

DigitalWell

DigitalWell

Cloud and Data Management

Services Schedule



1. Service Description

Cloud and Data Management services from DigitalWell consist of four categories of service:

- **Public Cloud Service** is a resale of public cloud infrastructure from third parties such as Microsoft Azure, Google Cloud and/or Amazon Web services.
- **DigitalWell Private Cloud Services (DWPCS)** is the consumption of capacity from cloud the cloud platforms hosted in DigitalWell’s own managed infrastructure.
- **Backup as a Service (BUaaS)** is a resale of cloud-based backup services from third parties which can be used to store backups of customer data, and may require additional hardware components onsite.
- **Disaster Recovery as a Service (DRaaS)** is a resale of cloud-based disaster recovery services from third parties which can be used to store and restore backups of customer data (sometimes including images and additional configuration settings to help restore environment (s) in addition to the data itself, and may require additional hardware components onsite).

The cloud and data management services described in this schedule are provided as customer-managed cloud capacity delivered from shared infrastructure. DigitalWell is responsible for the management of the infrastructure itself (either directly or via third-party suppliers). Any additional management and/or configuration of the cloud capacity itself by DigitalWell will only be provided if explicitly listed in the order form, the BoM or the SoW and will usually refer to the separate Managed IT services Schedule.

2. Support

Definitions of Support services including incident management, Service Requests, Change Requests, and Service Delivery Management are detailed in appendix 7.

The support for Cloud and Data Management services are outlined below – refer to the order form and/or statement of Works (SoW) to confirm which applies to any given service.

Support	Cloud & Data Management	
	DigitalWell Private Cloud Support	License Subscription
Incident - OnSite	X	X
Incident - Remote	Y	X
Hardware Replacement	X	X
Service Request	X	X
Change Request	X	X
Monitoring/Alerts	Y	X
Back Office (Billing queries, Licence Admin & Renewals)	Y	Y

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3. DigitalWell Responsibilities

- Physical hardware and relevant housing, power supplies and cabling.
- Hypervisor layer.
- Orchestration layer.

4. Customer Responsibilities

- Implementation and configuration of Virtual Machines (VMs) and containers.
- Implementation and configuration of operating system on each VM.
- Implementation and full management of all applications.
- Monitoring of application and/or VM availability and performance.

The Customer may, in certain cases with the prior agreement of DigitalWell be provided with access to an admin console to implement and configure additional cloud service resources as required. In such cases, the Customer is responsible for paying for all usage of that account, including any usage in error and any fraudulent or unauthorised usage.

5. Service Level Agreement

DigitalWell provides an availability SLA for services deployed in its own DigitalWell Private Cloud (DWPCS) environment only.

Availability SLA

DigitalWell Availability SLA varies depending upon the type of deployment that has been provided within the DigitalWell cloud:

Service	DigitalWell Private Cloud (Single Availability Zone)	DigitalWell Private Cloud (Two Availability Zones)
Availability	99.95%	99.99%
Coverage	24x7x365	24x7x365

Availability Calculation

Availability in a calendar month % = $\frac{([365.25 \text{ days} \times 24 \text{ hours} \times 60 \text{ minutes}] \text{ divided by } 12) \text{ minus (Total unavailable time in minutes in the calendar month)}}{([365.25 \text{ days} \times 24 \text{ hours} \times 60 \text{ minutes}] \text{ divided by } 12)}$ ***divided by*** $\frac{([365.25 \text{ days} \times 24 \text{ hours} \times 60 \text{ minutes}] \text{ divided by } 12)}$.

Where services do not have 24/7/365 coverage then their specific shortened daily hours will be used to calculate availability instead of 24 hours.

Table of Allowed Unscheduled Outage Time (AUOT)

Number of minutes, for which a Service may be unavailable (i.e. subject to an Outage) in a month, without Service Credits becoming payable based on a 24/7 service coverage are as follows:

Number of Minutes in the Calendar Month	AUOT for 99.95% SLA	AUOT for 99.99% SLA
43,830	22	4

Availability Service Credits Schedule (ASC)

Minutes beyond AUOT	Service Credit (% of Monthly Charge)
0-60 minutes	3%
61-120 minutes	6%
121-180 minutes	10%
180-240 minutes	12%
>240 minutes	15%

Availability Service Credits payable to the Customer shall be calculated based on the total Quarterly Charge for the relevant service.