

SERVICE SCHEDULE

CLOUD STORAGE

This is a Service Schedule as defined in the Conditions. Where the Services set out in this Service Schedule form part of the Services to be supplied under a Contract (as defined in the Conditions), this Service Schedule forms part of the Contract.

In this Service Schedule, references to Clauses are to Clauses of the Conditions, and references to paragraphs are to the paragraphs of (i) this Service Schedule or (ii) whichever other document is specifically referred to.

1 Additional Definitions

In this Service Schedule, references to Clauses are to Clauses of the Conditions, and references to paragraphs are to the paragraphs of (i) this Service Schedule or (ii) whichever other document is specifically referred to.

2 Cloud Storage – Service Scope and Description

2.1 The Supplier provides cloud storage on a flexible capacity allocation basis. The capacity provided is as listed on the Order Form..

2.2 Cloud Storage is provided to the Customer for so long as the Contract remains in force in accordance with the terms of this Contract and the Supplier's AUP, security and access policies and procedures.

2.3 Cloud Storage services are subject to payment by the Customer of the Supplier's Charges for installation and support Services, where appropriate, calculated at its rates as set out in the Order Form or as subsequently agreed between the parties from time to time.

2.4 Cloud Storage services are only provided to the Customer on a managed basis.

2.5 The scope of the Services being provided by the Supplier is detailed in the Pulsant Service Description – Cloud Storage document in the section headlined Management Scope. This Document also contains recommended specific considerations under the section "Service Dependencies and/or Related Services". The Customer confirms that it has considered and retains full responsibility for all scenarios relating to cloud storage conditions and functionality of each related or dependent service and that the Supplier has no responsibility for any failure of any of these related or dependent services.

2.6 The Supplier will not provide any backup of data that is stored as part of this service unless this is specifically purchased as additional services by the Customer.

2.7 Following expiry or Termination of the Contract:

2.7.1 The Supplier will delete all virtual disks and virtual machine instances created within the Service, which will result in loss of all Customer data stored by the Service.

2.7.2 The Supplier has no obligation to physically or logically destroy shared data storage beyond the logical deletion of virtual machines and disks, and may reallocate the storage media to other customers.

2.7.3 The Customer accepts that the nature of shared storage means that the physical storage media of any deleted data may be re-allocated to different customers and overwritten multiple times by new data, making data recovery from this media practically impossible.

2.7.4 It is the Customer's responsibility to ensure that any required data is transitioned to an alternative provider prior to deletion, in accordance with Clause 15 of the Conditions.

3 Security

3.1 The Supplier will maintain a secure storage environment. Logically deleted data is protected as part of the environment's normal security. Data storage hardware that may be removed from the storage service such as following a hardware fault, will be wiped securely either by physical destruction of the device or by cryptographic deletion where appropriate.

4 Service Levels

4.1 The Supplier will use its reasonable endeavours to deliver the following Response Times in respect of incidents as set out in the table below.

Event Priority	Definition	Service Hours	Response Time
P1	<ul style="list-style-type: none"> Total loss of production service; or A significant revenue, operational, or safety impact on the entire company; or Service degraded, affecting the entire company 	24/7/365	Within 15 minutes
P2	<ul style="list-style-type: none"> Partial loss of service affecting the company; or Service degraded, affecting multiple departments or a single site; or There is the potential of significant revenue, operational, or safety impact to the company if not resolved quickly 	24/7/365	Within 30 minutes
P3	<ul style="list-style-type: none"> Service degraded, affecting non-production services; or Loss of service affecting a single user 	Business Hours	Within 1 Hour
P4	<ul style="list-style-type: none"> Degraded service affecting a single user 	Business Hours	Within 2 Hours
P5	<ul style="list-style-type: none"> Request for information 	Business Hours	Within 4 Hours

4.2 The Supplier will use its reasonable endeavours to deliver the following Service Levels in respect of the Services as set out in the table below.

4.2.1 The below table defines the SLA for the Cloud Storage service.

4.2.2 Where connected equipment is also managed by Pulsant, the SLAs for those managed services apply and include the Cloud Storage components within those environments.

4.2.3 Consumption of Cloud Storage services relies on connectivity to the services. This SLA defines the provision of storage only and does not include such connectivity.

Measure	Service Hours	Response Time
Service Hours	The hours during which the service and SLA is provided	24/7/365
Availability	% of the service hours during which service availability is guaranteed (excluding planned maintenance in clause 6 below)	100%

5 Fee Credits

5.1 Any Fee Credits which fall due pursuant to this Clause 5 are payable subject to and in accordance with Clause 5 of the Conditions.

	Service Hours	Target Availability	Fee Credits
Cloud Storage	24/7/365 (Issue must be notified by telephone)	100%	Pro rata proportion of the Monthly Charges for any Non-Availability Period

A pro rata proportion shall be calculated according to the number of complete minutes in the relevant calendar month and the number of complete minutes of Non-Availability in that calendar month.

"Non-Availability" means a period of time during which the relevant Service is unavailable in breach of the Availability Service Levels set out in paragraph 4.2 above.

6 Planned Maintenance

6.1 Save in situation which is an Event of Force Majeure or in the case of an emergency, where the Supplier considers (in its sole discretion) that it is necessary to carry out maintenance activities that will affect or can reasonably be expected to affect the Customer's operations, the Supplier shall notify the Customer at least 48 hours in advance of the commencement of the works detailing the nature of the work to be carried out and the timetable for completion of the works. These works will be carried out in accordance with the Supplier's standard procedures which are available upon request by the Customer. In the case of an Event of Force Majeure or an emergency, no advance notice is required.

6.2 During the period of Planned Maintenance, the SLAs will not apply.