



Master Agreement No: SAS-13-0242

Customer: The Lord Commissioners of Her Majesty's Treasury acting through the United Kingdom Debt Management Office

AMENDMENT No 1 Dated December 29, 2017

To the Master Agreement on Terms and Conditions numbered as above between Sungard Availability Services (UK) Limited and the Customer named above (the "Master Agreement")

IT IS AGREED that:

1. Amendment:

All references to SunGard Availability Services (UK) Limited and SunGard shall be amended to Sungard Availability Services (UK) Limited and Sungard AS respectively.

2. Amendment:

With effect on and from 01-Jan-2018 (the "Effective Date"), the Network Services Terms and Conditions incorporated into the Master Agreement shall be replaced by the Network Services Terms and Conditions (R1) attached to this Amendment. The Network Services Terms and Conditions (R1) shall be deemed incorporated into the Master Agreement, the Master Agreement shall be deemed amended accordingly and all references to the Network Services Terms and Conditions in the Services Agreement under this Master Agreement shall be deemed references to the Network Services Terms and Conditions (R1).

3. Contents of Agreement from the Effective Date

On and from the Effective Date the Master Agreement shall comprise the following:

Terms and Conditions:

General Terms and Conditions
Recovery Services Terms and Conditions
Data Centre Hosting Services Terms and Conditions
Network Services Terms and Conditions (R1)

Special Terms:

Dedicated Backup Capability

While the General Terms and Conditions are incorporated into every Contract entered into by every Services Agreement, Specific Terms and Conditions and Special Terms are only incorporated into the Contracts which expressly incorporate them.

This Master Agreement is not binding on Sungard AS until signed on behalf of Sungard AS by a duly authorised signatory.

For and on behalf of
Sungard Availability Services (UK) Limited

For and on behalf of
The Lord Commissioners of Her Majesty's Treasury
acting through the United Kingdom Debt
Management Office

Signature: 
Name:
Title:

Signed: 
Name:
Title:

Date: December 29, 2017

Date: 29/12/17

will provide the Customer provided telecommunication circuits identified in the Schedule. Any Customer provided telecommunication circuits must comply with Sungard AS' standards as notified to the Customer, unless (and to the extent) otherwise agreed by Sungard AS. These circuits shall be made available by the Customer for the Term. Sungard AS has no obligation (other than notifying the Customer of Sungard AS' standards) in relation to any Customer provided telecommunication circuits.

6. Installation of links and cabling at Sungard AS sites

6.1 Installation of any telecommunications links to any Sungard AS site, that are requested by the Customer and are in addition to any telecommunications links already available at the site may be subject to the consent of the lessor under Sungard AS lease or other agreement governing Sungard AS' occupation of the site, and (where such consent is granted) shall (irrespective of whether Circuit Provisioning Services have been contracted for) be conducted at times agreed with Sungard AS, and if Sungard AS desires, its involvement and payment of its Charges in connection therewith.

6.2 The Customer shall be responsible at its own cost in all things for the provision to any telecommunications provider of any required consent, wayleave or other matters required by the telecommunication provider, in relation to any Customer occupied or utilised site, which is linked to a Sungard AS site.

6.3 Sungard AS (not the Customer) shall supply and install all networking cabling at the Site. The type of networking cabling shall be as specified in the Contract. Sungard AS shall determine in its unfettered discretion the location and routing of any such cabling.

7. Managed Customer Premises Equipment Services (CPE)

The Customer shall allow Sungard AS, and/or procure that Sungard AS be allowed to install the network termination equipment at the Customer (or third party) facilities specified in the Schedule. The Customer undertakes to Sungard AS that, from the time any network termination equipment is delivered to the Customer (or third party) facility until its return to Sungard AS, the Customer will:

- (a) ensure that any instructions and/or manuals supplied by Sungard AS for its operation and/or use will be observed;
- (b) not allow any person to use it, or have access to it (whether physically or via any software), unless that person is appropriately trained and skilled or authorised by Sungard AS to use or have access to it;
- (c) keep it at all times and return it, or procure that it is kept at all times and returned, in good condition and working order and not, without the prior written consent of Sungard AS, make or allow to be made any alteration or addition to it;
- (d) not remove it, or allow it to be removed, from the site to which it was delivered, or sell, assign, charge, mortgage, pledge or sublet it or lend it out, or do or allow to be done anything which might prejudice Sungard AS' interest in it;
- (e) permit, or secure permission for, Sungard AS and/or its representatives to have full and free access to it and provide such person(s) with reasonable facilities to inspect and/or repair it and give Sungard AS such information relating to it as Sungard AS may reasonably require; and
- (f) observe and comply with all statutes and other obligations of any kind whatsoever in relation to it and its use.

8. Dedicated Internet Access Services

8.1 The Standard Bandwidth provided for Dedicated Internet Access Services may be capped or burstable, as specified in the Schedule. If capped, it is not capable of increase and Sungard AS shall have no obligation to provide an Internet connection exceeding the Standard Bandwidth unless the Customer contracts for additional capacity by way of written amendment to the Associated Contract. Where the Standard Bandwidth is burstable, then the Customer may exceed the specified Standard Bandwidth to a maximum of the burstable amount specified in the Schedule, provided the Customer pays the burstable Charges specified in the Schedule. The Customer will not be able to exceed the Standard Bandwidth by more than the burstable amount in the Schedule, and Sungard AS shall have no obligation to provide further bandwidth exceeding that burstable amount, without the Customer contracting for additional bandwidth.

8.2 To calculate the level at which burstable Charges are payable, Sungard AS records throughput over the Internet connection provided to the Customer periodically every day over the course of a month. The records for the last 30 days of a month (or in the case of February, the 28 (or 29) days of that month and the last 2 (or 1) days from the end of January) are sorted by Sungard AS into ascending order, and the top five-percent (5%) ignored to account for temporary traffic bursts. The highest of the remaining readings is taken as the 95th percentile value. Burstable charges are calculated by reference to the bandwidth utilised at the 95th percentile value. As long as the 95th percentile value bandwidth is less than or equal to the specified Standard Bandwidth, there is no additional Charge. If that value exceeds the specified Standard Bandwidth, then the burstable Charge specified in the Contract is payable by the Customer.

9. Internet, PSTN, xDSL, ISDN and managed network services from 3rd party providers

9.1 None of the Internet, the public switched telephone network, digital subscriber lines, the integrated services digital network and managed network services from third party providers is or are owned, operated or managed by, or in any way affiliated with, Sungard AS or any of Sungard AS' affiliates. The Internet is an international computer network of inter-operable packet switched data networks. Sungard AS cannot guarantee that the Services will provide Internet access or access to the public switched telephone network, the integrated services digital network and managed network services from third party providers that is sufficient to meet the Customer's needs. The Customer agrees that it uses the Internet, the public switched telephone network, the integrated services digital network and/or managed network services from third party providers solely at its own risk and subject to all applicable national and international laws and regulations, and warrants that it will comply with all such laws and regulations in its use of the Services.

9.2 Any Internet addresses provided by Sungard AS will be from a Sungard AS IP network block and are non-portable. These addresses will be for the use of the Customer only and shall not without Sungard AS' prior written consent (given in Sungard AS' absolute discretion) be used by or assigned to any third party. Internet addresses allocated by Sungard AS must be promptly returned to Sungard AS if the Customer discontinues the applicable Services for any reason, or on expiration or termination of the Contract.

10. RIPE IPv4 IP Addresses

Sungard AS procures its IPv4 IP address allocation from RIPE (Réseaux IP Européens) which is given by Sungard AS agreeing to conform with the policies and guidelines for assignments by RIPE. The number of IPv4 address allocations given by RIPE to Sungard AS is based on the perceived customer utilisation rates. In the event that the Customer does not employ these utilisation rates, Sungard AS reserves the right to withdraw the unutilised IP addresses in order for it to conform with RIPE.

11. DDoS Mitigation Service

11.1 It is a condition to Sungard AS (or its contractor) in performing this Service that this is either provided with Sungard AS' Managed Internet Access or the Customer retains its own provider independent addressing.

11.2 The Service monitors for potential denial of service attacks by alerting, diagnosing and filtering Internet traffic for the purpose of cleaning and eliminating malicious traffic immediately prior to Sungard AS' internet facing routers through a process of signature analysis and dynamic profiling for up to 200 Gbps of traffic. Once the 200 Gbps of traffic threshold has been reached Sungard AS may be unable to mitigate against further threats and bears no liability in this event.

11.3 **On-Boarding:** Sungard AS requires the Customer to provide its shared IP address allocations by server type. In addition, the Customer is required to notify Sungard AS of any changes, additions or deletions to its IP address allocations.

11.4 Sungard AS monitors the Customer's average incoming internet traffic levels over the previous 12 month period and in the event that this increases by 125% or greater, Sungard AS shall be entitled to increase the Charges at the then prevailing rate as amended from time to time.

11.5 Sungard AS will provide Customer with reports only in the event of a High Level Alert ("High Level Alert" means a critical alert which commences the mitigation). Such reports shall contain the attack size, duration, source, type, mitigation technique deployed, geography, timings and volume of cleansed traffic.

11.6 **Fair Use:** In the event that a Customer is deemed to be a very high risk of high volume attacks, the parties shall review the contracted arrangement and in the event they are unable to agree, Sungard AS may suspend the Service.

11.7 DDoS Monitoring and Mitigation Service SLA

11.7.1 **Target:** The Target is 99.95% for the mitigation to be started within 15 minutes of a High Level Alert.

11.7.2 **Remedy:** Where Sungard AS fails to meet the Target set out above, the following Service Credits will apply

Frequency	Service Credit
Incident 1	15% of Monthly Subscription Charge
Incident 2	30% of Monthly Subscription Charge
Incident 3	45% of Monthly Subscription Charge
Incident 4	60% of Monthly Subscription Charge

11.7.3 Some attacks are too large for the 200 Gbps Mitigation Service and will not therefore be deemed a breach of the SLA as they are outside of the service offering.

12. Third Party Telecommunications Circuits - Availability

12.1 **Target:** The target for a point to point link procured through Sungard AS specified in clause 2.2 (a) is that it will be operational and available to the Customer 99.4% of the time during each calendar month. Where such Network Services are Resilient, the target shall be 99.95%.

12.2 **Measurement:** Availability will be measured from the time the unavailability is reported to Sungard AS by the Customer using Sungard AS' reporting procedures. Where Sungard AS hands back the circuit for Customer testing and verification the circuit is deemed available until the Customer reports otherwise, in which case availability will be re-measured from the time of such report. The percentage availability is calculated as follows. The total number of hours in a calendar month, minus (i) the total amount of hours utilized during any preventive maintenance scheduled by Sungard AS or any Customer requested downtime, and (ii) any time attributable to the events specified in clause 15.1, is the denominator of the calculation. The numerator is the total number of hours in a month, minus (i) the total amount of hours utilized during any preventive maintenance scheduled by Sungard AS or any Customer requested downtime, (ii) any time attributable to the events specified in clause 15.1, and (iii) any other downtime. The resulting fraction (multiplied by 100) is the percentage of actual Availability. The System may at times be working despite the measurement showing it to be unavailable, and in this case it will be deemed available if the Sungard AS equipment is responsive to work requests.

12.3 **Remedy:** If during any one (1) month period availability falls below the applicable target percentage as an average for the month then, for each full hour of unavailability, Sungard AS will credit the Customer one (1) day's Charges then payable by the Customer specifically for the failed link, or, if there are no such Charges specified, the applicable percentage of the then current monthly charges that Sungard AS would charge its customers generally for such link. The Customer may claim a maximum of 10 such credits in any one month.

13. Service Level Commitments - General

13.1 All the above clauses pertaining to Service Level Commitment targets and remedies shall be read subject to this clause 13.

13.2 If during the Term, Sungard AS fails to meet any of the Service Level Commitment targets, the Customer shall be entitled (as its sole and exclusive remedy in relation to such failure) to the applicable credits specified above. Sungard AS shall only be obliged to apply credits where specifically requested by the Customer. In no event shall Sungard AS be obliged to provide any refund in relation to any credit, but rather the credit shall be applied to the next following invoice due to the Customer. Any credit entitlement that is not requested by the Customer in writing within one (1) month (and in relation to the DDoS Monitoring and Mitigation SLA, within fourteen (14) business days) of its availability shall no longer be available and the Customer will be deemed to have waived any rights in relation thereto and (for the avoidance of doubt) Sungard AS' failure to meet the relevant Service Level Commitment.

13.3 Where the subscription Charges payable in relation to a particular Service are bundled with the subscription Charges payable for other Services, or the subscription Charges payable in relation to specific items of Equipment are bundled with those for other Equipment, and the Customer becomes entitled to a service credit, then in calculating that credit, the applicable Charge shall be the Charge that Sungard AS would have charged for the individual Service, or item of Equipment, to which the service credit relates, had it not been bundled with other Services or other Equipment (as the case may be).

13.4 In no event shall the total aggregate credits to be applied by Sungard AS in any calendar year exceed the Customer's then current total monthly proportion of the annual subscription Charges payable for all of the Services provided under the Contract.

14. Policies

14.1 The Services shall at all times be used in compliance with Sungard AS' then current general policies and guidelines ("Policies"). The Customer agrees to be bound by the Policies, as amended from time to time.

14.2 Notices of changes to the Policies will be communicated to the Customer via electronic means.

14.3 Change requests in relation to day to day provision of the Services must be submitted and will be responded to as set out in the Sungard AS procedures as amended from time to time. Any other change requests relating to the scope of the Services must be agreed and recorded in writing by way of variation or amendment to the Contract. Sungard AS shall decide whether a Change request shall be done as in the Sungard AS procedures or by way of a written Contract variation.

15. Miscellaneous

15.1 Notwithstanding anything herein, Sungard AS shall not be responsible for failure to carry out any of its obligations in relation to Network Services, to the extent that the failure is caused by

(a) a breach of the Network Services terms and conditions or the Associated Contract by the Customer;

(b) the failure of the Customer to provide any assistance where required in accordance with the Network Services terms and conditions or the Associated Contract

End of Network Services Terms and Conditions

16.2 Customer will cooperate with Sungard AS, as requested from time to time, in connection with Sungard AS' change, delivery and improvement of the services. Sungard AS will not be responsible for service delivery issues related to Customer's failure to reasonably cooperate.

16.1 From time to time, Sungard AS may request that the Customer agrees to make its technical staff available, as reasonably required by Sungard AS, to review and make its technical staff available for implementation of the Services. In the event Customer does not make its staff available or otherwise participate in the pre-implementation planning, Sungard AS will not be liable for any failure to implement the Services and Customer remains liable for payment of the fee identified in the Order. If any change to the Services is required as a result of the pre-implementation planning, an amendment to the applicable Order must be executed.

16. Miscellaneous

(c) the neglect or willful acts or omissions of the Customer or its employees, contractors or agents; (d) malfunction of Equipment or other infrastructure at the Site (unless such malfunction was caused by Sungard AS' failure to maintain Sungard AS Equipment or Infrastructure in accordance with the Network Services terms and conditions or the Associated Contract or unless such Equipment or other infrastructure at the Site was to be Replaced); and/or (e) scheduled maintenance, upgrades, repairs or component replacements or scheduled backups or other mutually agreed downtime (unless these occurred to equipment, software or infrastructure that was to be Replaced).



Customer	The Lord Commissioners of Her Majesty's Treasury acting through the United Kingdom Debt Management Office
Master Agreement	No: SAS-13-0242
Services Agreement	No: 13-0242-A

Amendment No: 4, Dated December 29, 2017
 To the Services Agreement numbered above between Sungard Availability Services (UK) Limited ("Sungard AS") and the Customer named above (the "Customer") (the "Services Agreement")

IT IS AGREED as follows:

A. AMENDMENTS

Amendment to Contract(s): With effect on and from the date of this Agreement the following Contract(s) in the Services Agreement shall be deemed amended as follows:

Contract	Amendment	Effective Date
1	Schedule 1.03 replaced by Schedule 1.04	01-Jan-2018
2	Schedule 2.03 replaced by Schedule 2.04	01-Jan-2018
3	Schedule 3.04 replaced by Schedule 3.05	01-Jan-2018

B. RESULT of AMENDMENTS

1. As a result of this Amendment the Table of Contracts shall be as follows:

TABLE OF CONTRACTS

Contract No.	Schedule No.	Services Type	Applicable Services Terms and Conditions	Annual Charge
1	1.04	Fixed Workplace Recovery	Recovery Services	£50,596.00
2	2.04	Fixed Workplace Recovery (Dedicated)	Recovery Services	Included in Contract 1
3	3.05	Hosting	Data Centre Hosting Services / Network Services	£91,773.00

2. As a result of this Amendment the Schedule of Periodic Subscription Payments shall be as follows:

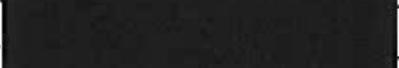
SCHEDULE of PERIODIC SUBSCRIPTION PAYMENTS

(The information in the table below is given for information purposes and does not supersede the data in the relevant Schedule.)

Date	Amount	Period of Cover
01-Jan-2018	£142,369.00	01-Jan-2018 to 31-Dec-2018

This Agreement is not binding on Sungard AS until signed on behalf of Sungard AS by a duly authorised signatory

For and on behalf of
 Sungard Availability Services (UK) Limited

Signature: 
 Name: 
 Title: 
 Date: 

For and on behalf of
 The Lord Commissioners of Her Majesty's Treasury acting through the United Kingdom Debt Management Office

Signed: 
 Name: 
 Title: 
 Date: 29/12/17

Sungard AS Imaging Service
From: Subscription to the Sungard AS imaging service with 20 GB of storage on the Image Server.
To: Subscription to the Sungard AS imaging service with 50 GB of storage on the Image Server.

1. The Backup Capability – Workplace shall be amended as follows.
 2. There shall be no change to the Annual Subscription Charges.
 3. The initial Term shall be extended by 12 months to give a new Initial Term of 60 months from the Commencement Date.
- Schedule 1.03 is replaced by Schedule 1.04, which incorporates the changes as detailed below.
Effective from 01-Jan-2018:

Fixed Workplace Recovery Services
DETAILS OF CHANGES

To the above numbered Contract in the above numbered Services Agreement between Sungard Availability Services (UK) Limited ("Sungard AS") and the Customer named above (the "Customer") (the "Services Agreement")

AMENDMENT to SCHEDULE No: 1.03

Customer	The Lord Commissioners of Her Majesty's Treasury acting through the United Kingdom Debt Management Office
Services Agreement	No: 13-0242-A
Contract	No: 1





Customer	The Lord Commissioners of Her Majesty's Treasury acting through the United Kingdom Debt Management Office
Services Agreement	No: 13-0242-A
Contract	No: 1

SCHEDULE No: 1.04

To the above numbered Contract in the above numbered Services Agreement between Sungard Availability Services (UK) Limited ("Sungard AS") and the Customer named above (the "Customer") (the "Services Agreement")

Fixed Workplace Recovery Services

CUSTOMER'S FACILITY - BACKUP SITE - SERVICES SUMMARY	
Customer's Facility	[REDACTED]
Backup Site	[REDACTED]
Services Summary	Backup Capability Workplace - See details at end of Schedule

TERM OF CONTRACT and CHARGES	
Commencement Date	01-Jan-2014
Effective Date	01-Jan-2018
Initial Term	60 months
Previous Annual Subscription Charge	£50,596.00 paid annually in advance. Effective from 01-Jan-2014
New Annual Subscription Charge	£50,596.00 paid annually in advance. Effective from 01-Jan-2014
Annual Subscription Anniversary	01-Jan
Set-up Charges (e.g. port cabling)	N/A

INVOCATION	
Invocation Response Time	3 Hours unless otherwise stated in the landscape pages attached.
Recovery Period	13 Weeks
Notification Charge	£1,500 or 5% of the Annual Subscription Charge, whichever is the greater. This Notification Charge is payable on each Invocation by the Customer.
Recovery Service Usage Charges:	£2,000 or 7.5% of the Annual Subscription Charge, whichever is the greater, per day. These Recovery Service Usage Charges are payable for each day (or part thereof) where (subject always to clause 6.4 of the Recovery Services Terms & Conditions) the Customer continues to use the Backup Capability for its disaster recovery purposes after the expiry of the Recovery Period. Payable monthly in arrears.

TESTING	
Test Days	2 Business Days per year to be taken over no more than 1 separate test
Test Year Reference Date	Commencement Date
Additional Testing Charges	Sungard AS' applicable charges in effect from time to time

SERVICES	
The Services available to the Customer comprise the equipment set out in the landscape form(s) attached to this Schedule, or other equipment that is functionally equivalent to or better than that specified.	

The attached landscape forms of Services are hereby incorporated into this Schedule

End of Schedule



Customer	The Lord Commissioners of Her Majesty's Treasury acting through the United Kingdom Debt Management Office
Services Agreement	No: 13-0242-A
Contract	No: 1

BACKUP CAPABILITY

The QuickShip At Time Of Disaster "QuickShip ATOD" option is intended to be available for Invocations where only a subset of the Backup Capability is required and only applies to those elements designated as such in the table. The elements to be shipped will be agreed at time of disaster between Sungard AS and the Customer and will be limited to those elements of the Backup Capability that can be shipped in one LGV Class 2 delivery vehicle (26T) within the first 24 hours. However, if the Customer makes a request for shipment of all, or substantially all, of the Backup Capability then Sungard AS may, at its discretion, comply with the request over the subsequent 72 hours. These elements cannot be shipped for testing. N.B. The Invocation Response Time is the time within which Sungard AS will make the Backup Capability available to the Customer at the Backup Site (absent external delaying factors beyond Sungard AS control). It is not the time within which Sungard AS will commence shipment of the Backup Capability to the Customer.

Backup Capability - WORKPLACE				
Customer Ref.	Quantity	Description	Type	Special requirements
	32	Workplace / Back Office Positions	Desk, chair, 3 x UTP connections, 1 x 10/100 switched ethernet connection, Digital LCD display telephone handset	
	1	Meeting Room	Shared meeting rooms	Access to meeting rooms is scheduled by Sungard AS staff.
	1	Conference Room	Shared conference rooms	Access to conference rooms is scheduled by Sungard AS staff.
	1	Rest Area	Access to 1 Rest Area.	
	32	Voice Recovery Back office digital channels Direct Dial Inward (DDI) Numbers (Dedicated Use)	Will support 32 simultaneous external calls Allocated to enable the Customer to set up number redirection to the Backup Site with their Telecoms Provider.	DDI per position allocated at Time of Disaster
	32	Positions using Standard Automatic Call Distribution (ACD)	Sungard AS' recovery call handling package including automated attendant, agent login for each position, discrete tenant partition and tailored configuration per Customer.	
	32	PC's Workplace / Back Office PCs Each with the specification set out in Sungard AS' PC refresh policy and a flat screen monitor.		Facility to support current Microsoft supported Windows Operating Systems
PC's will be refreshed in accordance with Sungard AS' refresh policy				
	Yes	Sungard AS Imaging Service Subscription to the Sungard AS Imaging service with 50 GB of storage on the Image Server.		
	1	Car Parking Car Parking Space	Car Parking is proportional to the number of positions subscribed to related to the total positions available at the site.	



Customer	The Lord Commissioners of Her Majesty's Treasury acting through the United Kingdom Debt Management Office
Services Agreement	No: 13-0242-A
Contract	No: 2

AMENDMENT to SCHEDULE No: 2.03

To the above numbered Contract in the above numbered Services Agreement between Sungard Availability Services (UK) Limited ("Sungard AS") and the Customer named above (the "Customer") (the "Services Agreement")

Fixed Workplace Recovery Services (Dedicated)

DETAILS OF CHANGES

Schedule 2.03 is replaced by Schedule 2.04, which incorporates the changes as detailed below.
Effective from 01-Jan-2018:

1. The Initial Term shall be extended by 12 months to give a new Initial Term of 60 months from the Commencement Date.
2. There shall be no change to the Annual Subscription Charges.
3. The following shall be added to the Contract Schedule:

Special Terms – Investment Provision

4. The following shall be added to the Backup Capability – WORKPLACE:

Office Equipment



The Lord Commissioners of Her Majesty's Treasury acting through the United Kingdom Debt Management Office	Customer
No: 13-0242-A	Services Agreement
No: 2	Contract

SCHEDULE No: 2.04

To the above numbered Contract in the above numbered Services Agreement between Sungard Availability Services (UK) Limited ("Sungard AS") and the Customer named above (the "Customer") (the "Services Agreement")

Fixed Workplace Recovery Services (Dedicated)

CUSTOMER'S FACILITY - BACKUP SITE - SERVICES SUMMARY	
Customer's Facility	B
Backup Site	S
Services Summary	Backup Capability: Workplace - See details at end of Schedule

TERM OF CONTRACT and CHARGES	
Commencement Date	01-Jan-2014
Effective Date	01-Jan-2018
Initial Term	60 months
Previous Annual Subscription Charge	Included in Contract 1
New Annual Subscription Charge	Included in Contract 1
Annual Subscription Anniversary	01-Jan
Set-up Charges (e.g. port cabling)	N/A

INVOCATION	
Invocation Response Time	Immediate access shall be available on Business Days subject to Sungard AS being in a position to grant such access. Otherwise, and outside these hours and on non-Business Days, the Invocation Response Time shall be 1 hour. Sungard AS technical support shall be available within 3 hours.
Recovery Period	In accordance with clause 2 of the Dedicated Backup Capability Special Term
Notification Charge	£1,500 or 5% of the Annual Subscription Charge, whichever is the greater
Recovery Service Usage Charges:	N/A

TESTING	
Test Days	2 Business Days per year with Sungard AS technical support to be taken over no more than 1 separate test. The number of test days shall be unlimited for Testing without Sungard AS technical support. Where the Customer wishes to have Unsupported Testing in relation to the dedicated items of the Backup Capability, it may do so subject to the terms of the Contract and the following provisions: (a) the Customer shall give Sungard AS no less than 2 Business Days' notice in advance that it wishes to conduct any Unsupported Testing; (b) during any Unsupported Testing, whilst the Customer shall at all times comply with its obligations under the Contract the conduct and performance of such Unsupported Testing shall be the sole responsibility of the Customer; and (c) the duration of each Unsupported Testing period shall be limited to such reasonable period of time as is reasonably necessary for the Customer to test its recovery procedures using the dedicated items of the Backup Capability.
Test Year Reference Date	Commencement Date
Additional Testing Charges	Sungard AS' applicable charges in effect from time to time

SPECIAL TERMS INCORPORATED FROM MASTER AGREEMENT
 The following Special Terms, as set out in the Master Agreement, shall apply to this Contract
 - Dedicated Backup Capability

SPECIAL TERMS	
Investment Provision	The Customer acknowledges that all or part of the items of Backup Capability marked with an "*" are items of Backup Capability that Sungard AS does not own as at the date of this Contract and which Sungard AS shall order on receipt of this Contract. Accordingly, until Sungard AS has acquired such items of Backup Capability the Customer acknowledges that those items will not be available for Testing or in the event of Invocation and Sungard AS will not be in breach of this Contract for failure to have such items available.

SERVICES
The Services available to the Customer comprise the equipment set out in the landscape form(s) attached to this Schedule, or other equipment that is functionally equivalent to or better than that specified.

The attached landscape forms of Services are hereby incorporated into this Schedule

End of Schedule



Customer	The Lord Commissioners of Her Majesty's Treasury acting through the United Kingdom Debt Management Office
Services Agreement No:	13-0242-A
Contract No:	2

Backup Capability - WORKPLACE

Customer Ref.	Quantity	Description	Type	Special requirements
	4	Workplace Dedicated Workplace / Back Office Positions	Desk, chair, 3 x UTP connections, 1 x 10/100 switched Ethernet connection, Digital LCD display telephone handset	
	6	Dedicated Front Office Dealing positions	Desk, chair, 6 x UTP connections, 1 x 10/100 switched Ethernet connections, Dealing Turret with 3 channels of voice and voice recording	
	10	Voice Recovery Back office digital channels	Wall support 10 simultaneous external calls Allocated to enable the Customer to set up number redirection to the Backup Site with their Telecoms Provider.	
	3	Direct Dial Inward (DDI) Numbers (Dedicated Use)		
	10	Positions using Standard Automatic Call Distribution (ACD)		DDI per position allocated at Time of Disaster
		PC's To be supplied by Customer		
	1	Office Equipment * 1x HP LaserJet 700 Colour MFP M775z		



Customer	The Lord Commissioners of Her Majesty's Treasury acting through the United Kingdom Debt Management Office
Services Agreement	No. 13-0242-A
Contract	No. 3

SCHEDULE No.: 3.05

To the above numbered Contract in the above numbered Services Agreement between Sungard Availability Services (UK) Limited ("Sungard AS") and the Customer named above (the "Customer") (the "Services Agreement")

Data Centre Hosting Services and Network Services

SITE	
Site	Technology Centre 2 ()

TERM OF CONTRACT and CHARGES	
Commencement Date	01-Jan-2014
Effective Date	01-Jan-2016
Initial Term	60 months
Previous Annual Subscription Charge	£91,773 00 paid annually in advance Effective from 01-Jan-2017
New Annual Subscription Charge	£91,773 00 paid annually in advance Effective from 01-Jan-2017
Payment Frequency	Annually in Advance
Annual Subscription Anniversary	01-Jan
Set-up Service Charge	N/A
Power Charges	Included

SPECIAL TERMS	
System language support	Sungard AS' global delivery and operational model is in English language only. Sungard AS can only provide and support this Service for systems with English language and locales. Any Customer systems with the presence of anything other than English will be removed from scope and Sungard AS will not be responsible to provide alternative solutions.

Sungard AS Equipment	
The Sungard AS Equipment available to the Customer comprise the equipment provided by Sungard AS specified as such in the landscape form(s) attached to this Schedule, or such other equipment that is functionally equivalent to or better than that specified	

The attached landscape forms of Equipment are hereby incorporated into this Schedule.

End of Schedule

Special Terms - System language support

3. The following shall be added to the Contract Schedule:
 2. There shall be no change to the Annual Subscription Charges
 1. The Initial Term shall be extended by 12 months to give a new Initial Term of 60 months from the Commencement Date.
- Schedule 3.04 is replaced by Schedule 3.05, which incorporates the changes as detailed below.
Effective from 01-Jan-2018:

DETAILS OF CHANGES

Data Centre Hosting Services and
Network Services

To the above numbered Contract in the above numbered Services Agreement between Sungard Availability Services (UK) Limited ("Sungard AS") and the Customer named above (the "Customer") (the "Services Agreement")

AMENDMENT to SCHEDULE No: 3.04

Contract	No: 3
Services Agreement	No: 13-0242-A
Customer	The Lord Commissioners of Her Majesty's Treasury acting through the United Kingdom Debt Management Office



Data Centre Hosting Services



Site: Technology Centre 2

The Lord Commissioners of Her Majesty's Treasury acting through the United Kingdom Debt Management Office

Customer:

Resource		Equipment provided by	
Secure-Hosting Cabinet	Cabinet No 1 BY12	Qty 1	Cabinet Size 47U (42U Usable) 600x1000
		Qty	Power Feeds & Power Distribution
		1	Dual 32 Amp Supplies, Single phase
		1	Dual 21x IEC-C13 and 3x IEC-C19, Vertically Mounted
		3	KVA of Electricity is included
		Qty	Cabling, Copper & Fibre
		1	24 CAT-6 RJ45 to Central Patch
		0	(Additional cabling options)
		0	(Additional cabling options)
Secure-Hosting Cabinet	Cabinet No 2 BY10/11	Qty 1	Cabinet Size 47U (42U Usable) 600x1000
		Qty	Power Feeds & Power Distribution
		1	Dual 32 Amp Supplies, Single phase
		1	Dual 21x IEC-C13 and 3x IEC-C19, Vertically Mounted
		3	KVA of Electricity is included
		Qty	Cabling, Copper & Fibre
		1	12 CAT-6 RJ45 to Central Patch
		0	(Additional cabling options)
		0	(Additional cabling options)



Data Centre Hosting Services

Site: Technology Centre 2 [REDACTED]

Customer:

The Lord Commissioners of Her Majesty's Treasury acting through the United Kingdom Debt Management Office

Resource

Equipment Provided by

Resource	Equipment Provided by																
SecureHosting Cabinet Cabinet No: 3 BY07	<table border="1"> <tr> <td>Qty</td> <td>1</td> <td>Cabinet Size</td> <td>47U (42U Usable) 600x1000</td> </tr> <tr> <td>Qty</td> <td>0</td> <td>Options</td> <td>N/A</td> </tr> <tr> <td>Qty</td> <td>0</td> <td>Options</td> <td>N/A</td> </tr> <tr> <td>Qty</td> <td>0</td> <td>Options</td> <td>N/A</td> </tr> </table>	Qty	1	Cabinet Size	47U (42U Usable) 600x1000	Qty	0	Options	N/A	Qty	0	Options	N/A	Qty	0	Options	N/A
Qty	1	Cabinet Size	47U (42U Usable) 600x1000														
Qty	0	Options	N/A														
Qty	0	Options	N/A														
Qty	0	Options	N/A														
SecureHosting Cabinet Cabinet No: 4 BY08	<table border="1"> <tr> <td>Qty</td> <td>1</td> <td>Cabinet Size</td> <td>47U (42U Usable) 600x1000</td> </tr> <tr> <td>Qty</td> <td>0</td> <td>Options</td> <td>N/A</td> </tr> <tr> <td>Qty</td> <td>0</td> <td>Options</td> <td>N/A</td> </tr> <tr> <td>Qty</td> <td>0</td> <td>Options</td> <td>N/A</td> </tr> </table>	Qty	1	Cabinet Size	47U (42U Usable) 600x1000	Qty	0	Options	N/A	Qty	0	Options	N/A	Qty	0	Options	N/A
Qty	1	Cabinet Size	47U (42U Usable) 600x1000														
Qty	0	Options	N/A														
Qty	0	Options	N/A														
Qty	0	Options	N/A														

Data Centre Hosting Services



Site: Technology Centre 2

The Lord Commissioners of Her Majesty's Treasury acting through the United Kingdom Debt Management Office

Customer:



Secure/Hosting Cabinet	Cabinet No.	Qty	Cabinet Size	Power Feeds & Power Distribution
	BY09	1	47U (42U Usable) 600x1000	Dual 32 Amp Supplies, Single phase
		1		Dual 21x IEC-C13 and 3x IEC-C19 Vertically Mounted
		2		KVA of Electricity is included
		Qty	Options	Cabling, Copper & Fibre
		0	N/A	12 CAT-6 RJ45 to Central Patch
		0	N/A	(Additional cabling options)
		0	N/A	(Additional cabling options.)

Secure/Hosting Cabinet	Cabinet No.	Qty	Cabinet Size	Power Feeds & Power Distribution
	BY13	1	Customer Provided Rack	Dual 32 Amp Supplies, Single phase
		2		Dual Single Phase Commando Socket (16A)
		1		Dual 21x IEC-C13 and 3x IEC-C19 Vertically Mounted
		3		KVA of Electricity is included
		Qty	Options	Cabling, Copper & Fibre
		0	N/A	12 CAT-6 RJ45 to Central Patch
		0	N/A	(Additional cabling options)
		0	N/A	(Additional cabling options.)

16 KVA is the Total Contracted Power & Cooling for this schedule.

Total Power Draw

Special Notes



Network Services

Site: Technology Centre 2 [REDACTED]

Customer: The Lord Commissioners of Her Majesty's Treasury acting through the United Kingdom Debt Management Office

Network Services	Resource & Standard Bandwidth			Circuit provided by Sungard AS		Circuit Provisioning Services		Cross-Connect Service		Service provided from:	Service provided to:	Presentation Interfaces
	100 Mbps	Y	N/A	Y	N	Y	N	Y	Y			
Sungard AS Provided Circuit (COLT)	100 Mbps	Y	N/A	Y	N	Y	N	Y	Y	Lightman House	to Technology Centre 2 (Docklands)	Copper RJ-45
Customer Provided Circuit	100 Mbps	N	Y	Y	Y	Y	N	Y	Y	Eastchasp Court, 11 Philpot Lane, London, EC3M 8UD	to London Technology Centre	POTS
Customer Provided Circuit	100 Mbps	N	Y	Y	Y	Y	N	Y	Y	Eastchasp Court, 11 Philpot Lane, London, EC3M 8UD	to London Technology Centre	POTS
Customer Provided Circuit	100 Mbps	N	Y	Y	Y	Y	N	Y	Y	Eastchasp Court, 11 Philpot Lane, London, EC3M 8UD	to London Technology Centre	POTS
Customer Provided Circuit	PSTN	N	Y	Y	Y	Y	N	Y	Y	Eastchasp Court, 11 Philpot Lane, London, EC3M 8UD	to London Technology Centre	POTS
Customer Provided Circuit	PSTN	N	Y	Y	Y	Y	N	Y	Y	Eastchasp Court, 11 Philpot Lane, London, EC3M 8UD	to London Technology Centre	POTS
Customer Provided Circuit	PSTN	N	Y	Y	Y	Y	N	Y	Y	Eastchasp Court, 11 Philpot Lane, London, EC3M 8UD	to London Technology Centre	POTS

Managed Customer Premises Equipment Services