CloudBlue™

Service Description
OPERATIONAL SERVICES

July 2021

This Operational Services Description ("**Service Description**") describes the Operational Services provided by CloudBlue (or Ingram Micro) to Customer(s) ("**Services**"). This Service Description, together with any attachments forms an integral part of the Agreement (as defined), and is part of and incorporated by reference, into customer(s) ("Customer(s)") executed agreement with CloudBlue (or Ingram Micro), which governs the provision and use of the Services (herein after referred to as the "Agreement"). All capitalized terms in this Service Description have the meanings ascribed to them in the Agreement or in the Definitions section(s).

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1 OPERATIONAL SERVICES

1.1 OVERVIEW

CloudBlue Operational Services are value-added managed and support services that can be configured to meet the requirements of a customer that combines personalized services with expedited responses, to assist in minimizing customer IT risk and to assist in maximizing value.

CloudBlue is passionate about driving value out of IT through its innovative Managed Service offerings. CloudBlue solutions leverage creativity to deliver added value to the customers business. Information Technology Infrastructure Library (ITIL) methodologies underpin all the CloudBlue Managed Service solutions. CloudBlue starts by understanding the customer business and its objectives. CloudBlue is aiming to assist customers in experiencing high returns from their IT spend, and CloudBlue aligns the services it provides with customer objectives. Customers can select from either Managed Services or Support Services and combine these with Technical Account Management Solutions to receive the appropriate technology and quality of service, suitable for its requirements.

CloudBlue offers a broad range of Operational Services. This includes offerings such as pro-active monitoring and a range of other services to enable the operation of the customers platform in an agile manner. CloudBlue customers deal directly with the CloudBlue global operations team.

CloudBlue Operational Services offerings are categorized in four groups:

    a.   Technical Account Management Services.

    b.   Managed Services.

    c.   Support Services.

    d.   Acceleration Services.

All services are provided against the CloudBlue Lifecycle Policy, available at https://www.cloudblue.com/general-cloudblue-lifecycle-policy/

The parties acknowledge and agree that this Overview section is provided only for the convenience of the parties and does not bind either party to any additional obligations or perform any services that are not specified below.

2 TECHNICAL ACCOUNT MANAGEMENT SERVICES

2.1 OVERVIEW

Technical Account Management is about providing solutions to the core issues of customer technology portfolio. The long-range vision of Technical Account Management is an integration of technology and services into a relationship product for the Cloud era.

The ultimate strategic goal of the Technical Account Management role is to assist customers with sustainable profitability and growth.

Simply put, the key concept of Technical Account Management is to ensure ever-increasing customer end-user adoption of its products and services, to assist in driving customer end-user retention, and reduce or eliminate churn. Technical Account Management is the function responsible for managing the technical relationships between CloudBlue and its customers with the intent to:

a. Maximizing the value that customers derive from the solutions they acquired from CloudBlue, by assisting to make these as cost-effective and productive as possible, and,

b. Maximizing the value that customers can in turn create from their own customers, by assisting to achieve sustainable profits and growth.

Technical Account Managers (TAMs) are CloudBlue experts in the platforms, solutions and Services that CloudBlue designs and develops, combining technical knowledge, operational management expertise and business acumen.

2.2 AVAILABLE OFFERINGS

a. TAM Services combine with either Managed Services or Support Services. TAMs consult, coordinate, manage and rely on Managed or Support Services for day-to-day tasks.

b. The scope of services that TAMs may deliver, depends on the selected TAM Service tier.

c. TAM Services are provided with an allocated named TAM.

d. The tiers of TAM Services are described in the table below:

	Silver	Gold	Platinum
TAM allocation	25%	50%	100%
	Silver	**Gold**	**Platinum**
Management of bugfix, hotfix and feature requests	■	■	■
Organizing patch and fix updates	■	■	■
Escalation management	■	■	■
Basic upgrade assistance	■	■	■
	Silver	**Gold**	**Platinum**
Expert knowledge access	■	■	■
Knowing your business and priorities	■	■	■
Proactive business impact-based prioritization	■	■	■
Streamlined issue resolution	■	■	■
Annual Business Reviews	■	■	■
Simple upgrade projects	■	■	■
	Silver	**Gold**	**Platinum**
Technical advisory		■	■
Your business advocacy		■	■
Quarterly Business Reviews		■	■
Tailored Roadmap sessions		■	■
Complex upgrade projects		■	■
	Silver	**Gold**	**Platinum**
•Full dedication			■
Operational management			■
Operational reporting			■
Proactive operations			■
Coordination with 3rd parties			■

2.2.1 SILVER TAM

TAMs allocate 25% of their capacity to each customer at the Silver service tier and the TAM Services include the following:

a. **Management of bugfix, hotfix and feature requests**. TAMs assist support teams to check status, raise and track bugfix, hotfix (for business-critical incidents) and feature requests.

b. **Organizing patch and fix updates**. TAMs assist support teams to organize deployment of hotfixes, patches and updates for your platform. TAMs will notify you if bug fixes, patches or maintenance releases become available for your platform.

c. **Escalation management**. TAMs serve as a point of contact for escalations, making it possible to speed up the process when it is critical. TAMs manage escalations by driving critical incidents, keeping all stakeholders up to date on the progress of the escalated case and maintaining a current plan of action. TAMs are available to their customers during local Business Hours.

d. **Expert knowledge access**. TAMs continuously maintain up-to-date knowledge of CloudBlue platforms, solutions, Services and best practices. TAMs can also organize on-demand sessions with specialized subject matter experts when needed or provide recommendations on Education Services courses that may assist with knowledge transfer.

e. **Knowing your business and priorities**. TAMs partner with your business to gain and maintain the knowledge of the business context in which CloudBlue platforms and solutions operate – your products, your priorities, your business processes.

f. **Proactive business impact-based prioritization**. TAMs can prioritize and drive resolution of issues with understanding of their particular impacts to your business.

g. **Streamlined issue resolution**. TAMs know the environment of your CloudBlue platforms and solutions and maintain this knowledge easily available for CloudBlue teams through comprehensive internal reporting. This results in better understanding of issues with better context by CloudBlue teams and helps their effective prioritization and resolution.

h. **Annual Business Reviews**. TAMs plan, organize and coordinate Annual Business Review sessions on support and operational trends analysis, improvement recommendations and important projects overview.

i. **Simple upgrade projects**. TAMs execute simple projects of major upgrades of your CloudBlue platforms, including:

    o   organizing technical pre-checks, recommending resolutions of any found issues.

    o   communications and planning across multiple teams within CloudBlue.

    o   coordination of the Production Environment upgrade execution on the day and regular status updates.

    o   post-upgrade reporting, hyper-care and coordination for any issues that might require additional attention.

2.2.2　GOLD TAM

TAMs allocate 50% of their capacity to each customer at the Gold service tier and the TAM Services include the following:

a. **Everything at the Silver tier.**

b. **Technical advisory**. TAMs serve as technical advisors on the CloudBlue technology for your business, assisting with configuration and implementation of new solutions. TAMs work with your technical teams to ensure that CloudBlue best practices are followed where required. Also, coordinated through TAMs, CloudBlue provides personalized analysis of your deployed software configuration and the current state of environments, outlining deviations from CloudBlue recommended practices, including the potential impact and advice on remediation options.

c. **Your business advocacy**. TAMs serve as advocates of your business to drive and coordinate all kinds of requests across diverse internal teams both within CloudBlue and across the network of CloudBlue partners – various Product, Program, Engineering, Operations, Security, Support teams – informed by the knowledge of your business priorities.

d. **Quarterly Business Reviews**. TAMs plan, organize and coordinate Quarterly Business Review (QBR) sessions with Director level participation from CloudBlue on support and operational trends analysis, improvement recommendations and important projects overview.

e. **Tailored roadmap sessions**. TAMs organize roadmap sessions tailored to specific needs of your business.

f. **Complex upgrade projects**. TAMs plan and execute more complex projects of major upgrades of your CloudBlue platforms, including:

   o benefit, risk and gap analysis specific to your business, products and use cases including risk mitigation and gap/blocker elimination recommendations.

   o organizing technical pre-checks, recommending resolutions of any found issues.

   o communications and planning across multiple teams both within CloudBlue and your company.

   o coordination of the upgrade execution on the Staging Environment.

   o coordination of the Production Environment upgrade execution on the day and regular status updates.

   o post-upgrade reporting, hyper-care and coordination for any issues that might require additional attention.

2.2.3 PLATINUM TAM

TAMs allocate 100% of their capacity to each customer at the Platinum service tier and the TAM Services include the following:

a. **Everything at the Gold tier.**

b. **Full dedication**. TAMs are fully dedicated to your account at this level.

c. **Operational management**. TAMs centralize all operational management:

   o Oversee incident management, drive problem management.

   o Analyze incident and problem trends, proactively initiate and manage service improvements.

   o Keep track of feature requests and bug reports relevant to your business and drive them.

   o Oversee and coordinate request and change management.

   o Oversee deployments of minor updates and hotfixes.

d. **Operational reporting**. TAMs organize, unify and run regular operational reporting.

   o On incidents, problems, bug reports, feature requests, changes, events, service requests.

e. **Shift to proactive operations**. TAMs continuously drive improvements, advise, suggest and coordinate addition of new sensors for the monitoring system to shift incident, event and problem management from the reactive mode to the proactive mode – in case the monitoring system is in place (as part of Managed Services or otherwise).

f. **Coordination with 3rd parties**. TAMs can coordinate, align and directly work on your behalf with 3rd party partners / Vendors whose solutions or platforms are integrated with CloudBlue platforms and solutions.

This tier brings the most value in conjunction with Managed Services, however it can also be used if more time from the dedicated TAM is required.

2.3   LIMITATIONS AND ASSUMPTIONS

a. For the periods when the allocated named TAM becomes unavailable (for example, due to sick leaves, planned time off, force majeure events, or other events beyond the reasonable control of CloudBlue), a back-up service will be provided that includes:

    i.   Management of bugfix, hotfix and feature requests.

    ii. Organizing patch and fix updates.

    iii. Escalation management.

    iv. Simple upgrade projects.

b. In case of a prolonged unavailability (for more than three (3) weeks) of the allocated named TAM, a new allocated named TAM will be provided.

c. 100% of each TAM's capacity is a full-time CloudBlue associate. This is roughly 40h per week depending on local labor laws. Out of that time the associates also spend time on trainings, team meetings, breaks, etc., which may be up to 20% of their time at work.

2.4   EXCLUSIONS

a. Currently, CloudBlue does not offer on-site TAM presence or visits.

2.5   SKU LIST

The following table defines SKUs and metrics for the Services in this chapter.

TAM Tiers	SKU #	Metric	Notes
TAM Service – Silver	CB-MS.TAM-S-1Y	Annual	
TAM Service – Gold	CB-MS.TAM-G-1Y	Annual	
TAM Service – Platinum	CB-MS.TAM-P-1Y	Annual	

3 MANAGED SERVICES

3.1 FOR CLOUDBLUE COMMERCE

3.1.1 OVERVIEW

1. **Purpose.** CloudBlue Commerce Managed Services are offered, so that customers can easily leverage trained professionals and industry standard ITIL service management practices for the operations of the CloudBlue technology stack.

2. **Packaging of Operational Services.** CloudBlue Commerce Managed Services seamlessly integrate with the CloudBlue Commerce Support Services and TAM Services, both of which being separate services and outside of the scope of Managed Services. A tier of CloudBlue Commerce Support Service must be purchased as well in order to form a complete Operational Services package. A tier of TAM Service is also highly recommended.

3. **Infrastructure Management.** Managed Services add-ons can be used to manage the infrastructure for CloudBlue Commerce. Alternatively, customer has the responsibility of managing the underlying infrastructure either on-premises or in the cloud e.g., configuration, patching, security, etc. for operating systems, hypervisors, networking, etc.

4. **Operations Manual.** For each customer of Managed Services, an Operations Manual is created during the Service Activation period. The manual provides further details of the Services, specific to customer's platform deployment and processes as well as details on additional Customer responsibilities which may be applicable to the Services.

5. **Service Account Manager (SAM).** All customers of Managed Services will be assigned a named Service Account Manager (SAM), who will coordinate the delivery of Managed Services and serve as a point of contact for day-to-day business-as-usual tasks.

3.1.2   AVAILABLE OFFERINGS

a.   The following table specifies the inclusions of the available base offerings:

	Starter	Agility	Power	Performance
Subscriptions, number on the platform	2,000	5,000	25,000	75,000
Product Lifecycle Management – Connect Product Packages or Standalone Connectors, number on the platform	2	5	10	20
Platform Configuration Management, number of service requests per month	20	50	100	200
Connect Product Setup in Commerce, number of products per quarter	0	1	2	4
Platform Monitoring	Yes	Yes	Yes	Yes

b.   The following table specifies the parameters of the available optional add-ons:

Infrastructure Management Add-Ons	For Any Base Offering
Infrastructure Management – Small Size (Including infrastructure monitoring and right-sizing)	Bundle of up to 32 AKS nodes or VMs
Infrastructure Management – Medium Size (Including infrastructure monitoring and right-sizing)	Bundle of up to 45 AKS nodes or VMs
Infrastructure Management – Large Size (Including infrastructure monitoring and right-sizing)	Bundle of up to 70 AKS nodes or VMs
Infrastructure Management – Extra Large Size (Including infrastructure monitoring and right-sizing)	Bundle of up to 100 AKS nodes or VMs
Additional AKS Node or VM Management (Including infrastructure monitoring and right-sizing)	1 additional AKS node or VM
Add-Ons for Offering Inclusions	**For Any Base Offering**
Product Lifecycle Management – Additional Connect Product Package	1 additional package on the platform
Product Lifecycle Management – Additional Standalone Connector	1 additional connector on the platform
Platform Configuration Management – Additional Requests	10 additional service requests per month

Additional Connect Product Setup in Commerce	1 additional product
Other Add-Ons	**For Any Base Offering**
Additional OpCo Management	5 additional OpCos
Additional Marketplace Management	5 additional Marketplaces
Value Added Reseller Setup	1 Value Added Reseller
Custom Security Services	Custom scope

c. Additional Conditions:

  i. 2 (two) CloudBlue Commerce Environments – Production and Staging – are included in the service. All changes are performed across 2 Environments and each change is counted as 1 (one) when applied to both Environments.

  ii. AKS nodes and VMs number for the Infrastructure Management Add-On is calculated as a total for both Production and Staging Environments.

  iii. 1 (one) primary OpCo is included (operating either on the L1 Reseller level or the L0 Provider level). In case business operations of the primary OpCo take place on the L1 Reseller level, technical platform-wide operations are supported on the L0 Provider level as well.

  iv. 1 (one) Marketplace for the primary OpCo is included in all offerings.

  v. For each Connect Product or Standalone Connector, 1 (one) upgrade per month is included.

  vi. Service consumption numbers are calculated per calendar month/quarter.

  vii. Up to 20% (twenty percent) of the total purchased Platform Configuration Management service requests that are unused are carried over to the next month. For example, if out of a total of 100 service requests, 30 have been used, 20 are carried over. If out of a total of 100 service requests, 90 have been used, 10 are carried over.

  viii. Commercially reasonable efforts shall be used to satisfy each of the service inclusions, as defined in this Service Description.

3.1.3 CLOUDBLUE COMMERCE PLATFORM MANAGEMENT

a. Managed Services offerings differ by the numbers of included requests and supported objects on the platform. The functional scope for the offerings is detailed in the table below.

b. In case infrastructure management is not done by the Managed Services team, some functions, activities, and deliverables depend on the collaboration with and support from the owner of the underlying infrastructure management. In case such collaboration and support are not provided, some activities may become blocked, and the associated functions may not be delivered.

1	**Service Account Manager (SAM)**	• Account Management • Service Reporting
2	**CloudBlue Commerce Platform**	
a	Platform Monitoring • Details for monitoring are available in the section CloudBlue Commerce Monitoring Inclusions • If an incident is caused due to User Error or misconfiguration caused by Customer, it will be referred to Problem Management	• Event Management • Incident Management • Change Management • Performance Management • Capacity Management • Problem Management • Service Reporting

b	Platform Support
	• Platform configuration
	• Support Vendors supported for escalations
	  ○ CloudBlue Commerce Support
	  ○ Vendors of Connect and Syndication Products
	• If an incident is caused due to User Error or misconfiguration caused by Customer, it may be referred to Problem Management
		• Incident Management
		• Problem Management
		• Service Reporting
		• Access Management

c	Platform Backup • Consultancy on backup procedures and methods	• Backup Management
d	Platform Databases • Platform databases configuration, maintenance, assessment and capacity change recommendations	• Capacity Management • Performance Management
e	Platform Minor Updates • Hotfixes installation will be scheduled according to the priority. • Microservices. (eg. GDPR module, RDE, etc.) • Plugins (e.g. Domain and Payment Plugins)	• Patch Management • Change Management

f	Platform Major Upgrade Support • Assist the upgrade through completion of required patching and service request fulfilment • If fixing any blockers require Professional Services engagement, it will be referred to Customer. • Any activities to fix pre-upgrade blockers (including Testing) will be counted against the limit of Service Request from the in-scope item "Platform Configuration Management"	• Patch Management • Change Management • Service Request Management	
3	**Product Life-cycle Management**		
a	Standalone Connectors Support and Maintenance	• Service Request Management. • Configuration Management. • Change Management. • Patch Management. • Incident Management	
b	Connect / Syndication Products Support and Maintenance	• Service Request Management. • Configuration Management. • Change Management. • Patch Management. • Incident Management	
4	**Platform Configuration Management** • The supported platform configuration changes or service requests are provided in section Platform Configuration Management Request Inclusions • The number of changes is calculated across all managed OpCos on the platform.	• Configuration Management. • Service Request Management. • Change Management. • Incident Management • Access Management	
5	**Connect Product Setup** • Connect Product Setup Request Inclusions • Either Syndication or Connect based.	• Service Request Management. • Configuration Management. • Change Management.	

3.1.3.1 PLATFORM CONFIGURATION MANAGEMENT

The following are the types of service requests available from the Managed Services Team, where **each line counts as a single service request**.

Changes outside of the types listed below and outside of the combined limits of the offering and purchased add-ons are addressed through the Change Management process and additional charges may apply.

No.	Description
1	**Service Plan Management**
a	**Creating Objects Necessary for Configuring Service Plans**
	• Creating up to 15 Plan Category
	• Adding up to 15 Sales Category
	• Configuring up to 5 Mutually Exclusive Service Offerings through Unique Groups
b	**Managing Resources using PCM tool**
	• Adding up to 100 resources for Monthly/Annually per reseller
c	**Managing Resources without using PCM tool**
	• Renaming up to 10 resources for Monthly/Annually per reseller
	• Adding 7 resources in a Service Plan per reseller
	• Configuring up to 15 Resource Dependencies
	• Updating up to 15 Composite Resources
	• Updating up to 15 Resource Categories
	• Configuring up to 15 Resource Upgrades
	• Adding up to 30 Vendor Data to Resources
d	**Managing Service Templates**
	• Adding up to 10 Resources to a Dummy Service Template
	• Adding up to 15 Service Parameters to a Service Template
	• Up to 10 Service Parameter Management
	• Configuring up to 10 Custom Enumerated Service Parameters
	• Configuring up to 15 Resource Mapping
e	**Creating a Service Plan**
	• Creating 1 new Service Plan with up to 5 resources
f	**Configuring Advanced Settings of a Service Plan**
	• Up to 15 Pricing and Refunds updates
	• Up to 15 terms of Service updates
	• Up to 10 subscription Periods and prolongation updates
	• Up to 15 stock keeping updates
g	**Deleting a Service Plan**
	• Synchronizing Changes of Service Plans and Related Objects with Subscriptions and UX1
	End-to-End Service Management Scenarios (1 scenario)

h	• Managing License offers and subscriptions
	• Managing SSL Certificate offers and subscriptions
	• Configuring default Plan Periods
i	**Price Manager using PCM tool.**
	• Pricing updates for up to 100 resources per reseller for Monthly or Annual period.
j	**Price Manager without using PCM tool**
	• Pricing updates for up to 10 resources per Service Plan.
k	**Promotions**
	• Promoting up to 15 Service Plan
	• Promoting up to 15 Resource
	• Promoting up to 15 Up-sale Service Plan
	• Editing up to 5 Several Promotions at One Time
l	**Discounts**
	• Making up to 15 Discount Applicable to a Resource
	• Making up to 15 Discount Applicable to Service Plan
	• Making up to 15 Discount Applicable to a Subscription Period
	• Giving up to 15 Discount to a Customer
	• Giving up to 15 Discount to All Customers of a Customer Class
	• Giving up to 15 Discount to New Customers
m	**Campaigns**
	• Up to 15 Adding One-Time Promo Codes Manually
	• Up to 15 Generating One-Time Promo Codes
	• Up to 15 Importing One-Time Promo Codes

No.	Description
2	**Billing and Invoice Management Engine**
	➢ Payment Processing configuration
	○ Configuring payment systems settings
	○ Allowing customer to add payment method without buying
	○ Enabling payment methods for payments processing
	○ Assigning custom payment method per customer
	○ Allowing reseller to use provider's merchant account
	○ Configuring payments processing additional settings
	○ Configuring delayed payment schedules for customers
	○ Configuring encryption keys
	○ Configuring number of credit card charge attempts
	○ Removing up to 10 e-transaction lock

		o Importing up to 20 payments from csv file
	➤ Financial Documents Configuration (Per document)	
		o Accounts receivable (ar) documents
		o Invoices
		o Pro forma invoices
		o Payments
		o Credit and debit memos
		o Refunds
		o Cancelling and deleting ar documents
		o Correcting reseller transactions (for supported resellers)
		o Void checks
		o Statements
		o Expired credit cards
		o Adjusting customer account balance –
		o Persistent contact data in documents-rebuilding a document –
	➤ Configuring Financial Settings (per reseller)	
		o Setting financial year start date
		o Configuring the rounding precision for the duration of the proration period
		o Configuring sales persons and sales branches
		o Configuring taxation settings
		o Configuring up to 10 credit terms
		o Configuring up to 10 service terms
		o Up to 10 Terms and Conditions
		o Creating up to 10 Statement Cycle
		o Configuring Country Specific Settings
		o Configuring Document Numbering
3	**Identity and Access Management Engine**	
	➤ Configuring up to 5 Account Settings	
	➤ Modifying up to 5 Account Information	
	➤ Adding up to 20 Attributes	
	➤ Specifying up to 10 Values of Attributes Assigned to Account	
	➤ Configuring E-Mail Settings	
	➤ Configuring Access Control List for Users	
	➤ Configuring Login Settings	
		o Password Checklist
		o Disallowing Manual Password Creation
		o Configuring One-Time Passwords
	➤ User Roles and Privileges (for 1 Reseller)	

		o Creating a Billing Management Roles (OA Billing)
		o Creating a Service Management Roles (OA Operations)
	➢ Creating Users and Assigning Them Roles (Privileges)	
		o Adding up to 5 Provider Account User and Giving Permissions
		o Adding up to 5 Supported Reseller or Customer User and Giving Permissions
	➢ Enabling, Disabling or Deleting Bulk Users	
	➢ Up to 1 Resellers Privilege	
	➢ Identity Service- IDP	
		o Configuration of Identity Service Extension settings
		o Configuring Roles for Security Configuration
		o Configuring Password Policy
4	**Marketplace management engine**	
	➢ Store look and feel changes (per store)	
		o Setting general parameters
		o Uploading custom css provided by customer
		o Uploading up to 10 custom images
		o Uploading up to 5 layout templates provided by customer
	➢ Online store (per store)	
		o Adding online store
		o Copying online store
		o Exporting online store
		o Importing online store
		o Selecting online store for editing
		o Making online store default
		o Selecting online store for selling services
		o Marking online store as a template for reseller
		o Synchronizing online store
		o Configuring proxy online store
		o Configuring up to 5 online store general settings
		o Installation of marketplace ssl certificate, chain ssl certificate, and wildcard ssl certificate provided by customer
	➢ Configuring up to 5 settings necessary to sell through online store	
	➢ Store screens	
		o Adding one store screen
		o Generating up to 5 basic store screens
		o Configuring up to 5 store screen parameters
		o Making sales category displayed in online store
	➢ Store screens managing purchase scenarios	

	o	Adding up to 5 custom store purchase scenario
	o	Deleting purchase scenario
	o	Forming 1 purchase scenario screens list
	o	Configuring online store internal redirect
	o	Configuring online store external redirect
	o	Configuring online store to request payment method details from subscribers to trial or 'buy now, pay later' services
	o	Changing purchase scenario icon
	o	Showing terms and conditions in store
	o	Enabling validation and eligibility
	➢	Configuring optional settings
	o	Managing up to 5 layout templates provided by customer –
	o	Configuring up to 5 redirects
	o	Configuring 1 language
	o	Showing SKU in store
	o	Up to 5 Marketplace configuration management
	o	Setting up privileges to adjust prices in ux1 marketplace
	➢	Configure up to 10 Deal pricing in ux1 marketplace
	➢	One catalogue import for marketplace
	➢	Enabling ux1 mp for supported per resellers
5	**Workflow management engine**	
	➢	Configuring fraud screening
	o	Configuring 1 fraud screening, validation, and eligibility checks
	o	Configuring one fraud screening plug-ins settings
	o	Configuring 1 fraud rules
	o	Configuring 1 fraud filter
	➢	Custom attributes functionality
	o	Creating up to 2 custom attributes
	o	Managing up to 5 attribute tags
	o	Configuring up to 2 purchase order (po) numbers
	o	Configuring up to 2 custom account id
	o	Configuring up to 5 custom data types
	o	One Order flow transition change (excludes design of an entirely new order flow which will need to be done via Professional Services)
	o	Configuring up to 2 placeholders
	o	Configuring 1 notification conditions
	o	Configuring 1 promotion conditions
	o	Configuring 1 order processing conditions
	➢	Billing UI customization

		○ Adding one ba xml screen customization
	➤ Provisioning up to 5 queues	
	➤ Order queues (up to 5)	
		○ Localization management
		○ Billing control panel localization
		○ Operations control panel localization
		○ Online store localization
	➤ Notifications (per notification template)	
		○ Enabling pdf conversion
		○ Adjusting notification settings
		○ Configuring one message categories
		○ Creating one notification templates (content to be provided by Customer)
		○ Configuring one sub templates
		○ Creating notification templates for other locales, template content (including translations) to be provided by Customer.
		○ Manually sending notification messages
6	**Subscription management engine**	
	➤ Creating up to 10 subscriptions	
	➤ Creating up to 10 end customer accounts	
	➤ Subscribing up to 10 end customers to service plan	
	➤ Changing up to 10 order amount or non-provisioning details	
	➤ Changing up to 5 order provisioning items	
	➤ Configuring subscriptions (up to 5 subscriptions)	
		○ Setting subscription expire soon period
		○ Configuring subscription auto-renewal
		○ Operations with subscriptions
		○ Subscription service provisioning
		○ Putting subscription on hold
		○ Activating subscription
		○ Restoring terminated subscription
		○ Updating dummy resource usage
		○ Reassigning service terms
		○ Synchronizing subscriptions
		○ Upgrading or downgrading subscription
		○ Renewing subscriptions
		○ Cancelling subscriptions
		○ Destroying cancelled subscriptions
		○ Transferring up to 5 subscriptions per customer accounts

	➤ 1 Delayed downgrade scenarios configuration	
	➤ Transferring 1 customer accounts with up to 5 subscriptions between Vendors	
7	**Order management engine**	
	o Placing up to 10 bulk orders	
	o Paying up to 10 bulk orders	
	o Managing up to 10 fraud screening results	
	o Managing up to 5 order provisioning	
	o Correcting orders (up to 5)	

3.1.3.2 CONNECT PRODUCT SETUP IN COMMERCE

The following tasks will be performed in CloudBlue Commerce, using the standard Pre-work and / or Platform Product Requirements (PPR) document(s) that describe the configuration of the Connect-based product requested to be set up:

- Import the Connect Product Package.
- Configure the CloudBlue Commerce platform for the new Connect-based product:
  - Resource Types as defined by the Connect Product Package.
  - Service Template as defined by the Pre-work and / or PPR document(s).
  - Service Plans as defined by the Pre-work and / or PPR document(s).
  - Marketplace listing for the product.
- Test provisioning and other primary business scenarios supported by the product and important for Customer.

3.1.3.3 PLATFORM MONITORING

a. During the Service Activation period, components of the monitoring system used by the Managed Services team, are deployed into Customer's environments and integrated with the centralized monitoring and alerting system.

b. This section lists examples of monitored parameters. The list may be modified for new versions of CloudBlue Commerce or other reasons and in this case, the monitored parameters will be documented in the Operations Manual.

c. Example of monitored parameters in case of a cloud-native deployment type and/or monitoring using the CloudBlue Monitoring Suite (based on Zabbix or an equivalent):

    i. CloudBlue Commerce application checks as provided by the CloudBlue Monitoring Suite (based on Zabbix or an equivalent)

    ii. Service availability for all services installed as part of CloudBlue Commerce deployment (e.g. apache, bind, etc.)

d. Example of monitored parameters in case of a classic VM-based deployment type and/or monitoring using PRTG or an equivalent:

    i. **CloudBlue Commerce Billing monitored components and parameters:**

        1. BA Stellart Service Manager

        2. BA Stellart Log Server

        3. BA Stellart Application Transaction Manager

        4. BA Stellart Generic Worker Process

        5. BA Stellart WWW Server

        6. BA Stellart XML RPC Server

        7. BA Stellart Tasks Execution Scheduler

        8. BA Failed Sales Orders

        9. BA Failed Change Orders

        10. BA Failed Cancellation Orders

        11. BA Failed Renewal Orders

        12. BA Failed Remote Events

    ii. **CloudBlue Commerce Operations monitored components and parameters:**

        1. pa-agent

        2. PAU Service

        3. Failed Tasks

        4. Failed Periodic Tasks

        5. Rescheduled Tasks

        6. Product License Expiration

        7. Daily Backup Status

        8. Microservices

        9. Log rotation

iii. **CloudBlue Commerce Control Panel & Marketplace monitored components and parameters:**

1. Control Panel Availability

2. Control Panel SSL Certificate Expiry Date

3. Online Store Availability

4. Online Store SSL Certificate Expiry Date

iv. **Linux-based nodes:**

1. Apache

2. PostgreSQL

3. MySQL

4. NFS Service

5. DNS (named)

v. **Windows-based nodes:**

1. IIS

2. IIS Application Pool

3. MSSQL

4. Events log (Application)

3.1.4   INFRASTRUCTURE MANAGEMENT ADD-ON

a.   Each Managed Services offering specifies the associated size of the Azure virtual infrastructure that will be managed if the Infrastructure Management Add-On is selected.

b.   That size is defined by the number of AKS nodes or VMs.

3.1.4.1 INFRASTRUCTURE MANAGEMENT INCLUSIONS

a.   The management scope includes:

No.		
1	**Service and Network Monitoring**	
a	Monitoring and Support • Monitoring details are available in the Infrastructure Monitoring Inclusions section • Right-sizing details are available in the Right-Sizing Inclusions section	• Event Management • Incident Management • Change Management • Performance Management • Capacity Management • Problem Management • Service Reporting
2	**Server Management**	
a	Configuration changes on Virtual Machine (including but not limited to resizing) • Network • Firewall • Storage • Compute resources	• Service Request Management • Configuration Management • Change Management

3	**Patching**
	 • VMs
	     ◦ Operating System
	     ◦ Auxiliary packages (php, apache, etc. which is required for Application)
	 • Cloud native components, including, but not limited to AKS
		• Patch Management
		 • Service Request Management

4	**Platform Access**	

a	• The following access types will be under control of the Managed Service team and maintained for its needs:
	     ◦ Virtual Machine access
	     ◦ Infrastructure Management portal access
		• Access Management

5	**Infrastructure Backup**	

a	• Backups for the platform, including but not limited to:
	  ○ Backup of cloud-native services:
	    ▪ Database as a service backups
	    ▪ Kubernetes config backups
	    ▪ Kubernetes persistent volume backups
	  ○ Virtual Machine Backup
	  ○ Default backup parameters are detailed in the [Backup Management](#) section
		• Backup Management
		• Event Management
		• Configuration Management
		• Change Management

6	**Security**	
a	Cloud-native services and Virtual Machines • Azure services security monitoring • Log configuration for auditability and retention • Azure infrastructure and VM configuration	• Event Management • Security Management • Incident Management

3.1.4.2 INFRASTRUCTURE MONITORING INCLUSIONS

a. During the service activation period, if the Infrastructure Management Add-On is purchased, monitoring sensors for the CloudBlue Commerce underlying infrastructure are deployed into Customer's environments and integrated with the centralized monitoring and alerting system.

b. This section lists examples of monitored parameters. The list may be modified for new versions of CloudBlue Commerce or other reasons and in this case, the monitored parameters will be documented in the Operations Manual.

c. **Monitored Azure Services and monitoring parameters:**

   i.   AKS

        1.   Health status of AKS nodes

        2.   Utilization of AKS nodes

        3.   Disk space of mounted persistent volumes

   ii.   PostgreSQL database as a service

        1.   CPU

        2.   Memory

        3.   Disk space

        4.   Disk IO utilization

   iii. Azure Service Health

   iv.   Azure Resource Health

   v.   Azure Alerts

   vi.   Azure Storage

     d. **Linux VMs monitored parameters:**

          vii.   CPU Load (including 95th percentile monitoring)

          viii.   Memory Utilization (including 95th percentile monitoring)

          ix.   Disk Space Utilization

          x.   Disk IO Utilization

          xi.   Network Traffic

          xii.   Uptime

          xiii.   Inodes Usage

     e. **Windows VMs monitored parameters:**

          xiv.   CPU Load (including 95th percentile monitoring)

          xv.   Memory Utilization (including 95th percentile monitoring)

          xvi.   Disk Space Utilization

          xvii.   Disk IO Utilization

          xviii. Network Traffic

          xix.   Uptime

          xx.   RDP

          xxi.   Remote Procedure Call (RPC)

          xxii.   Events log (Application, Security, System)

3.1.4.3 RIGHT-SIZING INCLUSIONS

     a.   Right-sizing analysis will be performed quarterly.

     b.   Significant changes to platform environments such as platform major upgrades also trigger a right-size analysis.

     c.   The purpose of the right-size analysis is both to identify potentially over-provisioned elements of the deployment that are more expensive than they need to be, and to identify under-provisioned elements of the deployment that are having detrimental impact on customer experience.

     d.   In-scope components include, but are not limited to:

          i.   Kubernetes cluster

          ii.   VMs

          iii.   Managed disks

          iv.   Database as a Service

          v.   Azure App Service / Application Service Plan

     e.   A combination of the following inputs will be used to perform VM utilization assessments:

          i.   Minimum "hardware" requirements provided by the CBC documentation

          ii.   CPU Utilization % - 95th percentile

          iii.   Available Memory - 95th percentile

<ol type="i" start="4">
Logical Disk Space Used % - 95th percentile
Logical Disk IOPS - 95th percentile
Logical Disk MB/s - 95th percentile
Max Logical Disk Used % - 95th percentile
Azure advisor

<ol type="a" start="6">
Each VM in an environment will be individually assessed to determine if it is under or over provisioned.
Any temporary, unused, or test workloads/resources not currently being used will be identified and terminated promptly.
VMs that can be configured for auto-shutdown will be configured as such and excluded from any reserved instance purchases.
Once the analysis is complete, a maintenance plan to perform the required resizing activities will be created, scheduled, and executed within 20 business days or otherwise in accordance with mutually agreed Customer requirements.
Once VMs and Databases are correctly sized, a reservation purchase request may be sent to the owner of the Azure Subscription. Existing reservation utilization will be analyzed during this process as well.

3.1.4.4 BACKUP MANAGEMENT

<ol type="a">
This section describes the default backup parameters. It may be modified to meet Customer requirements, and, in this case, the modified parameters will be documented in the Operations Manual.
Default backup parameters:
<ol type="i">
Database as a Service backups will be locally redundant with retention period of 7 days
Kubernetes config and persistent volume backups will be locally redundant daily backups with a retention period of 30 days
Virtual Machine backups will have the following parameters:
<ol type="i">
Daily backups, generated out of business hours' time
Daily backups will be retained for 14 Days
Backups taken every week on Saturday will be retained for 4 Weeks
Backups for Virtual Machines with databases will be application-consistent (sync to disk will be done before taking snapshots)

With locally redundant backups data is replicated three times in a storage scale unit in a datacenter. All copies of the data exist within the same Azure region.

3.1.4.5 PRE-REQUISITES AND LIMITATIONS SPECIFIC TO INFRASTRUCTURE MANAGEMENT

<ol type="a">
Azure Portal access is required by the Managed Services Team to perform operational activities, see Operations Manual for details.
Azure Security tools and services must be enabled by Customer for the managed Azure Subscription. Antivirus / endpoint security licensing must be provided by Customer as well. Additional charges may apply.

c. Azure Monitoring services for VMs and monitored Azure Services must be enabled by Customer.

d. Azure alerting and monitoring extend only to the managed resources and Services. It does not include the Azure AD tenant itself or resources and services not associated with CloudBlue Commerce.

e. Backup management only includes resources and services under management.

3.1.4.6 EXCLUSIONS SPECIFIC TO INFRASTRUCTURE MANAGEMENT

a. The following services are excluded, Professional Services can be used for these requirements:

   i. Installation of operating systems.

   ii. Implementation of disaster recovery.

   iii. Changes or reconfiguration beyond that required to apply security or critical patches or remediate incidents

   iv. Deployment or configuration of any new virtual infrastructure (virtual machines, networking, cloud-native services, etc.).

   v. Support of third-party applications beyond specified in this service.

   vi. Implementation of third-party application patches or releases other than specified in this Service.

b. As the Service is provided for the infrastructure under Customer's Azure Subscription(s) and Customer retains ownership and control over those Azure Subscription(s), there is a set of exclusions specific to that:

   i. All infrastructure existing under the Azure Subscription(s) for the purposes of running CloudBlue Commerce and handed over to the Managed Services team for its management, is fully controlled and managed by the Managed Services team.

   ii. In case Customer would like to deploy / integrate any additional technology / software with the infrastructure under the management of the Managed Services team, such technology / software must be agreed with the Managed Services team.

   iii. Customer acknowledges and accepts full responsibility and liability for any service interruptions, issues with the platform, security risks, incidents, breaches or any other negative impacts resulting from:

      1. Any Customer operations or changes that directly or indirectly affect the infrastructure under the management of the Managed Services team – even if the impact is caused via the additional technology / software agreed with the Managed Services team.

      2. Any events related to any infrastructure not under the management of the Managed Services team that directly or indirectly affect the infrastructure under the management of the Managed Services team – even if the impact is caused via the additional technology / software agreed with the Managed Services team.

      3. Security practices (or their changes) related to Azure tenant including but not limited to access management.

      4. Security practices (or their changes) related to any infrastructure not under the management of the Managed Services team.

3.1.5   OTHER ADD-ONS

3.1.5.1 ADDITIONAL OPCO MANAGEMENT

For each additional OpCo, the following is included:

    a.   Management of OpCo's Power Reseller account.

    b.   All Services defined in [CloudBlue Commerce Platform Management Inclusions](#) will be applicable for the additional OpCo management and monitoring.

    c.   The number of changes (service requests) is calculated across all managed OpCos on the platform (primary and additional).

3.1.5.2 ADDITIONAL MARKETPLACE MANAGEMENT

For each additional Marketplace, the following is included:

    a.   All Services defined in [CloudBlue Commerce Platform Management Inclusions](#) will be applicable for the additional Marketplace management and monitoring.

    b.   The number of changes (service requests) is calculated across all managed Marketplaces on the platform (primary and additional).

3.1.5.3 VALUE ADDED RESELLER SETUP

The following tasks will be performed as part of Value-Added Reseller setup, provided the requested pre-work is provided by Customer:

- Account creation
- Subscribing account to reseller subscription
- Currency setup
- Reseller Initiation wizard

The above excludes Service plan setup, as it is assumed that Service plans are already set up and included in the Value-Added Reseller's Service Template.

3.1.5.4 CUSTOM SECURITY SERVICES

Custom security services required by Customer must be assessed, scoped, priced, and purchased separately. Examples of such services include but not limited to:

- Complete Security Information and Event Management (SIEM).
- Vulnerability scanning and assessment.
- Custom security configuration (tools, SLAs).
- Additional reporting requirements (in addition to what is generally shared through annual/quarterly business reviews).

3.1.6 SERVICE MANAGEMENT FUNCTIONS

a. This section provides a high-level overview of the ITIL Service Management functions, utilized by the Managed Services team for managing the Service scope. It is not intended to fully define processes, but to provide a framework for the processes as well as to establish accountability boundaries. The Service scope that this framework applies to is defined by the purchased base offering and add-ons to it and detailed in the sections above.

b. Detailed processes, specific for the Customer's environment(s) and Customer's business are defined in the Operations Manual.

c. Service Management is a Customer-focused approach to delivering information technology. Service Management focuses on providing value to the Customer and also the Customer relationship. Service Management provides a framework to structure the activities and interactions of IT technical personnel, with Customers.

No.	Service Function	Description	Accountability
1	**Account management**		
a	Manage pipeline of work	Deliver requested work items for Customer according to priorities of support and change activity and contracted availability. Publish and agree the list with Customer.	Managed Services Team
b	Prepare monthly reports	Prepare the standard monthly service delivery report for Customer	Managed Services Team
c	Run quarterly meetings	Review the standard service delivery report with Customer quarterly capturing minutes and action items generated in the meeting.	Managed Services Team
d	Prepare annual reports	Prepare and submit the standard annual review report.	Managed Services Team
2	**Service reporting**		
a	Produce service reports	Produce standard reports according to the standard templates and present to Customer. See details in Service Reports	Managed Services Team
3	**Request management**		
a	Receive requests	Respond to requests from Authorised Users ensuring that required details are captured into ticket management tools.	Managed Services Team
b	Provide financial approval if necessary	If outside of purchased Service offering and optional add-ons inclusions, provide financial approval.	Customer
c	Resolve service requests	Resolve requests by completing required actions or referring requests to specialist resolver groups.	Managed Services Team
d	Manage service requests	Monitor specialist resolver groups to complete requested actions	Managed Services Team

e	Provide request channels	Provide the ITSM tools required to manage the request lifecycle.	Managed Services Team
f	Confirm requests resolution	Approve that requests can be closed.	Customer
4	**Incident management**		
a	Incident receipt and categorisation	Receive, acknowledge, categorise and prioritise reported incidents according to the SLA and pass incidents to the appropriate resolver teams. Incident priority will be determined based on business impact.	Managed Services Team
b	Incident resolution	Manage reported incidents to resolve them within SLA targets.	Managed Services Team
c	Resolver management	Monitor resolver teams responses and resolution throughout the lifecycle of incidents.	Managed Services Team
d	Escalation management	Apply the appropriate incident escalation process to incidents.	Managed Services Team
e	Incident communication	Deliver communications regarding incidents status according to the incident management process.	Managed Services Team
f	Post incident review	Create reports following Major incidents and communicate to the parties agreed in the incident management process.	Managed Services Team
5	**Problem management**		
a	Identify problems	Review incidents, service requests and system events to find recurring issues and prepare problem statements.	Managed Services Team
b	Recommend improvements	Review problem statements and complete root cause analysis to identify and recommend improvements that will drive down incident volumes and Customer impacting events.	Managed Services Team
c	Approve improvement initiatives	Gain approval from Customer to implement problem resolution plans.	Managed Services Team
d	Provide financial approval if necessary	In case problem resolution plans require activities outside of purchased Service offering and optional add-ons inclusions, provide financial approval.	Customer
e	Prioritise problem resolution	Work with Customer to ensure that approved problem resolution plans are correctly prioritised and included in the improvement project backlog.	Managed Services Team
f	Run improvement projects	Run prioritised improvement projects including applying the change management procedures to move changes to the production environment.	Managed Services Team
6	**Change management**		
a	Assess change requests	Review change requests to determine that they are in scope and to assess the level of effort and priority. Rejected changes are returned to the requestor.	Managed Services Team

b	Prioritise changes	Prioritize and schedule the changes.	Managed Services Team
c	Develop changes	Coordinate development of the changes including testing.	Managed Services Team
d	Plan implementation	Coordinate with all parties affected by the changes to agree on the implementation plan.	Managed Services Team
e	Provide approval	Provide required approvals for the changes.	Customer
f	Implement changes	Implement, test and obtain Customer's sign-off for the changes, including applying the configuration management process.	Managed Services Team
g	Perform User Acceptance Testing	Conduct tests confirming that the changes function according to requirements.	Customer
7	**Performance management**		
a	Monitor and create events	Monitor defined components of in-scope items and create events where performance is outside of the expected range.	Managed Services Team
b	Make recommendations	Produce a quarterly performance report based on a review of performance data that recommends actions which would improve the performance of in-scope components.	Managed Services Team
8	**Capacity management**		
a	Monitor and create events	Monitor in-scope components and create event records when capacity requires adjustments.	Managed Services Team
b	Perform capacity reporting	Produce trend reports on a quarterly basis for in-scope items showing historical capacity levels of monitored items.	Managed Services Team
c	Make recommendations	Submit change requests to adjust capacity to be within the agreed operational guidelines.	Managed Services Team
9	**Event management**		
a	Review event logs	If necessary, review the logs created from the monitoring of in-scope items for created incidents or problem records.	Managed Services Team
10	**Security management**		
a	Vulnerability Assessment	Vulnerability scanning will be performed on a monthly basis.	Managed Services Team
b	Vulnerability remediation (in-scope)	Vulnerabilities identified to be remediated through a risk-based approach and in accordance to change management processes.	Managed Services Team
c	Vulnerability remediation (outside scope)	Any risks which require changes to the platform besides the scope of Managed Services will be processed via Professional Services and charges apply depending on the change.	Customer

11	**Access Management**		
a	Access control list	Conduct periodic review of access list to confirm that access for users is still required	Managed Services Team
b	Process user access requests	Process user access request as per established processes	Managed Services Team
12	**Patch management**		
a	Identification	Regular monitoring for announcements, updates from the Vendor about new update versions.	Managed Services Team
b	Implementation	Raise Change request for monthly patching of the in-scope items.	Managed Services Team
c	Update Configuration Management Database	Document and record the changes on the configuration through version control.	Managed Services Team
13	**Backup management**		
a	Implement Backup	Implementation of backup configuration according to the backup policy of Customer. Backup storage to be provided by Customer.	Customer
b	Monitor Backup	The backup of the in-scope items will be monitored as per the configured backup policy.	Managed Services Team
c	Restoration	If an issue is due to data corruption, content is restored from the most recent backup.	Managed Services Team
14	**Configuration management**		
a	Configuration Identification	Identifying the system or subsystem architecture, components, and its configuration items (CIs) and documenting it in the Configuration Management Database (CMDB)	Managed Services Team
b	Configuration Control	Maintaining the Configuration Management Database (CMDB) with records of all change activity.	Managed Services Team
c	Configuration Verification and Audit	Perform quarterly checks, ensuring that the information contained in the CMDB is an exact representation of the configuration Items (CIs) actually installed in the supported Environments.	Managed Services Team

3.1.6.1 SERVICE REPORTS

The following service reports will be produced:

No.	Report	Details	Frequency
1	Executive Summary	• Accomplishments • Highlights • Low lights and action items • Issues or concerns or risks • Focus areas for continuous improvement	Quarterly
2	Service Adherence Report	• Incident Management report, including SLA report • Service Request report • Change Management report	Quarterly
3	Improvement Initiatives Report	• Problem Statements report	Quarterly
4	Platform Management Report	• Patch Management report • Performance report • Capacity report • Backup report	Quarterly

3.1.7 PRE-REQUISITES

a. A jump host with Linux OS accessible over ssh and with network access to the environment must be provided for accessing the CloudBlue Commerce environment.

b. A jump host with Windows OS accessible over RDP and with network access to the environment must be provided for installing the platform and infrastructure monitoring components.

c. Some Commerce engine or infrastructure monitoring parameters may require additional subscriptions to be enabled or purchased by the Customer if CloudBlue Commerce is hosted in the cloud.

d. Please also see:

    i. [Service Pre-Requisites and Limitations Specific to Infrastructure Management](#)

e. Some services may require additional resources to be deployed or configuration changes in Azure to accommodate service delivery.

3.1.8 SERVICE ACTIVATION

a. Services will be activated within 30 (thirty) days of the applicable SoW Effective Date ("Activation Period"), after which:

    a. Operations Manual will be provided.

    b. Service Reporting will start.

3.1.9 LIMITATIONS, ASSUMPTIONS, GOVERNANCE

a. This Service Description is governed by the applicable Agreement entered into by and between the parties ("**Agreement**").

b. If there is any conflict or inconsistency between any elements of this Service Description and the Agreement, this Service Description shall control.

c. This Service Description, together with any other documents incorporated herein by reference and all related exhibits and schedules, constitutes the sole and entire agreement of the parties to the Agreement with respect to the subject matter contained herein, and supersedes all prior and contemporaneous understandings, agreements, representations, and warranties, both written and oral, with respect to such subject matter.

d. The Services outlined in this Service Description shall be delivered as per the Business Hours of the Customer.

e. Except as the parties may otherwise agree in writing, The Services will be performed remotely.

f. Connect Product Setup and platform Major Upgrades will be performed only after 30 (thirty) days of on-boarding of Managed Services.

g. Testing of environment recovery from backup is to be performed not more frequently than once annually.

h. Please also see:

    a. [Service Pre-Requisites and Limitations Specific to Infrastructure Management](#)

3.1.10 STANDARD SERVICE EXCLUSIONS

a. Development of any custom software or scripts.

b. Implementation, configuration or operations of 3rd party systems or software except as specifically listed.

c. Consultancy for third party systems or software.

d. Deployment of new modules of CloudBlue Commerce. Professional Services can be used for these requirements - see the Service Description for Professional Services at https://www.cloudblue.com/service-description-index/

e. Physical Datacentre related activities, such as Implementation, testing and/or fixing of network equipment, servers, power units or cables.

f. Any communications in languages other than in English.

g. On-site Service delivery.

h. Project management services.

i. Migration of users from external systems.

j. End-customer technical, product or billing support.

k. Please also see:

    i. Service Exclusions Specific to Infrastructure Management

3.1.11 PERFORMANCE METRIC OBJECTIVES AND SLA SPECIFIC TO MANAGED SERVICES

The following performance metric objectives / SLA apply to incident management delivered by Managed Services.

3.1.11.1 SEVERITY LEVEL

Customer must promptly report and classify any issue with the platform in accordance with the following severity guidelines:

Metric	Description	Initial Response	Temporary Resolution
Severity 1	The platform is down, inoperable, inaccessible or unavailable	1 hour	8 hours
Severity 2	An entire component or functionality of the Platform does not work and/or Customer is unable to use it. Significant performance degradation that causes high impact on business operations for a significant number of processed transactions. Once workaround is available and situation is stabilized the issue becomes Severity 3.	2 hours	48 hours
Severity 3	An Error within the Platform in which any of the following occur: the problem is an irritant, affects non-essential functions, has minimal impact to business operations, the problem is localized or has isolated impact, the problem is an operational nuisance, the problem results in documentation errors, or the problem is any other problem that is not a Severity 1 or a Severity 2, but is otherwise a failure of the Platform to conform to its Platform Description.	24 hours	4 Business Days

The following shall apply:

1   "Initial Response" means a response to Customer regarding a reported or discovered Error acknowledging receipt.

2   "Temporary Resolution" means a temporary fix or patch provided, which substantially restores the platform functionality in accordance with its Platform Description.

3   For Severity 2 or Severity 3 cases, if any assistance is required from the CloudBlue Platform Engineering (R&D) team, it will be provided during the following, Monday to Friday from 08:00 AM to 05:00 PM UTC +3 ("R&D Business Hours") only and may from time to time be excluded from any SLA Measurement, as agreed between the parties.

3.1.11.2 MEASUREMENT AND REPORTING

The Managed Services team will engage in review sessions with Customer to analyze any on-going problems (issues) with the platform, analyze the root causes of both resolved and unresolved problems, and explore and employ methods of improving the platform generally.

The Service Level calculation that will be used to measure contractual performance will be:

   a.   The measurement period will be a single calendar month.

b. Elapsed time, that a ticket spends waiting on the Customer, or waiting for a maintenance window, will not be counted as part of the resolution duration, and will have the effect of stopping the clock for the SLA calculation.

c. Should the severity of a ticket be reviewed during its lifecycle, the resolution calculation will commence from the date and time that the new priority become effective.

d. Service issues that occur as part of planned maintenance, and which can be resolved by backing out the maintenance, are not considered in the Performance Measurements.

3.1.11.3   PARTIES RESPONSIBILITIES

a. The Customer is required to provide infrastructure, where applicable; (i) that meets a level of resilience and redundancy that supports the service level requirement for service restoration; (ii) with appropriate maintenance contracts in place; (iii) kept within a reasonable life cycle; (iv) maintain operating systems and database management systems at the then current version and apply all applicable hotfixes and patches, unless otherwise agreed in writing between the parties.

b. Managed Services team will: (i) advise the Customer of any limitations that are perceived as impacting its ability to deliver to the defined Services; (ii) aim to provide the Initial Response and if applicable, the Temporary Resolution 9 out of 10 times within the performance metrics set out.

3.1.12 ESCALATION PROCESS

Level	Contact Method
1	Email the Managed Services team (please refer to the Operations Manual for the email address)
2	Call the hotline (please refer to the Operations Manual for the phone numbers)
3	Email Service Account Manager
4	Email Technical Account Manager

3.1.13 SKU LIST

The following table defines SKUs and metrics for the Services in this chapter:

Service Offerings	SKU #	Metric	Notes
Managed Services – Starter	CB-OS.MS-STRT-1M	Monthly	
Managed Services – Agility	CB-OS.MS-AGLT-1M	Monthly	
Managed Services – Power	CB-OS.MS-POWR-1M	Monthly	
Managed Services – Performance	CB-OS.MS-PERF-1M	Monthly	
Infrastructure Management Add-Ons	**SKU #**	**Metric**	**Notes**
Azure Infrastructure Management – Small Size	CB-OS.MS-AIM-1M	Monthly	
Azure Infrastructure Management – Medium Size	CB-OS.MS-AIM-M-1M	Monthly	
Azure Infrastructure Management – Large Size	CB-OS.MS-AIM-L-1M	Monthly	
Azure Infrastructure Management – Extra Large Size	CB-OS.MS-AIM-XL-1M	Monthly	
Azure Infrastructure Management – Additional VM	CB-OS.MS-AIM-1-1M	Monthly	
Add-Ons for Offering Inclusions	**SKU #**	**Metric**	**Notes**
Managed Services – Product Lifecycle Management – Additional Connect Product Package	CB-OS.MS-ECPP-1M	Monthly	
Managed Services – Product Lifecycle Management – Additional Standalone Connector	CB-OS.MS-ESC-1M	Monthly	
Managed Services – Platform Configuration Management – Additional 10 Service Requests	CB-OS.MS-ESR-1M	Monthly	
Managed Services – Connect Product Setup	CB-OS.MS-ECPS-1M	Monthly	
Other Add-Ons	**SKU #**	**Metric**	**Notes**
Managed Services – Additional OpCo Management	CB-OS.MS-EOC-1M	Monthly	
Managed Services – Additional Marketplace Management	CB-OS.MS-EM-1M	Monthly	
Managed Services – Value Added Reseller Setup	CB-OS.MS-EVRS-1M	Monthly	

3.1.14 DEFINITIONS

a. Capitalized terms used in this Service Description, and not otherwise defined in the Agreement or in the applicable SoW, have the meanings given below.

b. In this Service Description, the term "you" or "your" refers to the Customer.

Capitalized term	Description
Production Environment	A revenue-generating platform environment,
Staging Environment	A non-production, non-revenue-generating environment used by developers to model impacts to Customer environment or test upgrades.
Operating Company (or OpCo)	A separate company, entity or a business unit using the same Production Environment to manage commercial relationships with a separate customer base, segment, channel or country.
Standalone Connector	A CloudBlue Commerce component that is either a standard or a custom application packaged using classic Application Packaging Standard (APS), which directly integrates CloudBlue Commerce with third-party systems and services external to CloudBlue Commerce for the purpose of provisioning and management of products and services.
CloudBlue Connect (or Connect)	A cloud-based self-onboarding framework for service vendors and service providers that provides a simple, cost effective and accelerated way to offer new and manage lifecycle of existing service integrations and to replace the complexity of classic Application Packaging Standard (APS) package design, development, testing, certification and publishing.
Connect Connector (or Connect Product Package)	Product Package as defined by CloudBlue Connect documentation at https://connect.cloudblue.com/community/extensions/cloudblue-commerce/product-package/
Connector	Either a Standalone Connector or a Connect Connector.
Pre-work (or Product Platform Requirements) (or PPR)	A document containing configuration information for a product or a reseller, necessary to perform the desired implementation work.
User	Customer, or an employee, contractor or third-party supplier of the Customer that uses the Service.
Business Day	Monday to Friday excluding national statutory holidays of the Customer.
Business Hours	8:30 am to 5.30 pm, on Business Days.

3.2 FOR PRODUCTS AND SERVICES OTHER THAN CLOUDBLUE COMMERCE

3.2.1 GO-TO-MARKET AUTOMATOR SUBSCRIPTION

Ongoing Go-to-Market Automator Subscription is for Customers who have a demand to use Go-to-Market Automator and/or Builder products.

3.2.1.1 SOLUTION INCLUSIONS

a. Licensing for the users of Customer's account (for both internal teams and partners/vendors). "User" in this context, is understood to be any person who requires a unique login.

b. Content and technical support for Go-to-Market Automator/Builder.

c. Hosting of Customer's domain/subdomain for Go-to-Market Automator/Builder.

3.2.1.2 SOLUTION LIMITATIONS

a. Five hundred (500) users are included. Additional users are charged extra.

b. The Services will be performed remotely from CloudBlue or its subcontractors' or other third parties' facilities. Each party agrees to make available all reasonably necessary resources to enable CloudBlue or its subcontractors or other third parties to perform the Services.

3.2.1.3 SOLUTION EXCLUSIONS

a. Development of any custom software or scripts.

b. Implementation, configuration or operations of 3rd party systems or software except specifically listed.

c. Deployment or configuration of any virtual infrastructure (virtual machines, networking, cloud-native services) beyond explicitly specified. Professional Services can be used for these requirements - see the Service Description for Professional Services at https://www.cloudblue.com/service-description-index/

d. Physical Datacentre related activities, such as Implementation, testing and/or fixing of network equipment, servers, power units or cables.

e. Any communications in languages other than in English.

3.2.2 SKU LIST

The following table defines SKUs and metrics for the Services in this chapter:

More Services	SKU #	Metric	Notes
Go-to-Market Automator Subscription	CB-MS.GTMA-S-1M	Monthly	

4 SUPPORT SERVICES

Support Services are provided to meet the needs of Customers that require reactive Services to assist with the fault resolution and diagnosis of the platform.

4.1 FOR CLOUDBLUE COMMERCE

1. Support Levels

a. The table below lists available support levels. They have the same service scope, but different numbers of included tickets:

Support Service	Number of Tickets	Metric
Support Service – CloudBlue Commerce Support Level 1	1 to 100	Per Annum
Support Service – CloudBlue Commerce Support Level 2	101 to 250	Per Annum
Support Service – CloudBlue Commerce Support Level 3	250 to 1000	Per Annum

b. At the end of each Support Service Statement of Work (SoW) term, a status review of Customer's qualification to a Support Level will occur, based on the consumption of tickets. If Customer's tickets consumption falls outside the boundaries of the applicable Level for the applicable Statement of Work Term, then Customer will be required to upgrade or to downgrade to the higher or the lower level, whichever is applicable.

c. In the unlikely event of Customer's requirement for more tickets than included in the top level, a custom offer shall be put in place.

2. Ticket Counting Rules

The following ticket counting rules apply:

Type of Ticket	Counts As
Upgrade or Hotfix Deployment Requests	0
Product Bug	0
Out of Scope / Rejected	0
Anything Else	1

3. Service Inclusions

The Support team assists with various incidents and support tasks. The following Services will be provided:

a. How-to requests – Providing guidance on platform operations and functionality.

b. 24/7 incident support – Reactive assistance with issues resolution.

c. Access maintenance – Maintaining access details to Customer's infrastructure in actual state (server names, IP addresses, passwords, remote access ports, etc.), maintaining VPN clients and other remote access software.

d. Customer contact details maintenance – Keeping phone numbers, emails, contact hours updated for primary and emergency contacts.

e. Connectors support – Includes:

    i. Support of Standalone Connectors.

    ii. Support of all aspects of the integration of CloudBlue Commerce and CloudBlue Connect.

f. Platform major upgrades – In case Customer does not have a TAM, basic upgrade assistance is included – Providing on-demand assistance with preparations, assistance with resolution of upgrade blockers that do not require project management, upgrade execution, basic post upgrade platform operations assessment.

4. Service Assumptions and Limitations

a. Connect Product Packages managed by CloudBlue are supported by CloudBlue Connect Support.

b. Connect Product Packages managed by independent Vendors are supported by the respective Vendors.

4.2　FOR CLOUDBLUE CONNECT

4.2.1　STANDARD SUPPORT

Standard Support for CloudBlue Connect is the default support offering that is included within the CloudBlue Connect Platform Agreement, at no additional cost, for assistance in identifying and resolving Errors (in accordance with the Response Times set forth) and to answer questions related to the operational use of the platform. As used herein, "Error" means a defect in the platform that prevents it from: (i) substantially performing according to the Platform Description; (ii) operational and functionality defects; (iii) security defects; (iv) bugs.

1. **Inclusions**

   a. Standard Support – Monday to Friday from 6:00 AM to 6:00 PM UTC+3

   b. Support requests can be raised via a web-based system available in Provider and Vendor portals of CloudBlue Connect – see https://connect.cloudblue.com/community/help/contact-support/ for details.

   c. Further communications on support requests can be done via the same web-based system or e-mail. Phone calls or remote meetings can also be arranged when necessary.

2. **Limitations**

   a. Standard Performance Metric Objectives do not apply to this support offering. The Connect Support team aims to provide an initial response within 1 (one) Business Day of submitting the support request.

3. **Exclusions**

   a. No inbound phone support is available;

   b. Standard Support Service Exclusions apply.

4.3   SOLUTION LIMITATIONS

The following are the limitations of the scope of all support solutions:

a.   Except as the parties may otherwise agree in writing, CloudBlue will perform the Services remotely from CloudBlue or CloudBlue's subcontractors' or other third parties' facilities. Each party agrees to make available all reasonably necessary resources to enable CloudBlue or its subcontractors to perform the services.

4.4   SOLUTION EXCLUSIONS

The following are outside of the scope of all support solutions:

a.   Custom software development.

b.   Implementation, configuration or operations of 3rd party systems or software except listed in the applicable SoW.

c.   Physical Datacenter related activities, such as Implementation, testing and/or fixing of network equipment, servers, power units or cables.

d.   Individual services such as New Module implementation, customization, migration or deployment and/or administration tasks to non-CloudBlue 3rd party software packages, or similar services are not covered by CloudBlue's support.

e.   Project Management services are not included in this Service.

f.   Support in languages other than in English.

4.5   SKU LIST

The following table defines SKUs and metrics for the Services in this chapter:

Support Services for CloudBlue Commerce	SKU #	Metric	Notes
Support Service – CloudBlue Commerce Support Level 1	CB-MS.CBCS-L1-1Y	Annual	
Support Service – CloudBlue Commerce Support Level 2	CB-MS.CBCS-L2-1Y	Annual	
Support Service – CloudBlue Commerce Support Level 3	CB-MS.CBCS-L3-1Y	Annual	
Support Services for CloudBlue Connect	SKU #	Metric	Notes
Support Service – CloudBlue Connect Standard Support	CB-MS.CS-S-1Y	Annual	

4.6   PERFORMANCE METRIC OBJECTIVES SPECIFIC TO SUPPORT SERVICES

CloudBlue will provide the following Services for the platform:

a.   24 x 7 x 365 telephone and email support for assistance in identifying and resolving Errors (in accordance with the severity levels and response times set forth) and to answer questions related to the operational use of the platform. As used herein, "Error" means a defect in the platform that prevents it from (i) substantially performing according to the Platform Description; (ii) operational and functionality defects; (iii) security defects; (iv) bugs.

b.   Customer will promptly report all Errors, including performance degradation, by opening a support ticket or contacting Support, the ("Support Incidents"). Such an Error should be reproducible at the time of creation, so an investigation can be immediately performed thereafter.

4.6.1   SEVERITY LEVEL

Customer must promptly report and classify to CloudBlue any Error with the platform in accordance with the following incident severity guidelines:

Metric	Description	Initial Response	Temporary Resolution
Severity 1	The Platform is down, inoperable, inaccessible or unavailable	1 hour	8 hours
Severity 2	An entire component or functionality of the Platform does not work and/or Customer is unable to use it. Significant performance degradation that causes high impact on business operations for a significant number of processed transactions. Once workaround is available and situation is stabilized the issue becomes Severity 3.	2 hours	48 hours
Severity 3	An Error within the Platform in which any of the following occur: the problem is an irritant, affects non-essential functions, has minimal impact to business operations, the problem is localized or has isolated impact, the problem is an operational nuisance, the problem results in documentation errors, or the problem is any other problem that is not a Severity 1 or a Severity 2, but is otherwise a failure of the Platform to conform to its Platform Description.	24 hours	4 Business Days

The following shall apply:

4   "Initial Response" means a response from CloudBlue to Customer regarding a reported or discovered Error acknowledging receipt.

5   "Temporary Resolution" means a temporary fix or patch provided which substantially restores the platform functionality in accordance with its Platform Description.

6   If any assistance is required from the CloudBlue Platform Engineering (R&D) team for (i) Severity 2; (ii) or Severity 3; Support Incidents, it will be provided only during the following hours, Monday to Friday from 08:00 AM to 05:00 PM UTC +3, the ("R&D Business Hours") and such Support Incidents may from time to time be excluded from any SLA Measurement as agreed between the parties.

4.6.2   MEASUREMENT AND REPORTING

CloudBlue will engage in review sessions with customer to analyze any on-going problems with the platform, analyze the root causes of both resolved and unresolved problems, and explore and employ methods of improving the platform generally.

The Service Level calculation that will be used to measure contractual performance will be:

a. The measurement period will be a single calendar month.

b. Elapsed time, that a ticket spends waiting on the Customer, or waiting for a maintenance window, will not be counted as part of the resolution duration, and will have the effect of stopping the clock for the SLA calculation.

c. Should the severity of a ticket be reviewed during its lifecycle, the resolution calculation will commence from the date and time that the new priority become effective.

d. Service issues that occur as part of planned maintenance, and which can be resolved by backing out the maintenance, are not considered in the Performance Measurements.

4.7   PARTIES RESPONSIBILITIES

Customer is required to provide:

a. Remote access to platform for the purposes of gathering data to assist in the delivery of the Services described herein.

b. All necessary resources to support acceptance testing, troubleshooting, and implementation of the platform.

c. A Platform (i) maintained at the then current version or version leading up to current as described in the CloudBlue lifecycle policy located at https://www.cloudblue.com (ii) and where hotfixes or patches will be applied in a timely manner.

d. Infrastructure, where applicable: (i) that meets a level of resilience and redundancy that supports the service level requirement for service restoration; (ii) with appropriate maintenance contracts in place; (iii) kept within a reasonable life cycle; (iv) maintain operating systems and database management systems at the then current version and all applicable hotfixes and patches are applied, unless otherwise agreed in writing between the parties.

e. Licensed software

CloudBlue will: (i) advise Customer of any limitations that are perceived as impacting ability to deliver to the defined Services; (ii) aim to provide the Initial Response and if applicable the Temporary Resolution 9 out of 10 times within the performance metrics set out.

If CloudBlue relies on a third party (who is its own direct or indirect supplier) to resolve an issue, then it will ensure that the arrangements that it has in place with that third party are materially consistent with the Services offered.

For clarity, use of any direct or indirect supplier by CloudBlue will not relieve it of its responsibility to provide the Services in accordance with the agreed Services.

The performance metrics measure the resolution time of incidents where support solutions is accountable for the investigation and resolution of an incident or where Support Service escalates to an approved third party for incidents outside the supported applications.

Customers will reasonably assign the Severity level of each support request. That level may change afterwards, if agreed by both parties. That level may change as the support request progresses to resolution.

Service issues that occur as part of planned maintenance, and which can be resolved by backing out the maintenance, are not considered in the Performance Measurements.

4.8 ESCALATION PROCESS

If Customer has not been contacted within the agreed Service Level after a ticket has been submitted, the following escalation path shall be used:

Level	Contact Method
1	Log an incident ticket online
2	Call the support hotline
3	Email the support management group
4	Email Technical Account Manager

4.9 DEFINITIONS

Capitalized terms used in this chapter, and not otherwise defined in the Agreement or in an applicable SoW, have the meanings given below.

Capitalized term	Description
Production Environment	A revenue-generating platform environment.
Staging Environment	A non-production, non-revenue-generating environment used by developers to model impacts to Customer environment or test upgrades.
Operating Company (or OpCo)	A separate company, entity or a business unit using the same Production Environment to manage commercial relationships with a separate customer base, segment, channel or country.
Standalone Connector	A CloudBlue Commerce component that is either a standard or a custom application packaged using classic Application Packaging Standard (APS), which directly integrates CloudBlue Commerce with third-party systems and services external to CloudBlue Commerce for the purpose of provisioning and management of products and services.
CloudBlue Connect (or Connect)	A cloud-based self-onboarding framework for service vendors and service providers that provides a simple, cost effective and accelerated way to offer new and manage lifecycle of existing service integrations and to replace the complexity of classic Application Packaging Standard (APS) package design, development, testing, certification and publishing.
Connect Connector	Product Package as defined by CloudBlue Connect documentation at https://connect.cloudblue.com/community/extensions/cloudblue-commerce/product-package/
Connector	Either a Standalone Connector or a Connect Connector.

5 ACCELERATION SERVICES

Acceleration Services are an end-to-end turnkey customer-experience enabled support program, comprising of call center agents and labor management, call center agent automation and intelligence, analytics, support automation and technology.

Acceleration Services are provided based on both the number of intended uses and the scope of required assistance, as further described in the applicable SoW, and may be rendered over the telephone, via chat, through a remote connection, or through email. Acceleration Services are separated into two categories, namely Business and Enterprise

5.1 COMMON SKU DESCRIPTIONS

The following table defines Service Description, SKUs and metrics used in this document:

Description	SKU #	Metric
Productivity Suite Installation & Tutorial (Business)	CB-MS.PCS-AP-1T	One-Time Charge / Per User
Productivity Support (Business)	CB-MS.PCS-PB-1M	Monthly Service Charge / Per User
SaaS Installation & Tutorial (Business)	CB-MS.PCS-AT-1T	One-Time Charge / Per User
SaaS Support (Business)	CB-MS.PCS-AV-1M	Monthly Service Charge / Per User
Mobile Device Manage Installation & Tutorial (Business)	CB-MS.PCS-MO-1T	One-Time Charge / Per User
Mobile Device Manage Support (Business)	CB-MS.PCS-MS-1M	Monthly Service Charge / Per User
Email Migrations (Business)	CB-MS.PCS-EM-1T	One-Time Charge / Per User
Productivity Support (Enterprise)	CB-MS.PCS-PE-1M	Monthly Service Charge / Per User
Office 365 JumpStart Service (Enterprise)	CB-MS.O365E-JS-1T	One-Time Charge / Per Enterprise
Office 365 Migration Service (Enterprise)	CB-MS.O365E-MGR	One-Time Charge / Quoted
Office 365 Managed Service (Enterprise)	CB-MS.O365E-MNG	Monthly Service Charge / Quoted

5.2 MINIMUM COMMITMENT

The Premium Services are subject to the monthly commitments ("Minimum Commitment"). For the purposes of clarification, the total value of all Premium Services sold in a given month are counted towards the fees payable. However, if in each billing month, the Premium Services Fees calculated are below the Minimum Commitment, then Customer will pay to CloudBlue the minimum commitment fee. If Customer's monthly total exceeds the minimum commitment, then the higher fee is paid by Customer to CloudBlue.

Please Note: Any fees payable by Customer to CloudBlue for Services related to Assisted Sales are not included in the Premium Services minimum commitment calculation, as these are a separate services offering.

5.3 PREMIUM SERVICES - SERVICE ACTIVATION

CloudBlue will perform the following Services during the implementation phase, prior to the launch of the Services. These meetings and operational engagements will ensure the clear definition of customer's requirements and alignment with the scope of Services, as outlined in the Service Description as well as the design of Customer specific flows and operations to ensure readiness for launch and a structure to ensure continuous improvements during production:

a. Assistance with program design and Customer flows.

b. Creation of the Operational Manual and Engagement Manual.

c. Program management and oversight.

d. Backend training and ramp of support teams for Customers specific operational requirements.

e. Front line sales collateral and remote training for how to present and book a DTS for an end user.

f. Create operational contact, teams and cadence for regular meeting leading up to launch and post launch

g. Program and metric tracking post launch.

h. Daily management and oversight of the Service delivery operations.

5.4 PRODUCTIVITY SUITE INSTALLATION & TUTORIAL (BUSINESS)

This Service is provided only through Single Assistance SKUs and includes one (1) session with a CloudBlue support agent for one (1) end user with regards to one (1) Select Productivity Suite Product.

The Service is a one-on-one training and tutorial session, during which the support agent will show the end user how to activate, install (where applicable) and use the basic features of a given Select productivity suite Product.

Productivity Suite Training and Application Installation Service may include "leave behinds" with information on the use of the Select Product that the end user can reference or send to others inside of their organization. The end user will have a chance to ask any questions they might have about the Select Product in question.

CloudBlue technicians will assist the Customer with the license assignment, installation of Office applications on their desktop, and when applicable, initiate the automated deployment of Microsoft Office365 to the other employees in the organization.

Support will also give the Customer a tutorial on use of the applicable Microsoft product listed, initiate a document upload to OneDrive and answer any questions the Customer might have on the use of the product. This Service includes the following:

   a.   Assignment of licenses.

   b.   Installation of the Office applications to the Customer's computer.

   c.   Initiate the automated deployment of the Office applications to the other employees in the company.

   d.   Initiate the upload of a document into One Drive.

   e.   High level tutorial on the use of Office applications answering any questions the Customer might have.

This one time, on-demand service will be limited to deployment, installation and the tutorial of the desktop Office suite. Any "how-to" guidance after the installation or with data and email migration will be directed to other on-demand or recurring support offerings.

Supported Products:

   a.   Microsoft Office365 for Business

   b.   Microsoft Office365 for Business Essential

   c.   Microsoft Office365 for Business Premium

   d.   G-Suite Basic

   e.   G-Suite Business

5.5   PRODUCTIVITY SUITE SUPPORT (BUSINESS)

This Service is provided only as part of Subscription SKUs and provides access to a CloudBlue support agent that will provide technical assistance on the use. This Service covers tier 1 (end user assistance), tier 2 (admin support) and tier 3 (managed escalations for technical support issues that require intervention from relevant software manufacturers) technical Support Services, which are further described in the applicable documentation. Premium Productivity Suite Support is available on a 24/7 basis.

This Service also includes a managed collection of self-help resources related to the applicable productivity suite that platform partner can make available to their end users. The Ingram Micro Premium Productivity Suite Support offering is a turnkey, technical support offering that enables platform partners to meet Microsoft CSP support requirements and differentiate their Microsoft Office365 offering by providing their end users 24/7, white-glove technical support for issues related to the use of Microsoft Office365. This Service includes the following:

a. Break-Fix Support where a product was designed to work the way it is expected to be, and it is not functioning correctly, CloudBlue will support and assist the Customer to fix and resolve the issue, unless identified as being out of scope (see exclusions below).

b. Send welcome emails to new end-customers with links and attachments to resources that will assist them in the account activation process.

c. Providing preliminary support and assistance to end-customers with general Microsoft Office365 queries and providing guidance on finding resources that enable them to resolve their technical issues.

d. Upsell on demand services when appropriate.

e. Providing preliminary support and assistance to end-customers in integrating their Microsoft Office365 applications to other applications and systems to the extent possible.

f. Aiding and guidance to administrators or end users with the management of their 0365 license and or configuration of their Microsoft Office365 suite of applications.

g. Managed escalations to Microsoft if the issue require the intervention of Microsoft in order to resolve.

Service Exclusions

a. Requests related to data deletion either due to an expired Microsoft Office365 subscription, cancelation, data corruption or data deletion linked to a retention policy, and any services or support offerings that are sold separately as an on-demand service (Example: Migrations, Onboarding and setup).

b. Microsoft Office365 Backup or Recovery.

c. Design and or creating materials (document, presentations files, etc).

d. Resetting of administrator's passwords.

e. Support of issues related to Active Directory, ADSF or hybrid configurations of Office 365.

f. Support of add-ons, software or other technology not included in Microsoft Office365.

g. On-premise support or hardware related issues – should a Customer's request for assistance require a technician to be physically present to resolve, this will be deemed as out of scope.

h. The technician will guide the customer to a resolution path (example: "You need to replace your hard drive").

i. Configuration of any client applications other than Microsoft Office365 on mobile devices and mobile operating systems.

Supported Products

a. Microsoft Office365 for Business

b. Microsoft Office365 for Business Essential

c. Microsoft Office365 for Business Premium

d. G-Suite Basic

e. G-Suite Business

5.6 SAAS INSTALLATION & TUTORIAL (BUSINESS)

CloudBlue's Cloud Onboarding Services are customizable, recurring and on demand technical support offerings, designed for specific Cloud / SaaS products from the Ingram Micro (CloudBlue) catalogue. The Service includes a remote 1:1 session with the Customer, where Ingram Micro will install, configure or deploy the Cloud / SaaS product while giving the Customer a tutorial that explains and outlines the features and functionality of the product. The duration of the tutorial will be approximately 20-25 minutes.

This Service includes the following:

a.   Assignment of licenses.

b.   Installation and or configuration of the Cloud product.

c.   Assistance with the set up and configuration of any administrative features or functionality

d.   High level tutorial on the use of Cloud / SaaS product, answering any questions the Customer might have about the use or functionality of the product.

This one time, on-demand service will be limited to deployment, installation, configuration and the tutorial of the Cloud / SaaS product. Any "how-to" guidance after the installation or related to the migration from any other product or application will not be considered as being in scope.

Supported Products

a.   Symantec Endpoint Protection

b.   McAfee Endpoint Protection

c.   Sophos

d.   DoForms

e.   Deputy

f.   Box

g.   DropBox

h.   DocuSign

i.   QuickBooks Online

5.7 SAAS SUPPORT (BUSINESS)

CloudBlue's Premium Customer Support offering is a turnkey, technical support offering that enables platform partners to provide break / fix support and differentiate their Cloud / SaaS product offerings by providing their end users with 24/7, white glove technical support for issues related to the use of Cloud / SaaS products purchased from the Platform Partner. This Service includes the following:

a. Break-Fix Support where a product was designed to work the way it is expected to be, and it is not functioning correctly, CloudBlue will support and assist the Customer to fix and resolve the issue, unless identified as being out of scope (see exclusions below).

b. Send welcome emails to new Customers with links and attachments to resources that will assist them in the account activation process

c. Providing preliminary support and assistance to Customers with general Cloud / SaaS product queries and providing guidance on finding resources that enable them to resolve their technical issues.

d. Upsell on demand services when appropriate

e. Providing preliminary support and assistance to Customers, when required, with installing and configuring Cloud / SaaS applications that they have purchased from the Platform Partner.

f. Aiding and guidance to administrators or end users with the management of their Cloud / SaaS product licenses.

g. Managed escalations to the appropriate Vendor if the issue requires the intervention of the Vendor in order to resolve.

Service Exclusions

a. Any services or support offerings that are sold separately as an on-demand service (for example: Migrations, On-boarding and setup)

b. Initiating or running any of the applications on behalf of the Customer.

c. Design and or creating materials (document, presentations files etc.)

d. Resetting of administrator's passwords

e. Support of issues related to the interaction of the Cloud / SaaS product and an unsupported software or technology.

f. Support of add-ons, software or other technology not covered in the scope of Cloud / SaaS product Support.

g. On-premise support or hardware related issues – should a Customer's request for assistance require a technician to be physically present to resolve, this will be deemed as out of scope.

h. Configuration of any client applications other than the support Cloud / SaaS product on mobile devices and mobile operating systems.

Supported Products

a. Symantec Endpoint Protection

b. McAfee Endpoint Protection

c. Sophos

d. DoForms

e. Deputy

f. Box

g. DropBox

h. DocuSign

i. QuickBooks Online

5.8   MDM INSTALLATION & TUTORIAL (BUSINESS)

The Mobile Device Management (MDM) installation and Tutorial service provides expertise and guidance for the set up and use of MDM endpoint management features. The Customer can call and receive a one (1) hour 1:1 session with a premium care agent to provide education and assistance on basic MDM service configurations and functions including device enrollment, policy configuration and application management. This Service includes the following:

a.   Understand customer use cases and investigate upfront (Discovery questions)

b.   Ensure customer gets through login and quick start guide

c.   Understand navigation of the portal

d.   Enroll initial couple of devices

e.   Setup a default policy

f.   Understand how to push an app, run reports, basic device actions (lock/locate/wipe, etc.)

g.   Understand where the help/support links are, support videos, knowledgebase, etc. to help with use cases/issues as they come up.

h.   Up to 1 hour of 1:1 remote support and assistance with a premium care agent for assistance with the setup and configuration of their MDM client.

Solution Exclusions

a.   Any support or service that cannot be delivered remotely

b.   Any defaults in the customers hardware or hardware OS

c.   Updating endpoint devices

d.   Onboarding customers with 51+ devices / licenses

Supported Applications

a.   IBM MaaS360

b.   VMware Airwatch

c.   Soti

d.   Jamf

5.9 MDM SUPPORT (BUSINESS)

CloudBlue's Cloud Premium Support offering is a turnkey, technical support offering that enables platform partners to provide break / fix support and differentiate their Cloud / SaaS offerings by providing their end users with 24/7, white glove technical support for issues related to the use of Cloud / SaaS products purchased from the Platform Partner.

This solution includes the following:

   a. Break-Fix Support where a product was designed to work the way it is expected to be, and it is not functioning correctly, CloudBlue will support and assist the customer to fix and resolve the issue, unless identified as being out of scope (see exclusions below).

   b. Send welcome emails to new Customers with links and attachments to resources that will assist them in the account activation process

   c. Providing preliminary support and assistance to Customers with general MDM queries and providing guidance on finding resources that enable them to resolve their technical issues.

   d. Upsell on demand services when appropriate

   e. Providing preliminary support and assistance to Customers, when required, with installing and configuring MDM applications that they have purchased from the Platform Partner.

   f. Aiding and guidance to administrators or end users with the management of their MDM licenses.

   g. Managed escalations to the appropriate ISV if the issue requires the intervention of the ISV in order to resolve.

Solution Exclusions

   a. Any solutions or support offerings that are sold separately as an on-demand service (for example: Migrations, On-boarding and setup)

   b. Initiating or running any of the applications on behalf of the Customer.

   c. Design and or creating materials (document, presentations files etc.)

   d. Resetting of administrator's passwords

   e. Support of issues related to the interaction of the Cloud / SaaS and an unsupported software or technology.

   f. Support of add-ons, software or other technology not covered in the scope of MDM Support.

   g. On-premise support or hardware related issues – should a Customer's request for assistance require a technician to be physically present to resolve, this will be deemed as out of scope.

   h. Configuration of any client applications other than the MDM support on mobile devices and mobile operating systems.

Supported Applications

   a. IBM MaaS360

   b. VMware Airwatch

   c. Jamf

   d. Soti

5.10 EMAIL MIGRATION (BUSINESS)

This Solution is provided only through Single Assistance SKUs and covers one (1) end user training session, and it includes a managed migration of email mailbox data from a compatible source system into nominated email account. The managed migration of email mailbox data covers an information collection session that may be done live with a CloudBlue support agent by phone, or via chat or completed by the end user directly, using an online form (as applicable). Once the required information for the migration has been collected and validation of all requirements has been completed, the copy of the source data (data migration) to the end user's account may begin.

The actual data migration will occur at a scheduled time, but its duration will vary based on the limitations of the source systems infrastructure, bandwidth, as well as other factors. For example, the response time by end users who are required to take certain actions to facilitate the migration. End users are responsible for the purchase of relevant email supported product subscriptions (as applicable).

The pricing for the Email Migration Support is subject to a minimum number of mailboxes per migration project. As such, authorized end customers and/or end users will be required to purchase Email Migration Support Services for the defined minimum number of mailboxes, even if the actual number of mailboxes to be migrated is below such number. Email Migration Support is available on a 24/7 basis. CloudBlue's full Service, white glove, Email Migration offering ensures a seamless and secure migration of the Customers' existing email data to their new productivity suite.

This Service includes an initial information collection and planning session with the end-customer administrator, the migration of email data, access to support during the migration window and an optional tutorial session with the administrator at the end of the migration process. This solution also includes the following:

a. Discovery of email accounts, aliases, distribution groups, public folders and shared mailboxes to verify migration plan with administrator prior to migrating.

b. Microsoft Office365 Account Provisioning and user licensing.

c. Migration of data from supported source system to nominated (See Supported Product) account.

d. DNS configurations to ensure email switchover to nominated (See Supported Product) account.

e. Configuration of Active Directory service (some restrictions apply).

f. Outlook application setup.

g. Instructions to end users on how to configure mobile devices.

h. Quality assurance and mail flow checks.

i. Post migration sweep of source mail server hourly for forty-eight (48) hours.

j. End user and point of contact communications throughout the project.

k. Project coordination.

l. No minimum annual commitment.

m. Minimum of four (4) mailboxes per migration.

n. Some restrictions apply to migrations from Google Mail, Lotus Notes, Groupwise and Zimbra as mail sources.

o. Some restrictions also apply to versions of Outlook 2007 and older versions of Outlook.

p. Active Directory sync is not included.

Supported Products

a. Microsoft Office365 for Business, Microsoft Office365 for Business Essential, Microsoft Office365 for Business Premium, G-Suite Basic, G-Suite Business

5.11 PRODUCTIVITY SUITE SUPPORT (ENTERPRISE)

This Service is provided only as part of Subscription SKUs and provides access to an CloudBlue support agent that will provide technical assistance on the use. This Service covers tier 1 (End User assistance), tier 2 (admin support) and tier 3 (managed escalations for technical support issues that require intervention from relevant software manufacturers) technical Support Services are further described in the applicable documentation. Premium Productivity Suite Support is available on a 24/7 basis.

This Service also includes a managed collection of self-help resources related to the applicable productivity suite that platform partner can make available to their end users. Ingram Premium Productivity Suite Support offering is a turnkey, technical support offering that enables platform partners to meet Microsoft CSP support requirements and differentiate their Microsoft Office365 offering by providing their end users with 24/7, white-glove technical support for issues related to the use of Microsoft Office365. This Service also includes the following:

a. Break-Fix Support where a product was designed to work the way it is expected to be, and it is not functioning correctly, CloudBlue will support and assist the Customer to fix and resolve the issue, unless identified as being out of scope (see exclusions below).

b. Send welcome emails to new Customers with links and attachments to resources that will assist them in the account activation process.

c. Providing preliminary support and assistance to Customers with general Microsoft Office365 queries and providing guidance on finding resources that enable them to resolve their technical issues.

d. Upsell on demand services when appropriate.

e. Providing preliminary support and assistance to Customers in integrating their Microsoft Office365 applications to other applications and systems to the extent possible.

f. Aiding and guidance to administrators or end users with the management of their 0365 license and or configuration of their Microsoft Office365 suite of applications.

g. Managed escalations to Microsoft if the issue require the intervention of Microsoft in order to resolve.

Service Exclusions

a. Requests related to data deletion either due to an expired Microsoft Office365 subscription, cancelation, data corruption or data deletion linked to a retention policy.

b. Any services or support offerings that are sold separately as an on-demand service (for example: Migrations, Onboarding and setup).

c. Microsoft Office365 Backup or Recovery.

d. Design and or creating materials (document, presentations files, etc).

e. Resetting of administrator's passwords.

f. Support of issues related to Active Directory, ADSF or hybrid configurations of Office 365.

g. Support of add-ons, software or other technology not included in Microsoft Office365.

h. On-premise support or hardware related issues – should a Customer's request for assistance require a technician to be physically present to resolve, this will be deemed as out of scope. The technician will guide the Customer to a resolution path (for example: "You need to replace your hard drive").

i. Configuration of any client applications other than Microsoft Office365 on mobile devices and mobile operating systems.

Supported Products

a. Microsoft Office 365 E1, Microsoft Office 365 E3, Microsoft Office 365 E5, G-Suite Enterprise

5.12 OFFICE 365 ENTERPRISE JUMPSTART (ENTERPRISE)

This service provides a comprehensive migration planning Service to help organizations smoothly prepare to transit to Microsoft Office 365 from any software configuration, be it on-premises, cloud or hybrid.

Our Office 365 consulting practice will develop a plan that guides Customers through the entire migration and ensures that the migrated solution functions appropriately and meets collaboration expectations of all user groups with the delivery of a Detailed Office 365 migration report that includes:

a.   Individual Mailboxes and Aliases

b.   Shared Mailboxes and Public Folders

c.   Distribution Groups

The Detailed Office 365 migration report includes recommendations on license types and quantities to meet the Customer's business objectives, Identify and discuss potential source server and DNS-related issues that may impact the project which includes;

a.   Directory integration

b.   How to migrate; order of migration, tools required

c.   Next steps, including Professional Services option to produce detailed technical design and migration plan

At the beginning of the migration engagement, CloudBlue performs the creation of the Detailed Office 365 migration report to gather and capture information about the customer's existing IT environment. This discovery activity provides a comprehensive and up-to-date record of the technology solutions implemented by Customer organization.

Solution Exclusions

a.   On-premises infrastructure servers and components

b.   Network architecture and DNS

c.   Authentication solutions

d.   Directory design

e.   Bandwidth

f.   Mail routing

g.   Certificates

h.   Hardware and software

i.   Mail and other client applications

j.   Mail archiving and compliance

k.   Mobile devices

Supported Products

a.   Microsoft Office 365 E1, Microsoft Office 365 E3, Microsoft Office 365 E5

5.13 OFFICE 365 MIGRATION SOLUTION (ENTERPRISE)

Based on Detailed Office 365 migration report the migration is primarily focused on the steps required to move users to Office365. The following are the key deployment tasks and events that are delivered during this offering:

a. Assign licenses to users

b. Issue final communications to end users

c. Migrate mailbox data

d. Migrate existing collaboration documents

e. Change DNS records

f. Configure mobile phones and devices for Office 365

g. Perform post-migration service testing

Solution Exclusions

a. Office 365 Consulting

b. Office 365 Training

c. DirSync/SSO ADFS Configuration

d. Data Migration

e. Managed Services for Office 365

Supported Products

a. Microsoft Office 365 E1, Microsoft Office 365 E3, Microsoft Office 365 E5, G-Suite Enterprise

5.14 OFFICE 365 MANAGED SERVICES (ENTERPRISE)

This Solution provides responsive, expert support for the full range of Office 365 features:

a. Submit tickets by calling, emailing, web portal, or via automated systems alerts to Office 365 24x7 Managed Service as a single point of contact for all Office 365 support

b. Administrators decrease ongoing administrative burden of managing and monitoring customer Office 365 environment, freeing Customer team to focus on business initiatives.

c. Every incident, problem, known error, and request is documented in our enterprise-grade ticketing system for proper tracking and reporting.

d. Priority and impact guide the triage of incidents, problems, requests, and known errors to escalation points that best fit your organization's preferences within SLA guidelines

e. Effective tracking of all incidents including support for password resets, basic device troubleshooting, and answering "how to" questions.

Whether serving as Customer primary administrator or an expert for escalation support, Office 365 consultants perform the configuration and management tasks required for optimal performance of Customer environment.

Using ITIL-based trouble-shooting methodology and enterprise- grade reporting tools to manage customer cloud environment to maximize its capabilities. This Service is scoped based on a previous engagement of the Office 365 Enterprise Migration Service.

Solution Exclusions

a. Office 365 Consulting

b. Office 365 Training

c. Mailbox Migration

d. DirSync/SSO ADFS Configuration

e. Data Migration

Supported Products

a. Microsoft Office 365 E1, Microsoft Office 365 E3, Microsoft Office 365 E5

5.15 ASSISTED SALES

Assisted Selling Agents provide an expert voice to customers digital marketplace. The Assisted Selling Agents provide added value to both the potential customer end-users and Customer's own sales through Customer engagement. CloudBlue digital experts interact with the Customer's customers at the point-of- purchase, influencing their buying decisions.

CloudBlue provides teams of highly skilled and well-trained agents to complement and support Customers' existing sales staff. The CloudBlue team represents the Customer's brand with professionalism, passion and expertise to assist with the increased sales of Customer's digital products.

5.16 COMMON SKU DESCRIPTIONS

The following table defines Service Description, SKUs and metrics used in this document:

Description	SKU #	Metric
Assisted Sales – Solution Activation	CB-MS.PCS-AS-1T	One-Time Charge / Per Platform Partner
Assisted Sales Solution	CB-MS.PCS-AS-1M	Monthly / Per Agent

5.17 ASSISTED SALES - SOLUTION ACTIVATION

CloudBlue will perform the following solutions during the implementation phase, prior to the launch of the solutions. The meetings and operational engagements will ensure the clear definition of customer's requirements and alignment with the scope of solutions, as outlined in the Service Description as well as the design of Customer-specific flows and operations to ensure readiness for launch and a structure to ensure continuous improvements during production.

   a. Assistance with program design and customer flows.

   b. Creation of the Operational Manual and Engagement Manual.

   c. Program management and oversight.

   d. Backend training and ramp of support teams for customers specific operational requirements.

   e. Front line sales collateral and remote training for how to present and book a DTS for an end user.

   f. Create operational contact, teams and cadence for regular meeting leading up to launch and post-launch.

   g. Program and metric tracking post launch.

   h. Daily management and oversight of the service delivery operations.

This solution is provided on a basis of 200 digital transformation sessions per month, per agent and making an Assisted Sales specialist available to advise end users on technology and Services that can assist with their businesses. These sessions are all Digital Transformation Sessions. Assisted Sales Services include an online portal that end users can use to book and manage Digital Transformation Sessions. Assisted Sales agents will perform outbound calls to end users at the scheduled time(s).

The Assisted Sales Agents and solutions will commence on a date that is agreed upon by CloudBlue and Customer. The commencement date will be no sooner than 90 days after CloudBlue receives notice from the platform partner of their request to launch these solutions. The Assisted Sales program consists of front-line sales and sales channels, booking free DTS for owners of small and medium sized businesses. These sessions are a free cloud consultation session that will last approximately 20-25 minutes, where the Cloud specialist will call the small business owner at the time of their choosing.

5.18 DIGITAL TRANSFORMATION SESSIONS (DTS)

The cloud specialist's main objective is to assist the end users to save money and be more productive using the Cloud. A digital transformation session (DTS) consists of:

a. Research business and develop high-level value proposition (Pre-call).

b. Greet and outline the DTS customer journey.

c. Engage and discover problems and priorities.

d. Present and outline end state / solution and savings.

e. Cover questions / confirm purchase.

f. Process purchase or send off proposal.

g. Book follow up call (if required).

The following SKU-based, Premium Customer Support (PCS) will be included in this program:

a. Email Migration Service (one time, on demand).

b. Premium Productivity Suite Installation and Tutorial. (one time, on demand)

c. Premium Productivity Suite Support (monthly recurring).

d. Cloud / SaaS Premium Support (monthly recurring).

e. Cloud/ SaaS Premium Onboarding Services (one time, on demand).

f. MDM Setup and configuration Service (one time, on demand)

g. MDM Support Service (monthly recurring)

5.19 SOLUTION EXCLUSIONS

a. CloudBlue technicians (or agents) will use commercially reasonable efforts to resolve Customers technical issues, however Customer understands and acknowledges that not all technical issues can be resolved by CloudBlue technicians.

b. Certain restrictions apply to our ability to support unlicensed, outdated or unsupported platforms, hardware and technical support issues.

c. These Services are intended for small to medium sized businesses. As a result, there are restrictions on CloudBlue ability to support enterprise systems, software and technologies.

d. All services are limited to issues that can resolved remotely. Any scope of work that requires an agent to be physically present to resolve an issue, is out of scope and not included in these Services.

5.20 SOLUTION LIMITATIONS

Assisted Sales payable are subject to the monthly commitments set out below ("Minimum Commitment"). As such, where in a given billing month, the Premium Solution are below the Minimum Commitment, then Customer will pay to Ingram Micro, in addition to such Premium Solutions Fees, the amount equal to the difference between the relevant Minimum Commitment and the Premium Customer Support Fees, so that the payments to Ingram Micro under this Service Description during any given month correspond to the higher of the Minimum Commitment and the Premium Customer Support Fees.

Any fees payable by customer to Ingram Micro for Solutions related to Assisted Sales will not be included in the Premium Customer Support Fees (as they relate to the Minimum Commitment) and will not count against the Minimum Commitment.

Performance Metric	Monthly Ongoing Performance Metric (average where relevant)
Telephony Network availability	99.95%
IT Systems availability	99.95%
PCA 60	80% within 60 seconds

In respect of Telephony Network and IT Systems, availability is calculated as follows:

a. (60 minutes x 24 hours x number of days in a calendar month) – Network Outage Time x 100 60 minutes x 24 hours x number of days in a calendar month

    i. Premium Customer Support Services availability will be measured from 00:01 on the 1st day to 24:00 on the last day of each calendar month.

    ii. Outage duration will be based on the records made by Ingram Micro network management system and it will take into consideration Planned Outages and customer-caused issues.

    iii. With regard to PCA 60, performance metric will be measured on the phone switch data.

b. Availability: Ingram Micro's Premium Customer Support Services will be available 99.5% of the time in a given calendar month.

c. Time excluded from Calculation: The following elements are excluded from the calculation of all Response Time, Resolution Time and Solution Availability:

    i. Permitted Maintenance Downtime and Planned Outages; and

    ii. Customer-caused issues.

d. Ongoing Maintenance and Planned Outages: Ingram Micro may perform weekly maintenance services at its discretion, during any Maintenance Window. Ingram Micro will give Customer, at least five (5) business days prior written notice of any maintenance or upgrade work that will affect the availability of the Premium

Customer Support Services. Such notice will include: (i) a brief description of the Planned Outage; (ii) the date and the time of such Planned Outage; and (iii) the estimated duration of the Planned Outage. Such maintenance services will be scheduled during the Maintenance Window. Ingram Micro will use commercially reasonable efforts to ensure that Customers and end users may still access Premium Customer Support Services during the maintenance services.

e. Defects or issues caused by Customers: Ingram Micro is not responsible for any issue, interruption or failure, delay or disturbance of any Premium Customer Support Service, during or to the extent that such issue, interruption, failure, delay or disturbance is caused in whole or in part by any of the following:

    i. The Customers breach of the terms and conditions of the Agreement;
    ii. The Customer or its end users' failure to comply with Ingram Micro's technical requirements as set out in relevant documentation;
    iii. The use of the Premium Customer Support Services in connection or combination with equipment, devices, products, technology, software, hardware or systems not specified by Ingram Micro to be compatible in the documentation or an applicable SoW, as updated by Ingram Micro in writing, as and when such list changes as being compatible with the Premium Customer Support Services; or
    iv. Abuse, misuse or improper use, negligence, misapplication or tampering with respect to, of or with the Premium Customer Support Services by customer or end users.

5.21 TELEPHONY SYSTEM

CloudBlue's agents or their customers agents, where applicable, will use CloudBlue's telephony system. If a transfer back of an end user is required, then CloudBlue will provide, verbally to customer's end users a telephone number for assistance.

5.22 MISDIRECTED CALLS

CloudBlue will provide customer a report on the number of misdirected calls on months when the number of misdirected calls exceed 1% of the calls received by CloudBlue from customer or its end users. Customer will use reasonable endeavors and will reasonably cooperate with CloudBlue in such instances with the goal of reducing the number of misdirected calls.

5.23 FORECAST PROCESS

Customer will send CloudBlue, in a manner to be agreed upon by the parties, a rolling, non-binding three (3) month forecast of Call Volumes that CloudBlue can expect to receive per month for the provision of the Premium Customer Support Services ("Forecast"), with interim forecasting to supplement where either party reasonably believes such additional forecasting to be materially beneficial to the quality of the Forecast. CloudBlue will use reasonable endeavors to provide guidance in the development of this Forecast, based on historical data from other engagements. No revenue obligations and/or commitments will be assumed by such Forecast.

End of Service Description – Operational Services