services feature set providing multi-layer firewall and DMZ functionality.
- Primary schools are provided with a Cisco router (KPSN CPE) providing routing between the school network and the KPSN.

The following Services are covered by this agreement:

Service Management

Broadband Internet access	In addition to internet access, the KPSN broadband service offers: <ul style="list-style-type: none">• Internet services: Public DNS hosting, SSL Certificate and Mail relay• Dual WAN centers in Gillingham and Canterbury provide network resilience for internet egress from KPSN network• On request, a customer can be provided with a virtual private network (VPN) connection for staff to access their local area network (LAN) from an external connection• Cantium monitors service delivery and drives problem resolution on behalf of customers• Cantium manages performance of 3rd party internet providers ensuring service level agreements are maintained
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	<ul style="list-style-type: none"> • Customers can request access to monitor their own usage statistics
<p>Content Filtering</p>	<p>This service provides a market leading content filtering solution. Default filtering levels are applied centrally.</p> <ul style="list-style-type: none"> • Secondary schools are provided with delegated admin controls enabling them to manage existing policies and filtering levels for individual users and groups. • On request, Primary schools can be provided with delegated control to manage existing policies and filtering levels. • Comprehensive, daily updated URL lists which ban access to a wide range of sites in many languages. • Filtering applies dynamically to text on the web page • Customers control local Allow and Deny lists to override the default URL filtering • Force “safe search = on” for search engines • Filtering policies can be applied to Active Directory Groups and IP addresses. • The product blocks illegal material identified by the Internet Watch Foundation (IWF).
<p>Service Desk</p>	<p>The provision of a Service Desk function providing an interface between ICT staff of the Customer and the ICT department of Cantium. Contact channels will include the</p>

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	<p>Service Portal with a chat facility and telephone.</p> <p>The Service Desk will be available from 08:00 to 17:00, Monday to Friday excluding bank holidays:</p> <ul style="list-style-type: none"> • https://cantium.service-now.com • 03000 658888 <p>The Service Desk will manage incidents and requests (an incident is any unplanned interruption to service, such as the internet being unavailable. A request is classified as any call for information or advice or a standard change such as unblocking a website).</p> <p>Customers who log a call with the Service Desk will be informed of progress of requests for service throughout the lifecycle of the request. This will include:</p> <ul style="list-style-type: none"> • Providing Customers with resolution advice as appropriate • Verifying successful completion of requests for service with Customers • Monitoring customer satisfaction on the services as provided by the Service Desk <p>The Customer will be provided with an escalation path for incidents and requests in line with agreed service targets</p>
<p>Security Operations</p>	<p>The security operations service will implement and maintain security</p>

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	<p>products, software, and appliances. The service will provide assurance of the integrity and security of the KPSN network.</p> <ul style="list-style-type: none"> • Central Firewall • SMTP Email relay with anti-virus and anti-spam
<p>Incident Management</p>	<p>An incident management function will be available. The purpose of incident management is to restore service operation as quickly and as efficiently as possible, minimising disruption to service. This includes:</p> <ul style="list-style-type: none"> • Pro-active detection and recording of incidents • Classification and initial support • Investigation and diagnosis • Resolution and recovery • Incident ownership, monitoring, tracking, and communication • <p>See the incident management table for full details.</p>
<p>Problem Management</p>	<p>A 'problem' is classified as the cause of one or more incidents. A problem management service will be available which aims to prevent problems and resulting incidents from occurring, eliminate recurring incidents, and to minimise the impact of incidents that cannot be prevented.</p> <p>This will include:</p> <ul style="list-style-type: none"> • Prevention and avoidance of problems • Trend identification and



	<p>analysis</p> <ul style="list-style-type: none"> • Facilitation, co-ordination, and completion of major problem reviews
Change Management	<p>A change management capability enables changes to be made to the service with minimal disruption. This will include:</p> <ul style="list-style-type: none"> • Raising and recording changes • Assessing the impact, cost, benefits, and risks of proposed changes • Ensuring the appropriate authorisation of change • Management and co-ordination of the scheduling of change • Monitoring and reporting on change activity • Closure and review of change requests
Release Management	<p>The release management service plans and co-ordinates the implementation of changes to the service.</p> <p>This will include:</p> <ul style="list-style-type: none"> • Release design build and configuration • Release authorisation • Rollout/implementation planning • Deployment and reversion testing • Release and distribution of software and hardware as applicable



Services Not Included (out of scope)

The following services are not provided under this agreement:

- Schools Local Area Network (LAN), Servers and LAN Devices

Customer Responsibilities

Customer responsibilities and/or requirements in support of this Agreement include:

- Use the defined processes for logging incidents and service requests
- Respond to requests from Cantium staff, in relation to a current incident or service request
- Comply with security and policy requirements recommended by Cantium or its suppliers
- Nominate a lead contact with suitable authority to provide liaison between Cantium and the Customer for matters relating to the service and ensure up to date contact details are shared with Cantium regularly.
- Provide prompt access to the school-based infrastructure for Cantium staff or subcontractors. This includes an emergency contact for out of hours access.
- Responsible for the local area network (LAN) up to the Cantium Customer Premises Device Router
- Schools enabled with web filtering administration manage their own web filtering policy.

Service Provider Responsibilities

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Cantium will advise the Customer of any circumstances that may adversely affect the level of the service being provided
- When a service interruption happens, Cantium will respond within the documented incident management priority levels to restore the service, and will work as required, with 3rd party suppliers to enable this to happen

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Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.
- Resolution targets are subject to supplier environment availability and their service level agreement for online services

General Data Protection Rules

Please refer to Annex A attached for data management rules applicable to this contractual agreement.



Service Performance

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

Incident Management

For service incidents (service not available or service degradation) the following target response and target resolution times will apply, based on business impact:

Priority	Response Target	Resolution Target	Description
P1	1 Hour	4 Business Hours	Complete loss of service to all Schools Broadband users.
P2	1 Business Hour	8 Business Hours	An issue that results in a degradation/loss of service affecting over 50% of School Broadband users.
P3	1 Business Day	5 Business Days	An issue that results in a degradation/loss of service affecting more than one user but less 50% of Schools Broadband users.
P4	5 Business Days	10 Business Days	A non-service affecting issue

Service Requests

Requests will be processed by the Cantium Service Desk with a fulfilment target of 10 days

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Service Feedback

Cantium Business Solutions endeavours to make its service the best that it can always be.

We therefore encourage and appreciate all feedback you may wish to present us with, both positive and negative.

Where possible, would aim to rectify any problems you incur to a level that meets both our high expectations, although we do recognise that on occasion may not be possible. Please be assured that your feedback will be taken seriously. Often, we will be able to resolve problems face to face or by telephone. If you feel that this is not possible then you can put your feedback in writing.

Please find the link to our Compliments and Complaints Policy which details how to do this and what you can expect from us:

<https://cantium.solutions/wp-content/uploads/Complaints-and-Compliments-Policy.pdf>

Additional Services

Cantium Business Solutions offers a complete suite of Managed ICT services, products and tool. These solutions are based around improving the cost effectiveness of, and efficiencies within your school's ICT and business environment.

For more details on the services we provide, please visit our website:

www.cantium.solutions

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Schedule of Processing, Personal Data and Data Subjects (Annex A)

1. The contact details of the Controller's Data Protection Officer (or representative) are on the Customer Order Form.
2. The contact details of the Processor's Data Protection Officer (or representative) are:

Email: dataprotection@cantium.solutions

Post: Data Protection Officer, Cantium Business Solutions, Worrall House, 30 Kings Hill Avenue, West Malling, ME19 4AE

3. The Processor shall comply with any further written instructions with respect to processing by the Controller.
4. Any such further instructions shall be incorporated into this Schedule.

Data processing details

Processing of the Protected Data by the Processor under the Contract shall be for the subject-matter, duration, nature, and purposes and involve the types of personal data and categories of Data Subjects set out in this Schedule.

Description	Details
Identity of the Controller and Processor	The Parties acknowledge that for the purposes of the Data Protection Legislation, the Customer is the Controller and Cantium is the Processor as defined in the Contract.
Subject matter of the processing	The processing is needed in order to ensure that the Processor can effectively provide the Services in accordance with the Contract.
Duration of the processing	Processing will take place during the Term of the Agreement including any Extension Period.

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<p>Nature and purposes of the processing</p>	<p>The nature of processing will include all operations required in the delivery of the Services. This shall include any operation such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of data (whether or not by automated means).</p> <p>The purpose of the processing is to fulfil the Processor's obligations in delivering the Services in accordance with the Contract.</p>
<p>Type of Personal Data being Processed</p>	<ul style="list-style-type: none"> • Name • Contact information (phone, email, address) • Employment information • Online identifiers (IP address, URL, cookie identifiers, location) • Biometric information (e.g. fingerprints for smartphones) • Survey responses
<p>Categories of Data Subject</p>	<p>Employees of the Controller</p>
<p>Specific processing instructions for Sub-processor</p>	<p>N/A</p>
<p>Plan for return and destruction of the data once the processing is complete UNLESS requirement under union or member state law to preserve that type of data</p>	<p>In line with the contract, at the written direction of the Controller unless a copy is specifically required to be retained by the Processor for audit or compliance purposes in performance of its obligations for up to six (6) years, the Processor will</p>



	delete / destroy or return Personal Data (and any copies of it) to the Controller on termination of the Contract unless the Processor is required by Law to retain the Personal Data.
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Authorised Sub-processors

Cantium Business Solutions Ltd. utilises the following Sub-Processor(s):

- Smoothwall Limited
- Kent Public Services Network (Kent County Council)

Technical and organisational security measures

The Supplier shall implement and maintain the following technical and organisational security measures to protect the Protected Data:

1.1 In accordance with the Data Protection Laws, taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of the processing of the Protected Data to be carried out under or in connection with the Contract, as well as the risks of varying likelihood and severity for the rights and freedoms of natural persons and the risks that are presented by the processing, especially from accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to the Protected Data transmitted, stored or otherwise processed, the Supplier shall implement appropriate technical and organisational security measures appropriate to the risk, including as appropriate those matters mentioned in Articles 32(1)(a) to 32(1)(d) (inclusive) of the GDPR.