

**SCHEDULE F: SERVICE DEFINITION FOR STORAGE AS A SERVICE**

**1. Storage as a Service Service Description**

Exponential-e’s Storage as a Service enables customers with Exponential-e Colocation Service to access Exponential-e’s All Flash multi-tenanted storage infrastructure via Exponential-e’s Storage Defined Network fabric. Exponential-e uses multiple Tier 3 data centres to house the underlying hardware resources which deliver storage resources to multiple customers. The service is made up of 2 components:

- Two (2) Exponential-e provided and managed Top of Row iSCSI switches providing access to the Storage Defined Network and Multi-tenanted All Flash Array storage
- Multi-tenanted All Flash Array storage, providing Tier 2 storage

The Top of Row iSCSI switches are located in the Customer’s rack. The Customer must make provision for these switches in their rack configuration.

Storage as a Service is only available on a Pay As You Go billing model in increments of 100 gigabytes (GB).

Management

Storage as a Service is subject to management by Exponential-e in accordance with Appendix A to this Service Definition.

**2. Storage as a Service Demarcation Point (SDP)**

The Storage as a Service SDP is the point up to which (i) Exponential-e’s Storage as a Service obligations apply and (ii) the Storage as a Service Service Level Agreement covers. The Storage as a Service SDP is the network-facing ports on the Exponential-e Top of Row switches.

**3. Target Service Commencement Date**

Storage as a Service 10 Working Days\*

*\* from order acceptance.*

**4. Storage as a Service Level Agreement**

Service Availability

The Storage as a Service is considered available at the Storage as a Service SDP if the Customer is able to access any Stored Data on the All Flash Array infrastructure.

	Target Availability
Storage as a Service	99.9%

Service Credits

	Measure	Service Credit*
Availability	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 Storage as a Service for the month concerned.*

**5. Rate Card**

The Rate Card for Storage as a Service is available upon request from [sales@exponential-e.com](mailto:sales@exponential-e.com).

**6. Data Processing**

When Exponential-e provides Storage-as-a-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 Storage-as-a-Service.

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.

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 Storage-as-a-Service directly relate to the Security Measures to be applied.

**APPENDIX A: STORAGE AS A SERVICE MANAGEMENT**

Exponential-e will provide operational management for the elements forming the Storage as a Service. Exponential-e’s responsibilities with respect to management of the Storage as a Service are as follows. The Customer is responsible for all management aspects other than those for which Exponential-e is responsible.

Aspect	Exponential-e Responsibilities
<b>Capacity Planning</b>	<ul style="list-style-type: none"> <li>Storage as a Service performance capacity monitoring and analysis.</li> <li>Collect and aggregate storage performance data from automated monitors as it relates to the Storage as a Service.</li> <li>Ongoing planning for future growth of the Storage as a Service involving trending of storage performance and utilisation patterns.</li> <li>Recommend and dialog with the Customer to enact environment changes, including the addition of additional Storage as a Service capacity.</li> <li>Discuss possible remediation options with the Customer to address capacity bottlenecks.</li> </ul>
<b>Documentation</b>	<ul style="list-style-type: none"> <li>Maintain solution design documentation for the Storage as a Service.</li> <li>Maintain Customer usage documentation for the Storage as a Service.</li> <li>Implement and maintain version control for all documentation.</li> </ul>
<b>Monitoring</b>	<ul style="list-style-type: none"> <li>Monitor and alert on the availability and performance of the Storage as a Service infrastructure.</li> <li>Provide proactive remediation of issues generated through the monitoring and alerting toolsets.</li> </ul>
<b>Patch &amp; Firmware Management</b>	<ul style="list-style-type: none"> <li>Patch updating the Exponential-e Storage as a Service platform, at Exponential-e’s discretion.</li> <li>Software updating the Exponential-e Storage as a Service platform, at Exponential-e’s discretion.</li> <li>Patch updating the Exponential-e Storage as a Service management platform, at Exponential-e’s discretion.</li> <li>Software updating the Exponential-e Storage as a Service management platform, at Exponential-e’s discretion.</li> <li>Notify the Customer of proposed updates to the Storage as a Service.</li> <li>Review and test critical hardware and software updates.</li> </ul>
<b>Proactive Remediation</b>	<ul style="list-style-type: none"> <li>Investigate the cause of issues generated through the monitoring and alerting toolsets, or reported by the Customer.</li> <li>Communicate recommended remediation activities to the Customer and request approval from the Customer for carrying out remediation activities.</li> <li>Provide proactive remediation of issues as agreed with the Customer</li> </ul>