

## **SCHEDULE C: SERVICE DEFINITION FOR ONLINE BACKUP SERVICES**

### **1. Online Backup Service Description**

Exponential-e's Online Backup Service provides the Customer with the ability to back up selected data to Exponential-e's backup service provided from one or more of Exponential-e's Tier 3 UK data centres over the Internet. Data is encrypted in transit using TLS. Data stored within the Online Backup Service storage media is encrypted at rest using AES 256. Exponential-e's Online Backup Service comprises two elements:

- **Front End Backup Size:** The amount of data in the largest full backup job from each subclient (logical container that defines the specific production data (drives, folders, files, databases, mailboxes) to be protected on a client) during the specified time period. If no full backup job completed during the specified time period, then it is the amount of data in the largest full backup job from the previous time period. For VMs, this is the largest guest size in the last full backup cycle for the selected time period. For clients (computer on which one or more Commvault agents are installed to protect data) that have both Virtual Server Agent (VSA) and other agents installed, the management interface will only display the front end size for VSA subclients that run on a virtual machine and are counted only once, regardless of the number of subclients used to back up the virtual machine. Decommissioned clients are not included in the Front End Back up Size, and a value of 0 appears in the billing report. This is provided subject to a Hybrid Billing model with the committed Front End Backup Size amount set out on the Order Form;
- **Media Size:** The amount of data that was saved on the storage media during the specified time period, including aged and pruned data. The media size for each job is calculated based on the average deduplication ratio of the copy. Where  $\text{media size} = \text{application size} * \text{average deduplication ratio per copy}$ . The average deduplication ratio of a destination copy is calculated by  $(\text{total size on disk})/(\text{total protected app size})$  for the destination copy. This is provided subject to a Hybrid Billing model with the committed Media Size being set out on the Order Form.

Responsibility for installing and configuring data protection agents on virtual and physical protected systems to be backed up resides solely with the Customer unless the Customer has contracted Exponential-e to provide Flex Manage Services in respect of the Online Backup Service specifically covering this activity.

Operating Systems supported varies from time to time in line with underlying platform vendor support and the version of software deployed. Commvault supported operating systems are listed at:

<https://documentation.commvault.com/commvault/v11/article?p=2822.htm>

Support for particular operating systems and applications are based on Commvault mainstream support available at the following locations (correct at time of entering into the Contract), or the Customer should confirm it through the Exponential-e Service Desk ([helpdesk@exponential-e.com](mailto:helpdesk@exponential-e.com)):

- **Windows:** <https://documentation.commvault.com/commvault/v11/article?p=3011.htm>
- **Linux:** <https://documentation.commvault.com/commvault/v11/article?p=3146.htm>
- **Applications:** <https://www.commvault.com/commvault-supported-technologies>

Data protection agents provide basic file system backup, and extended application-aware backups for Windows servers. Commvault Agents requiring proxy capabilities, such as NDMP, are not supported. Commvault OnePass Archiving is not supported.

#### **Management**

The Online Backup Service will be subject to platform management by Exponential-e in accordance with Appendix A to this Service Definition.

#### **First Time Backup**

Initial backup will be performed by the Customer unless the Customer contracts with Exponential-e for Professional Services work to do this for the Customer.

#### **Retention Policy**

The Retention Policy governs the time that data for a particular protected system is stored on the storage media, subject to the terms of the Contract. Responsibility for applying Retention Policies on virtual and physical protected systems to be backed up resides solely with the Customer, unless the Customer has contracted Exponential-e to provide Flex Manage Services, in respect of the Online Backup Service specifically covering this activity.

Where applicable, the Customer will be issued specific installation media. The configured Retention Policy for a protected system may be changed by the Customer once the Online Backup Service is active.

Data retention settings are configured on a storage policy copy to retain the protected data. The retention settings for back up data are Retention Days and Retention Cycles.

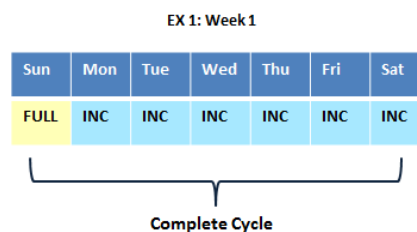
**Retention Days** are the number of days defined in the storage policy. Retention days are the minimum number of days that all backup jobs must be kept.

**Retention Cycles** are the number of cycles defined in the storage policy. A retention cycle can be defined as a complete full (or synthetic full) backup followed by all subsequent incremental, differential, or transactional log backups that are dependent upon the full backup.

#### Retention Days and Cycles working together

The following example illustrates how days and cycles work together:

All clients pointing to the storage policy have a schedule of one full backup every Retention Cycle, followed by an incremental backup on Retention Days.



Data Retention rules can be defined as:

#### Basic Retention Rules

Basic retention rules use Retention Days and Retention Cycles to work together to create specific full (or synthetic full) backups. This is defined by the retention days and retention cycles.

#### Extended Retention Rules

Extended retention rules allow you to keep specific full (or synthetic full) backups for an additional period of time. This is defined by the additional period of time to retain for and extended retention cycle.

A specific (or synthetic full) backup will be selected for extended retention based on its start time. Examples: Monthly, If a backup job starts at 11:55 pm on August 31st and ends at 1 am on September 1st, then it will be selected as the last full backup for the month of August and will be picked up for extended retention.

The Retention Policy per client is defined by the table below which is selected by the Customer:

Retention Policy	BASIC RETENTION RULES		EXTENDED RETENTION RULES	
	Retention Days (Incremental)	Retention Cycle (Full)	Additional period of time to retain for	Extended Retention Cycles
BRONZE_7D2C	7	2	None	N/A
SILVER_7D4C	7	4	None	N/A
SILVER_7D4C_6M	7	4	183 days (6 months)	Monthly
SILVER_7D4C_1Y	7	4	366 days (1 Year)	Monthly
SILVER_7D4C_7Y	7	4	2555 days (7 Years)	Monthly
GOLD_7D8C	7	8	None	N/A
GOLD_7D8C_6M	7	8	183 days (6 months)	Monthly

Retention Policy	BASIC RETENTION RULES		EXTENDED RETENTION RULES	
	Retention Days (Incremental)	Retention Cycle (Full)	Additional period of time to retain for	Extended Retention Cycles
GOLD_7D8C_1Y	7	8	366 days (1 Year)	Monthly
GOLD_7D8C_7Y	7	8	2555 days (7 Years)	Monthly

#### Retention Data Removal

Subject to the terms of the Contract, storage media for a protected system is retained in the Online Backup Service for the period defined by the Extended Retention Rules selected for that protected system. Storage media that is older than the Extended Retention Rules is permanently deleted from the Online Backup Service by Exponential-e.

#### Reporting

Reporting functionality is available to the Customer to set up via the management interface, access to which will be provided as part of the service implementation. Responsibility for configuring email reporting and responsibility for checking backup success or failure resides solely with the Customer.

#### Restoration

The Customer may restore Stored Data to the original location on the server on which the data resided, or to alternate locations including different servers. Responsibility for performing restores solely resides with the Customer, unless the Customer has contracted Exponential-e to provide Flex Manage Services, in respect of the Online Backup Service specifically covering this activity.

#### Optional WORM Copy Lock Add On

The Service can be complemented by an optional WORM Copy Lock add-on, a Write Once, Read Many (WORM) based retention which prevents data from being deleted or overwritten for a defined Retention Period set out on the Order Form. The WORM Copy Lock add-on is subject to additional charges and will be provided only where stated on the applicable Order Form.

The WORM version of the data cannot be overwritten, deleted or modified by any user or process. Once defined, the Retention Period cannot be shortened however the Retention Period can be increased. WORM enabled backup are only deleted from the backup platform as they age-out of the user-defined Retention Period.

Due to the fact that Exponential-e will be unable to delete the protected data, the Customer hereby waives any right it has to terminate the Contract (in so far as it pertains to the WORM Copy Lock) prior to the expiry of the Retention Period.

## **2. Target Service Commencement Dates**

No Target Service Commencement Date applies.

## **3. Service Level Agreement**

#### Service Availability

The Online Backup Service is considered available if the Customer can access the Stored Data and is able to restore data. "Availability" and "Unavailability" shall be construed accordingly.

Element	Availability
Online Backup Service	99.99%

#### Service Credits

	Measure	Service Credit*
Availability	>0.1% Below Target	5%
	>0.5% Below Target	10%

\* The Service Credit is applied as a percentage of the Monthly Charge for the Online Backup Service (based on both the fixed Annual Charge and the Pay As You Go Charges).

## **4. Rate Card**

Online Backup Service is available as Hybrid Model and on a Pay As You Go billing model in increments of 1 gigabytes (GB). The Online Backup Rate Card is available upon request from [sales@exponential-e.com](mailto:sales@exponential-e.com).

## APPENDIX A: ONLINE BACKUP MANAGEMENT

Exponential-e will provide operational management for the elements forming the Online Backup Service. Exponential-e's responsibilities with respect to operational management of the Online Backup 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>Online Backup Infrastructure performance capacity monitoring and analysis.</li> <li>Ongoing planning for future growth of the Online Backup Infrastructure involving trending of backup performance and utilisation patterns.</li> </ul>
<b>Documentation</b>	<ul style="list-style-type: none"> <li>Maintain solution design documentation for the Online Backup Infrastructure.</li> <li>Implement and maintain version control for all documentation.</li> </ul>
<b>Licensing</b>	<ul style="list-style-type: none"> <li>Licensing and licensing maintenance under this Contract to cover the Online Backup Service.</li> </ul>
<b>Monitoring</b>	<ul style="list-style-type: none"> <li>Monitor and alert on the availability and performance of the Online Backup Infrastructure.</li> <li>Provide proactive remediation of issues generated through the monitoring and alerting toolsets.</li> </ul>
<b>Patch &amp; Software Management</b>	<ul style="list-style-type: none"> <li>Perform patch management on the Online Backup infrastructure at Exponential-e's discretion.</li> <li>Perform software updates on the Online Backup infrastructure at Exponential-e's discretion.</li> <li>Notify the Customer of proposed updates to the Online Backup Service.</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.</li> </ul>
<b>Storage</b>	<ul style="list-style-type: none"> <li>Ensuring that contracted levels of storage space are available to the Online Backup Service via the Exponential-e Cloud, to serve as the backup destination.</li> </ul>