



# Service Document for Cloud & IT and Data Centre Services (Reseller)

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## Document Control Information

| Version History |               |  |
|-----------------|---------------|--|
| Version Number  | Date Approved | Change/Reason for Change/Comments  |
| 1.0             | 17/06/2013    | Initial document creation  |
| 1.1             | 13/09/2013    | Updating Service Definitions and moving some addition terms into Service Definitions. Removal of vShield Firewall Service  |
| 2.0             | 02/06/2014    | Redefinition of all Services. General document edit. Inclusion of Rate Cards.  |
| 2.1             | 20/06/2014    | Amendment to DaaS Rate Card  |
| 2.2             | 21/08/2014    | Amendment to DaaS Rate Card  |
| 2.3             | 13/05/2015    | Addition of IT Audit Service   |
| 2.4             | 20/05/2016    | Addition of Cloud Storage S4 Service, Addition of Ark and Hayes to Data Centre Service, Removal of Rate Cards for all Services   |
| 3.0             | 05/05/2017    | Removal of DaaS Service, Addition of Cloud Sync Service, Re-naming of ObjectStore Service to Cloud Storage S4, Amendment to VDC and Online Backup Services, Amendment to Cloud & IT Additional Terms, Addition of Storage-as-a-Service |
| 3.1             | 18/05/2018    | Removal of IT Audit Service, Addition of Complaints Policy, Addition of Data Processing provisions   |

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## 1. Document Purpose

This document describes Exponential-e's Cloud & IT and Data Centre Services portfolio, their service level agreements and the service-specific terms and conditions that apply, in addition to the General Terms and Conditions of the Partner's Master Partner Reseller Agreement with Exponential-e (the "General Terms"). Capitalised terms used in this Service Document which are defined in the General Terms or the Additional Terms set out herein shall be afforded their defined meanings throughout this Service Document. Each service within the portfolio is set out in a separate Service Definition attached as a schedule.

## 2. Service Delivery and Acceptance

The Service Delivery Team (SDT) will provide regular progress reporting. All activities related to service delivery are scheduled within Normal Business Hours. If the Parties agree to re-schedule these outside of Normal Business Hours, additional charges may apply. The SDT will notify the Partner by email that the Service(s) is ready to be used. Where applicable to a Service, acceptance tests are set out in the relevant Service Definition. All Target Service Commencement Dates herein are estimated.

## 3. Service Support

### 3.1 Fault Management

Information regarding how to contact Exponential-e's Customer Support Centre and fault reporting can be found in the "Customer Support Handbook", copy available upon request from Exponential-e. Fault resolution shall be undertaken on a 24 hour a day, 7 days a week basis.

### 3.2 Planned and Emergency Works

Exponential-e will aim to provide at least 14 days' notice via email of any planned works and shall aim to perform them between 00:00 and 06:00 GMT/BST. Exponential-e reserves the right to carry out emergency works at any time, without notice.

## 4. Service Billing and Service Commencement Dates

### 4.1 Billing Models for Cloud & IT Services

- **Fixed billing**

The Partner has a fixed level of resources for a fixed Annual Charge.

- **Pay As You Go**

The Partner is charged for the actual resources used in accordance with the Rate Card and the applicable Service Definition and will be billed monthly in arrears. Actual usage levels will be recorded by Exponential-e. This is not available for Server Replication.

- **Hybrid billing**

The Partner has a minimum amount of resources that are contracted for subject to a fixed Annual Charge, yet retains the ability to use additional resources "on demand" in accordance with the Pay As You Go section above. This is not available for Server Replication.

### 4.2 Usage Based Charges: Rate Card

Details on how to obtain a copy of the current Rate Card (where applicable) is provided within each Service Definition. Exponential-e shall be entitled to revise the Rate Card on not less than thirty (30) days' notice to the Partner, upon expiry of which the revised Rate Card shall apply in lieu of the previous version.

### 4.3 Service Commencement Dates

Unless specified otherwise in the Contract:

For single-Service contracts, Exponential-e shall commence billing on the Service Commencement Date of the Service.

For multiple-Service contracts, the billing for each Service will commence on the Service Commencement Date of that Service or the date of first use, if earlier.

## 5. Service Levels

### 5.1 Service Availability

Where applicable, target availability for a Service is defined in the relevant Service Definition.

Availability is calculated on a calendar monthly basis using a 730 hour month and the following formula:

$$P = \frac{730 \text{ Hours} - A}{730 \text{ Hours}} \times 100$$

Where P = Percentage availability; A = Sum of all events of unavailable service in that month measured in hours.

Non-availability is measured from the time an incident ticket is raised to the time the Service is restored and the incident ticket is cleared by Exponential-e.

## 5.2 Service Credits Rules and How to Claim

Exponential-e shall have no liability for any failure to meet any target service level(s) due to, or as a result of, any of the following reasons:

- Any Force Majeure Event;
- Suspension of service in accordance with the Contract;
- Non-availability of internet access;
- The fault or failure of any Partner/End User managed equipment, operating system and/or application (i.e. aspects that Exponential-e is not responsible for managing) and/or End User Equipment;
- The use of the Service for a purpose for which it was not designed or specified for;
- The diagnosis and correction of any fault in equipment for which Exponential-e is not providing support services;
- Partner and/or End User default or delay, or any negligent, wilful or reckless act, fault or omission by the Partner (or its End Users), or any users of the Service(s) for whom it is responsible pursuant to the Contract or any Partner / End User representatives, employees or contractors;
- Any server or service outage or faults or issues that occur whilst the server / VM / Service is affected by Malicious Code;
- Access issues and delays at End User Sites; and/or
- Any failure of power, plant or environment at the End User Site(s) or any failure on the part of the Partner / End User to provide suitable power, plant or environment at the End User Site(s).

### How to claim

Service credit claims must be submitted to [clientrelations@exponential-e.com](mailto:clientrelations@exponential-e.com) within thirty (30) calendar days of the end of the calendar month in which the failure to meet the target service level has occurred. Any service credit claims not raised by the Partner within this period shall be considered irrevocably waived. If service credits claimed are rightly due, they shall be calculated in accordance with the table provided in the relevant Service Definition and this section (such service credits being a genuine pre-estimate of loss and not a penalty or unconscionable) and applied to the Partner's account. Service credits shall be the Partner's sole and exclusive remedy with respect to any failure to meet the target service level(s).

## 6. Additional Terms applicable to Cloud & IT Services

The following terms apply to the provision of the Cloud & IT Services by Exponential-e in addition to the General Terms.

### 6.1 DEFINITIONS

6.1.1 In the Contract, the following terms shall have the meanings assigned to them below:

|                                  |  |
|----------------------------------|--|
| <b>"Cloud &amp; IT Services"</b> | the VDC Service, the Server Replication Service, the Online Backup Service, the Cloud Sync Service, the Cloud Storage S4 Service and the Storage as a Service Service. |
| <b>"End User Equipment"</b>      | for the purpose of this Service Document, End User Equipment shall also include End User Servers in addition to the definition in the General Terms.                   |
| <b>"End User Servers"</b>        | the servers belonging to the End User (if any) used in the delivery of the applicable Service(s).  |
| <b>"Fixed Billing Model"</b>     | the billing model described as such in Section 4.1 of this Service Document.   |
| <b>"Hybrid Billing Model"</b>    | the billing model described as such in Section 4.1 of this Service Document.   |

### 6.2 GENERAL SERVICE PROVISION

- 6.2.1 Exponential-e shall provide a reasonable amount of training (subject to agreement between the Parties regarding costs and time) in the use of the Service(s) to the Partner/End User. Training may be provided in person or by way of training Documentation.
- 6.2.2 The Partner shall, where reasonably required to do so by Exponential-e and where applicable to the Service(s), promptly make any changes to configuration files and/or give Exponential-e diagnostic information and log files.
- 6.2.3 If, in providing the Cloud & IT Services, Exponential-e is 'caching' or 'hosting' as described in the Electronic Commerce (EC Directive) Regulations 2002, and if, in order for Exponential-e and/or its suppliers not to be liable

for any damages or any other pecuniary remedy or criminal sanction referred to in Regulations 18 and 19, Exponential-e needs to act expeditiously to remove or disable access to the relevant information, Exponential-e shall be entitled in its sole discretion to do so, without prejudice to any other rights or remedies it may have and without liability for so doing but it shall serve notice on the Partner as soon as reasonably practicable after any such exercise of this right.

6.2.4 Exponential-e has no responsibility for, or liability in respect of, the content of, or faults or errors with, the Stored Data. Subject to the terms of the Contract, Exponential-e is responsible for data integrity only.

### **6.3 SERVICE MODIFICATIONS AND MAINTENANCE**

6.3.1 Subject to Clauses 2.4 and 2.5 of the General Terms, Exponential-e reserves the right to modify the Service(s) where required to do so by a third party supplier, or in order to improve, maintain or develop the Service(s). Exponential-e shall be entitled to change the location of the End User Equipment and/or the Exponential-e Site on giving the Partner not less than ninety (90) days' notice provided that the new position does not materially impair the operation of the End User Equipment and/or the Service(s). Exponential-e shall ensure that any Exponential-e-provided Connectivity Service to the original location of the Exponential-e Site is backhauled over a resilient network to the new location of the Exponential-e Site, at no additional charge to the Partner. The Partner accepts that the use of the End User Equipment may be interrupted during the relocation.

6.3.2 Exponential-e shall be entitled to change its equipment, systems and/or infrastructure at the location of the Exponential-e Site, and will give the Partner as much notice as is reasonably possible but at least sixty (60) days' notice of any changes where such changes may adversely affect the Service(s). Exponential-e shall be responsible for the Partner's reasonable costs directly and solely occasioned by such change.

### **6.4 FEES AND PAYMENT**

6.4.1 In the case of fixed Annual Charges (whether under a Fixed Billing Model or Hybrid Billing Model) Exponential-e shall be entitled to increase the Annual Charge only where Exponential-e can reasonably demonstrate (i) that such an increase is due to an increased cost of providing the services due to increases imposed on Exponential-e by its suppliers (following thirty (30) days written notice); and/or (ii) it is necessary to do so following any applicable legal or regulatory changes (upon as much written notice as is reasonably practicable). For the avoidance of doubt, any such increase will not exceed the increased cost incurred by Exponential-e in providing the Service(s). Exponential-e will provide reasonable documentary evidence to support such price increase to the Partner, upon request.

### **6.5 TERM AND TERMINATION**

6.5.1 In the case of Service(s) provided with a Hybrid Billing Model, the fixed element of the Service(s) shall continue as per Clause 12.1.1 of the General Terms and the Pay As You Go element of the Service(s) shall continue pursuant to Clause 12.1.3 of the General Terms.

6.5.2 Upon termination of a Service and/or the Contract for any reason:

6.5.2.1 provided that there are no outstanding undisputed Charges at the date of termination, Exponential-e shall allow the Partner/End User to immediately remove or delete any Stored Data, at the Partner's own responsibility and cost provided that if the Partner/End User fails to remove or delete any of the Stored Data within fourteen (14) days of termination, Exponential-e shall be entitled to delete the Stored Data and shall have no liability to the Partner or any other person if it does so.

6.5.2.2 the Partner shall or shall procure that the End User shall (at Exponential-e's option) either (a) return to Exponential-e within fourteen (14) days of the date of termination; or (b) confirm in writing the destruction of, any Documentation and/or Software in the Partner's/End User's possession.

6.5.3 Any provision of these Additional Terms which expressly or by implication is intended to come into or continue in force on or after termination of the Contract, including 6.5 (Term and Termination) and 6.6 (Limitation of Liability) shall survive termination and remain in full force and effect.

### **6.6 LIMITATION OF LIABILITY**

6.6.1 EXPONENTIAL-E SHALL BE LIABLE FOR LOSS AND/OR CORRUPTION OF THE STORED DATA WHICH IS PROVIDED BY THE PARTNER TO HAVE OCCURRED AS A DIRECT RESULT OF THE BREACH OF CONTRACT OR NEGLIGENCE OF EXPCONENTIAL-E BUT SUCH LIABILITY SHALL BE LIMITED TO THE REASONABLE COST OF EITHER (AT THE PARTNER'S OPTION) (I) EMPLOYING EXTERNAL THIRD PARTY CONSULTANTS IN ORDER TO HELP RESTORE SUCH

LOST/CORRUPTED DATA OR (II) EXPONENTIAL-E USING REASONABLE ENDEAVOURS TO RESTORE (WHERE POSSIBLE) SUCH LOST AND/OR DATA ITSELF, PROVIDED, HOWEVER, IN EITHER CASE, SUCH COSTS SHALL NOT EXCEED THE AGGREGATE AMOUNT UNDER THE CONTRACT OF FIFTY THOUSAND POUNDS (£50,000) THE PAYMENT BY EXPONENTIAL-E OF SUCH RESTORATION COSTS UP TO THE MAXIMUM AMOUNT SPECIFIED IN THIS CLAUSE SHALL BE EXPONENTIAL-E'S SOLE OBLIGATION (AND THE PARTNER'S SOLE REMEDY) IN RESPECT OF SUCH LOSS AND/OR CORRUPTION OF THE STORED DATA.

6.6.2 EXPONENTIAL-E SHALL HAVE NO LIABILITY UNDER THE CONTRACT FOR ANY LOSS AND/OR CORRUPTION OF THE STORED DATA CAUSED BY THIRD PARTY SOFTWARE.

6.6.3 LOSS AND/OR CORRUPTION OF DATA SHALL ONLY BE DEEMED TO HAVE OCCURRED WHERE THE ACTUAL DATA ITSELF (ALL COPIES) IS LOST AND/OR CORRUPTED; IT SHALL NOT BE DEEMED TO HAVE OCCURRED WHERE THE DATA EXISTS AND IS NOT CORRUPTED BUT THERE IS AN ISSUE WITH AN APPLICATION WHICH MAKES IT INACCESSIBLE AND/OR INCOHERENT.

#### **6.7 PASSWORD SECURITY**

6.7.1 The Partner/End User has the sole responsibility for putting in place and maintaining the controls that they require with respect to the passwords relating to the Services. The Partner/End User must use best industry practice for selecting and regularly changing passwords.

#### **6.8 PORTALS**

6.8.1 When provided in conjunction with a Service, Exponential-e shall use reasonable endeavours to make portals available to the Partner/End User but availability is not guaranteed and periods of maintenance and upgrades may occur.

#### **6.9 COMPLAINTS PROCEDURE**

6.9.1 Details of Exponential-e's complaints process and policy are available at <http://www.exponential-e.com/contact-us> and upon request from [legal@exponential-e.com](mailto:legal@exponential-e.com).