**Schedule XYZ**

**Some Title**

**SOME TOWER**

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1. introduction

This Schedule describes the Customer Group requirements related to Critical Services and Critical Events.

1. business Critical Services

The Service Interruption Process (SIP) describes the methodology applied throughout the Customer Group to define Critical Services. The Supplier shall provide the Services in compliance with the SIP process that forms part of the Customer Group Policies.

1. Critical EVENTS

A Critical Event means, an incident that may, at the discretion of the Customer, have a material adverse impact on those businesses and operations of the Customer that, when interrupted or unavailable for a certain period of time, would significantly jeopardize the operation of the Customer Groups organization.

1. Future Critical services or Critical Events

## The parties acknowledge that the relative importance of Critical Services or Critical Events may change as Customer Group’s business needs evolve. Accordingly, from time to time, the Parties will review and update the list of Critical Services and Critical Events.

1. Supplier obligations

The Supplier obligations with respect to Critical Services and Critical Events are set out in Clause XYZ of the Master Agreement and Clause ABC of each Service Agreement.

1. Current Critical Services

Current Critical Services are listed in Attachment XYZ-A