

# **PART 3 : SERVICE SCHEDULES**

## **3.01 INTRODUCTION**

- 3.01.1** This Part 3 contains each of the Service Schedules listed in the Head Agreement (Agreement Summary).
- 3.01.2** Each of the Service Schedules in Part 3 form part of the Agreement between us, as defined in the Head Agreement or in a subsequent Variation to the Head Agreement, as applicable.
- 3.01.3** Each Service Schedule contains the Service Specifications and Provider Specific Terms and Conditions associated with the Service.
- 3.01.4** The Service Specifications describe the Service, and set out quality and information reporting requirements additional to those specified in Part 2 (the General Terms). Note that nationally standard service descriptions may contain details (particularly Purchase Units and Reporting Requirements) which do not apply to all contracts.
- 3.01.5** The Provider Specific Terms and Conditions detail those elements of the Agreement that are unique to you. This will include payment terms, the term of the Service Schedule, and any details which differ from Part 2 (the General Terms) and/or standard Service Specification/s (including detailed clarification of any parts of the nationally standard service description which do not apply to your contract, and a full list of relevant purchase units, volumes, prices, and reporting requirements).

## **CONTENTS OF EACH SERVICE SCHEDULE WITHIN PART 3**

### **3.02 Service Specifications**

- 3.02.1** Standard national specifications (Note this may not be physically contained in the contract but will be made available for Providers in electronic and hardcopy editions for distribution within their organisations)
  - a) Additional specifications (if appropriate)

### **3.03 Provider Specific Terms and Conditions**

- a) Introduction

- b) Details of all Volumes and Prices which apply to this Service Schedule
- c) Reporting Requirements
- d) Payment Details.
- e) Detail of Changes to standard documents
  - i. Summary of changes to the General Terms (if any)
  - ii. Summary of additional service specifications (if any)
  - iii. Summary of changes from standard service specification (if any)

(Note that B3. 03e) will be included only insofar as there is a change)