SERVICE SCHEDULE

AZURE TENANT MANAGEMENT

Last Update: 25 September 2025

1. **General.** This is a Service Schedule setting out specific terms of Service in respect of BMIT's Azure Tenant Management Service. The Azure Tenant Management Service shall be considered to constitute a Professional Service, pursuant to Annex A5.

2. **Pre-Requisites.** As a prerequisite to the delivery of the Azure Tenant Management Service, BMIT requires the Customer to have an active Azure subscription.

   Any matter whatsoever relating to the licensing or subscription to Microsoft Azure services, including but not limited to all Azure service charges, usage fees, or consumption costs, is expressly excluded from the Azure Tenant Management Service and this Service Schedule. All fees, charges, or costs related to the use of Azure services shall be the sole responsibility of the Customer, regardless of whether such fees are charged directly by Microsoft or billed through BMIT. The procurement and ongoing payment of all Azure services must be arranged separately by the Customer. Implementation effort for the deployment of the Azure tenant is expressly excluded from the scope of the Azure Tenant Management Service.

   The Customer may opt to procure Azure services directly from BMIT and/or may request BMIT to deploy the Azure tenant, provided that, in each case, both Parties agree to such terms within a separate Work Order.

3. **Service Description.** The Azure Tenant Management Service is designed to provide expertise and support on the Azure services and deliver professional services to enhance cloud architecture, cloud identity, cloud security posture and cloud cost optimisation. More specifically, the Azure Tenant Management Service consists in the services specified in clause 4 of this Service Schedule as well as any additional services described in clause 5 of this Service Schedule, to the extent that such additional services have been formally agreed upon and specifically documented in a duly executed Work Order.

4. **Azure Tenant Management.** BMIT shall provide the following administration and management services on the Customer's Azure infrastructure:

Pro-active Services	Prerequisite/s or other conditions
Assessment and planning • Pre-sales consultation • Discovery session • Detailed Azure design based on application and requirements analysis	Customer must provide resources and/or share information of current environment(s) and requirements for BMIT to perform analysis.
Azure tenant management • Quarterly review of Azure tenant / Azure AD • Microsoft licensing review • Azure AD roadmap • Service advisory and recommendations	BMIT will provide in a report every quarter its recommendations and initiatives to improve the Customer's security posture and further optimise the environment based on the current available licensing and resources.

	Should the Customer ignore or not implement the initiatives or recommendations put forward by BMIT, BMIT may halt the reports until such initiatives or recommendations are implemented.
Azure tenant optimisation • Annual review of Tenant • Annual assessment of your Azure architecture	For a successful Azure architecture review the Customer is required to provide information on the business goals relating to 5 key areas: • Cost optimisation • Reliability • Security • Operational excellence • Resource performance
Service Delivery & Support	**Prerequisite/s or other conditions**
Service delivery and management • Personal contact from BMIT technical team to assist with onboarding • Projects and initiatives management	Customer is responsible to share with BMIT any changes to the contact information.
Pro-active alert response • Configure Azure services pro-active alerts • Alerts logged	BMIT is responsible to configure and have access to these logged alerts and will be able to guide and assist the Customer in relation to the alerts. However, the Customer is responsible to monitor the alerts and take any action as a response to the alert. If Customer requires BMIT's assistance in any response to an alert, the Customer must request support from BMIT via a support ticket submitted to the BMIT Service Desk. Any such BMIT assistance would be subject to the respective terms of the relative Work Order catering for such separate Professional Services assistance
Support • Access and support on usage of Azure portals • Access to BMIT support • 24x7 monitoring of Microsoft services[1] and escalation to technical team • Microsoft Premiere Support Escalations	Microsoft Premier Support escalations are charged to Customer at the agreed rate in the respective Work Order. The Customer is not charged in the case where the issue escalated is recognised to be originating from Microsoft known also as a "software bug" or "service fault". Should the Customer demand that the request is immediately escalated to Microsoft Premier Support bypassing

	BMIT support, then additional charges may apply as set out in the respective Work Order.

[1]24x7 monitoring of Microsoft services refers to the monitoring of the general availability of Microsoft's infrastructure and services and not the Customer's Microsoft environment. For monitoring of Customer's specific environment see clause 5.

The delivery of these abovementioned services is conditional upon the prerequisites and other conditions set out in the table above.

5. **Additional services.** The following additional services may be provided by BMIT, at BMIT's discretion and subject to acceptance of the Customer's request. The delivery of these additional services is conditional upon the prerequisites and requirements set out in the table below.

   These additional services are further detailed herein and will be delivered in accordance with the prior agreement of both Parties. Should the Customer request any such additional services, BMIT will define the scope of the specific engagement and provide an estimate of the required effort and associated costs. No such additional services shall commence until the scope, effort, and costs have been formally agreed and documented in a duly executed Work Order.

Additional services	Prerequisite/s or other conditions
Deployments and migrations • Initial set-up and configuration • App and data migration to Azure	BMIT will use the "Azure Migrate" tool to facilitate any migration to Azure. The Customer is responsible for validating the data sources and confirming the success of the migration.
Resource management • Implementation and configuration of networking services • Installations and configuration of operating systems such as Windows and Linux with remote management and troubleshooting • Patch management for network and operating systems	An operating systems instance may be a physical, container, or virtual operating system instance. The supported operating systems are: • Microsoft Windows Server; • Linux distributions: Redhat, CentOS, and Ubuntu; and • Any other operating system as may be specifically agreed in a Work Order by both Parties. The supported operating system version must be within the respective vendor's mainstream support period or otherwise covered by extended support from the vendor. BMIT will not configure, intervene in, or patch any middleware or applications that have not been specifically agreed with the Customer.

Identity management • User Access Management (UAM/RBAC) • Multi-Factor Authentication (MFA) • Single Sign On (SSO)	
Security • Anti-virus & anti-malware protection • Configuration of DDoS mitigation • Connectivity services • Firewall implementation and management • Load balancer implementation and management • Automated security scanning for intrusion detection and remediation	
Managed backup & DR • Backup enablement • Configuration and management of Azure File Backup or other backup tools • Configuration and management of Azure Site Recovery or other disaster recovery service tools • Recovery tests and services	The Customer must open a Service Request and provide all information necessary for BMIT to execute a restore. BMIT is neither responsible, nor liable, for the integrity of data, or for any loss of data or business arising from backup restores or disaster recovery. BMIT strongly recommends that the Customer performs regular test restorations of backed-up data, and maintains and routinely tests the disaster recovery plans and procedures, as part of the Customer's business continuity planning.
Monitoring • Monitoring and alerting for each requested monitoring service • Reactive support post monitoring alerts/notifications • Custom monitoring	BMIT is responsible for configuring and monitoring the Azure infrastructure, and for escalating relevant alerts to the Customer. The Customer is responsible for taking appropriate action in response to such alerts, or for engaging BMIT to take further action as required.
Advisory and assessments • Cloud Infrastructure, network, and security audits • In-depth cloud and security architecture assessment with strategy	

6. **Service Levels.** The Service Levels defined in Annex 28 – General Service Level Agreement shall apply for the Azure Tenant Management Service.