

Annex A - CSfO Service Description

This CSfO Service Description (this “**Service Description**”) describes generally the features of Dimension Data’s Cloud Services for Oracle offering (the “**CSfO**”). Capitalized terms used but not defined herein have the meanings set forth in the CSfO Terms of Service (the “**Terms**”). Dimension Data may amend this Service Description from time to time by posting the updated version of this Service Description at <http://www.dimensiondata.com/en-US/Legal/Pages/Overview.aspx>. or otherwise providing notice to Client.

Note: This Service Description may provide links to documents and web pages that contain additional detail on matters described herein, such as technical specifications and documentation for specific CSfO features (each, a “**Supplemental Document**”). All Supplemental Documents are provided on an “AS IS” basis and for reference purposes only, and are subject to change from time to time by Dimension Data (for example, when Dimension Data modifies CSfO features). Nothing in any Supplemental Document creates or comprises, or is intended to create or comprise, a representation, warranty, covenant or obligation of Dimension Data, and except as otherwise expressly provided herein, no Supplemental Document is deemed to be part of or incorporated by reference into this Service Description or the Terms.

1. CSfO Summary

- 1.1. CSfO is comprised generally of Oracle or Oracle approved purpose built SPARC and or x86 based servers, storage and network elements coupled with virtualization or zoning technology and operating system (OS) software. All components encompassed with CSfO are securely multi-tenanted and segregated to the extent possible.

2. CSfO Details

Elements of CSfO

2.1. CSfO is comprised of the following:

a) Networks

CSfO provides Client-specific layer virtual Local Area Networks (VLANs) (each, a “**Client Network**”) to connect virtual Client Zones (“**Client Zones**,” described in more detail below) on Client’s Cloud Network(s).

Each Client Network is provided with its own range of private IP addresses with the goal of isolating the Client Zones deployed within such Client Network from the public Internet. Client Zones are assigned private IP addresses from within such range by an Authorized User when they are deployed within a Client Network, and can be made accessible to the public Internet when an Authorized User specifically requests such access. All private and public IP addresses for Client Networks and Client Zones are provided by Dimension Data, and, as between Dimension Data and Client, are solely the property of Dimension Data.

Additional features available from Dimension Data include:

- i. Private IP addresses for each Client Zone, with the ability to enable communication across Client Zones located on the same Cloud Network.
- ii. Two (2) public IP addresses per Cloud Network, with the ability to add additional public IP addresses.
- iii. Virtual private network (VPN) access to Client Zones on Client’s Networks.
- iv. Customizable ACL-based firewall rules to help control access into Client Network.
- v. NAT functions to expose private IP addresses to the public Internet.

b) Client Zones

Each Client Zone needs to be provisioned with one (1) OS. Client is responsible and liable for all

Client- provided software and licenses, including Client Applications that are loaded, installed and/or operated by or on behalf of Client on Client Zones.

Additional features available from Dimension Data include Static private IP addresses assigned to each Client Zone, accessible via VPN. These private IP addresses can be mapped to static public IP addresses if an Authorized User requests that the applicable Client Zones(s) accessible to the public Internet.

c) CSfO Management

As part of CSfO, Dimension Data provides ongoing management of the platform. This includes responsibility for maintaining the underlying operating systems, virtualization technology, network and storage devices comprising the platform. Dimension Data's management processes endeavor to address implementation, change control, monitoring, patching and lifecycle management of the underlying infrastructure, in order to help maintain cloud availability and performance.

d) Reporting

CSfO provides, usage tracking and reporting for Client. Client will receive requested reports and reporting data on on-demand basis.

e) Security

CSfO is designed to provide flexibility to configure Client's environment to its needs, and several elements described elsewhere in this Service Description (e.g., the initial isolation of Client's Network) are intended to support security. However, Client remains responsible for overall application security, including Client's network configurations for the underlying Client Network and Client Zones.

2.2. Service Levels for CSfO

The Service Levels and Service Level Credits applicable to CSfO are described in the CSfO Service Level Terms (Exhibit B to the Terms, hereby incorporated herein by this reference).