Service Description for Optional Services – Cloud Backup

Introduction

This Service Description for Optional Services ("**SDOS**") describes generally the features of the Cloud Backup Services ("**CPNC**").

Defined Terms

Capitalised terms used in this SDOS and not otherwise defined have the meaning set out in the Terms or other documents comprising the Agreement.

Cloud Backup Network

A Cloud Backup Network (defined below) is an NTT Network for the purposes of the Virtual Private Cloud and/or Enterprise Private Cloud Service Level Terms and the applicable Service Levels and Service Level Credits apply.

Updates to this Service Description

NTT may amend this SDOS from time to time, including by adding or removing Optional Services, by posting the updated version at this URL or otherwise providing notice to Client.

1   Overview

1.1   Cloud Backup is intended to allow Client to manage backup and recovery of data and application information by allowing Client to store and restore data and application information on a network comprising firewalls, routers, switches, servers and storage ("**Cloud Backup Network**") which is connected to the applicable MCP.

1.2   Cloud Backup is designed as a self-service offering with Client's Administrator responsible for managing Cloud Backup activities using the Cloud Backup Portal (defined below). Cloud Backup can also be automated using the API.

1.3   Depending on the Cloud Backup offering selected, Client can choose to store:

(a)   individual files ("**Files**");

(b)   entire directories and folders within the files systems of the OS ("**Folders**");

(c)   operating system state data including registry values ("**Operating System States**"); and

(d)   application specific information ("**Application Data**");

which are collectively referred to as "**Backup Data**" in this SDOS.

1.4   Client is able to restore the Backup Data either:

(a)   by overwriting and replacing the current version of that data and application information with the Backup Data (restoring "In-Place"); or

(b)   in a new location so that the Backup Data does not overwrite or replace the current version of that data and application information (restoring "Out-of-Place").

1.5   Cloud Backup is available as an Optional Service for NTT Virtual Private Cloud and Enterprise Private Cloud.

2   Cloud Backup

2.1   There are three (3) plans for Cloud Backup:(a) Essentials; (b) Advanced; and (c) Enterprise. The different plans have different features and fees:

(a)   <u>Common Features</u>. All Cloud Backup plans have the following features:

(i)   Backup Data is stored on the MCP in the selected Locations and Geographies;

(ii)   Primary and secondary storage options allowing Client to decide to store Backup Data in different Locations and Geographies;

(iii)   Cloud Backup can be provisioned and managed as follows:

(A)   for Cloud Servers using the Service Portal or API;

(B)   for other servers using the Cloud Backup portal or Cloud Backup API (collectively the Service Portal and API and the Cloud Backup portal and Cloud Backup API are referred to as ("**Cloud Backup Portal**");

(iv)   Using the Cloud Backup Portal, Client can review the status, success rate and coverage of Cloud Backup; and

(v)   Client can select pre-configured Backup Data retention periods and pre-configured windows for performing Cloud Backup activities.

(b)   <u>Essentials</u>. Cloud Backup Essentials has the following additional features:

(i)   Cloud Backup for Files and Folders.

(c)   <u>Advanced</u>.

(i)   Cloud Backup for Files and Folders; and

      (ii)   Cloud Backup for Operating System States.

(d)   <u>Enterprise</u>. Cloud Backup Enterprise has the following additional features:

      (i)   Cloud Backup for Files and Folders;

      (ii)   Cloud Backup for Operating System States; and

      (iii)   Cloud Backup for Application Data (as follows):

          (A)   Microsoft Active Directory;

          (B)   Microsoft SQL Server;

          (C)   MySQL Database;

          (D)   PostgreSQL.

Some Cloud Backup restore activities for Application Data require Client to complete a Service Request in which case NTT will endeavour to initiate the restore within two (2) hours of receiving the Service Request.

3   Ordering and Fees

3.1   <u>Ordering</u>. Client may order Cloud Backup via the Cloud Backup Portal or by submitting a written Order in a form acceptable to NTT.

3.2   <u>Fees</u>. The monthly Fees payable for Cloud Backup will be invoiced in arrears and calculated as follows:

Fees per Cloud Server = Plan Fees + Usage Fees

Where:

    Plan Fees = Plan Daily Rate **x** days (or part) in the month the plan was used on that Cloud Server.

    Usage Fees = Plan Usage Rate **x** GB Days.

And:

    Plan Daily Rate means the rate per day per Cloud Server based on the Cloud Backup plan selected.

    Plan Usage Rate means the rate per GB Days based on the Cloud Backup plan selected.

    GB Days means amount of storage (in GB) multiplied by the number of days Backup Data is stored in the Cloud Backup Network used by the backup system for a particular Cloud Server.

The storage requirement for a Cloud Server is a function of the size of the Cloud Server, the retention period selected and the amount of daily change on that Cloud Server. The Storage consumed is calculated after compression and de-duplication.

4   Additional Terms

4.1   Client is responsible for installation and configuration of the Cloud Backup software agent on Client's server, whether Cloud Servers or other servers.

4.2   NTT does not control, and disclaims all responsibility and liability in connection with, Client's choice of Cloud Backup plans and Client's use of Cloud Backup. Client is solely responsible for using or not using Cloud Backup, choosing how to use Cloud Backup including deciding what data or Client Content to backup and restore, when to make copies, confirming whether a Cloud Backup activity has been successful or not, how long to keep Backup Data and whether to restore Backup Data In-Place or Out-of-Place.