

SCHEDULE F: SERVICE DEFINITION FOR STORAGE AS A SERVICE

1. Storage as a Service Service Description

Vysiion's Storage as a Service enables customers with Vysiion Colocation Service to access Vysiion's All Flash multi-tenanted storage infrastructure via Vysiion's Storage Defined Network fabric. Vysiion 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) Vysiion 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 Vysiion 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) Vysiion'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 Vysiion 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@vysiion.co.uk.

APPENDIX A: STORAGE AS A SERVICE MANAGEMENT

Vysiion will provide operational management for the elements forming the Storage as a Service. Vysiion'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 Vysiion is responsible.

Aspect	Vysiion Responsibilities
Capacity Planning	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Patch updating the Vysiion Storage as a Service platform, at Vysiion's discretion. Software updating the Vysiion Storage as a Service platform, at Vysiion's discretion. Patch updating the Vysiion Storage as a Service management platform, at Vysiion's discretion. Software updating the Vysiion Storage as a Service management platform, at Vysiion's discretion. Notify the Customer of proposed updates to the Storage as a Service. Review and test critical hardware and software updates.
Proactive Remediation	<ul style="list-style-type: none"> 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