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.

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
Capacity Planning	• Storage as a Service performance capacity monitoring and analysis. • Collect and aggregate storage performance data from automated monitors as it relates to the Storage as a Service. • Ongoing planning for future growth of the Storage as a Service involving trending of storage performance and utilisation patterns. • Recommend and dialog with the Customer to enact environment changes, including the addition of additional Storage as a Service capacity. • Discuss possible remediation options with the Customer to address capacity bottlenecks.
Documentation	• Maintain solution design documentation for the Storage as a Service. • Maintain Customer usage documentation for the Storage as a Service. • Implement and maintain version control for all documentation.
Monitoring	• Monitor and alert on the availability and performance of the Storage as a Service infrastructure. • Provide proactive remediation of issues generated through the monitoring and alerting toolsets.
Patch & Firmware Management	• Patch updating the Exponential-e Storage as a Service platform, at Exponential-e's discretion. • Software updating the Exponential-e Storage as a Service platform, at Exponential-e's discretion. • Patch updating the Exponential-e Storage as a Service management platform, at Exponential-e's discretion. • Software updating the Exponential-e Storage as a Service management platform, at Exponential-e's discretion. • Notify the Customer of proposed updates to the Storage as a Service. • Review and test critical hardware and software updates.
Proactive Remediation	• Investigate the cause of issues generated through the monitoring and alerting toolsets, or reported by the Customer. • Communicate recommended remediation activities to the Customer and request approval from the Customer for carrying out remediation activities. • Provide proactive remediation of issues as agreed with the Customer