

## 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](mailto: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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Capacity Planning</b>               | <ul style="list-style-type: none"> <li>Storage as a Service performance capacity monitoring and analysis.</li> <li>Collect and aggregate storage performance data from automated monitors as it relates to the Storage as a Service.</li> <li>Ongoing planning for future growth of the Storage as a Service involving trending of storage performance and utilisation patterns.</li> <li>Recommend and dialog with the Customer to enact environment changes, including the addition of additional Storage as a Service capacity.</li> <li>Discuss possible remediation options with the Customer to address capacity bottlenecks.</li> </ul> |
| <b>Documentation</b>                   | <ul style="list-style-type: none"> <li>Maintain solution design documentation for the Storage as a Service.</li> <li>Maintain Customer usage documentation for the Storage as a Service.</li> <li>Implement and maintain version control for all documentation.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Monitoring</b>                      | <ul style="list-style-type: none"> <li>Monitor and alert on the availability and performance of the Storage as a Service infrastructure.</li> <li>Provide proactive remediation of issues generated through the monitoring and alerting toolsets.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Patch &amp; Firmware Management</b> | <ul style="list-style-type: none"> <li>Patch updating the Vysiion Storage as a Service platform, at Vysiion's discretion.</li> <li>Software updating the Vysiion Storage as a Service platform, at Vysiion's discretion.</li> <li>Patch updating the Vysiion Storage as a Service management platform, at Vysiion's discretion.</li> <li>Software updating the Vysiion Storage as a Service management platform, at Vysiion's discretion.</li> <li>Notify the Customer of proposed updates to the Storage as a Service.</li> <li>Review and test critical hardware and software updates.</li> </ul>                                            |
| <b>Proactive Remediation</b>           | <ul style="list-style-type: none"> <li>Investigate the cause of issues generated through the monitoring and alerting toolsets, or reported by the Customer.</li> <li>Communicate recommended remediation activities to the Customer and request approval from the Customer for carrying out remediation activities.</li> <li>Provide proactive remediation of issues as agreed with the Customer</li> </ul>                                                                                                                                                                                                                                    |