

**SCHEDULE F: SERVICE DEFINITION FOR CLOUD SYNC SERVICE**

**1. Cloud Sync Service Description**

Exponential-e’s Cloud Sync Service is an online file sharing and mobile collaboration solution that enables users to access their files and data on all their devices, online or offline. The Service is made up of three components:

- A front end user and administration application, designed to enable data and file management
- A Web interface and application console enabling centralised management, security and access control
- Cloud Storage S4 – amount of space allocated to the Customer when creating a user, measured in GB (1,000,000,000 bytes) (please see Schedule E of this Service Document for Service Definition of Cloud Storage S4).

The Cloud Storage S4 element is available as either Enterprise and Advanced Enterprise options, as follows:

- Enterprise option is inclusive of 1TB of Cloud Storage S4 per licensed user.
- Advanced Enterprise option is inclusive of unlimited Cloud Storage S4 per licensed user.

The number of licensed users will be set out on the Order Form.

**2. Cloud Sync Service Demarcation Point (SDP)**

The Cloud Sync SDP is the point up to which (i) Exponential-e’s Cloud Sync Service obligations apply and (ii) the Cloud Sync Service Level Agreement covers. The Cloud Sync SDP is the the network-facing ports on the Exponential-e core switches.

**3. Target Service Commencement Date**

Cloud Sync Service 5 Working Days\*

\* from order acceptance.

**4. Cloud Sync Service Level Agreement**

**Service Availability**

The Service Level Agreement for Cloud Sync covers availability of the Cloud Storage S4 element only as detailed below.

**Availability**

The Cloud Storage S4 element is considered available at the Cloud Storage S4 SDP if the Customer is able to access the Stored Data at the Zone in the case of Single Zone configuration or at either Zone in the case of Dual Zone configuration.

Zones	Availability
Protected Zone	99.99%
Geo-Replicated Zone	99.999%

**Durability**

Exponential-e uses the Markov Chain data durability model to calculate data durability.

Durability is defined as the 1 - average annual expected loss of data objects as a percentage. The calculation is:

Total objects = Total storage/ Avg. object size

$P(\text{Object loss per year}) = 1 / ((\text{mean time to data loss (MTTDL)} * \text{Total objects}))$

$\text{Durability} = 1 - P(\text{Object loss per year})$

Durability is measured across both Zones in the case of a Dual Zone configuration.

Zones	Durability
Protected Zone	99.999998%
Geo-Replicated Zone	99.9999998%

**Service Credits**

	Measure	Service Credit*
Availability	Below Target	5%
	>0.1 Below Target	10%
	>0.2 Below Target	20%

	Measure	Service Credit*
Durability	Below Target	5%
	>0.1 Below Target	10%
	>0.2 Below Target	20%

\* The service credit is applied as a percentage of the Monthly Charge for the Cloud Sync Service for the month concerned.

**5. Data Processing**

When Exponential-e provides the Cloud Sync Service, this may result in Exponential-e Processing Customer Personal Data. The following applies to the Processing of such Personal Data by Exponential-e:

**Subject Matter of Processing**

The Personal Data (if any) that the Customer stores within the Cloud Sync Service.

Username, email addresses and passwords used in conjunction with the Service and/or the Service portals.

**Nature of the Processing**

In respect of Personal Data within the Stored Data, storage only. Exponential-e will not block, delete, correct, pseudonymise or encrypt the Stored Data. Exponential-e has no responsibility for data accuracy.

In respect of usernames, email addresses and passwords used in conjunction with the Services and/or Service portals, collection, logging and storage.

**Return of Personal Data**

Exponential-e will not extract the Customer Personal Data from the Stored Data and return it to the Customer. The Customer shall remain responsible for removing all the Stored Data as per Clause 6.5.2.1 of the Additional Terms for Cloud and IT Services set out in this Service Document.

**Appropriate Technical and Organisational Measures**

With respect to the requirement set out in the General Terms in Clause 10.15 at point (ii), the Customer agrees that as far as it is concerned the security measures set out in the Contract and Exponential-e's maintenance of (a) the ISO27001 (Information Security Management) standard and (b) the CSA: Star Cloud standard (or any replacement or equivalent of either subsisting from time to time) (collectively the "Security Measures") fulfils the requirement of appropriate technical and organisational measures and the Customer agrees not to contend otherwise, recognising that the Charges for the Cloud Sync Service directly relate to the Security Measures to be applied.