



## Service Description

# OPERATIONAL SERVICES

January 1<sup>st</sup>, 2023

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

The Technical Account Manager (“TAM”) is the extension of your technical team in CloudBlue, providing you with a partner and technical advocate for your needs, maintaining deployment velocity, and accelerating business outcomes.

The ultimate strategic goal of the Technical Account Management role is to enable customer strategies in coordination with Customer Success with a combined goal of sustainable profitability and growth.

CloudBlue’s Technical Account Managers come with a wealth of experience in CloudBlue Technology and directly interface and coordinate with internal CloudBlue departments, as Managed Services, Product Management, Engineering & Support, as required.

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

With this combination of a strong technical background and knowledge specific to your environment, they support your CloudBlue journey with ongoing technical reviews, advice, and guidance to maximize the productivity of your CloudBlue environments from planning through production.

The Key Objectives of the CloudBlue Technical Account Manager

- Ensure CloudBlue customer environments are effectively maintained using best practices in change management for upgrades & hotfix installation.
- Provide day to day operational management through weekly reviews, event planning combined with escalation support as required.
- Offer insights and guidance best practices, connect with our product teams for roadmap sessions and raise transparency with monthly performance reviews.
- Drive continuous improvement with future state planning based on strategic business requirements to ensure CloudBlue customers get the most from their investment.

### **Maximize the Performance of your CloudBlue Investment.**

At CloudBlue the TAM is a specialized product expert with a deep understanding of customer environments.

An extension of the customers team in CloudBlue the TAM works collaboratively with our technical services organization to drive the technical strategy and account plan ensuring successful delivery and help realize optimal performance and growth for customers.

All customers regardless of service level chosen are guided by the Technical Account Manager on the maturity journey with CloudBlue from initial deployment to continuous improvement. This journey is tracked and shared providing valuable insights into the health of your account.

## 2.2 AVAILABLE OFFERINGS

### 2.2.1 FOR CLOUDBLUE COMMERCE

- a. The scope of services that TAMs may deliver, depends on the selected TAM Service tier.
- b. TAM Services are provided with an allocated named TAM for all levels with varied percentage of time as selected.
- c. The TAM services bring the most value in conjunction with Managed Services, however, they can also be used without them.

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

	Professional	Enterprise
TAM allocation	50%	100%
	Professional	Enterprise
Environment Blueprint Maintenance	■	■
Coordination of Platform Maintenance	■	■
Event Planning & Management	■	■
Environment Access Management	■	■
Escalation Guidance & Support	■	■
Upgrade Coordination	■	■
Proactive business impact-based prioritization	■	■
New Product Deployment Management	■	■
Weekly Operations Review	■	■
Monthly Performance Reporting & Review	■	■
Best Practice Guidance	■	■
Feature Request Advocacy	■	■
Facilitate Product Roadmap Sessions	■	■
	Professional	Enterprise
Full dedication		■
Annual Environment Audit & Report		■
Coordination with 3rd parties		■

TAM services can also be provided in a consultancy mode (bucket of hours). This tier is the **Essential** level.

## 2.2.1.1 PROFESSIONAL TAM

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

- a. **Environment Blueprint Maintenance.** Throughout a customer's journey with CloudBlue your environment will scale and evolve over time, the TAM will maintain and complete blueprint of that environment to ensure we have a clear map covering all aspects of your CloudBlue platform.
- b. **Coordination of Platform Maintenance.** TAMs assist Managed Service & support teams in organizing e 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 and will coordinate end to end to ensure you are getting all the benefits of your investment.
- c. **Event Planning & Management.** At CloudBlue we know certain events occur that are not just driven by technology but also through business strategy and requirements, as your team's representative in CloudBlue the TAM will ensure we can meet those needs and execute as required.
- d. **Environment Access Management.** With the wide array of security policies and procedures the TAM will ensure the right level of access is always maintained to your environments so that Managed Service and Support teams can provide a seamless experience.
- e. **Escalation Guidance & Support.** 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 incident.
- f. **Upgrade Co-Ordination.** Upgrades to products and modules are released on an extremely frequent basis, the TAMs role here is to ensure your environment is consistently on the latest versions so you can take advantage of all latest features and functionality.
- g. **Pro-Active Business Impact Prioritization.** Weather it's a planned promotion or something unforeseen the TAM will be your advocate making sure the right level of prioritization is received when your business is impacted to ensure CloudBlue can deliver what and when you need it on time with minimal impact.
- h. **New Product Deployment Management.** Distributors continuously release new product and package offerings; your TAM will work with you and our Managed Services teams to ensure you can leverage these products as soon as possible so your business can keep pace with market activities.
- i. **Weekly Operations Review.** TAMs plan, organize and deliver weekly operations reviews. These sessions are designed to check the pulse on delivery across all technical aspects of accounts, highlight priorities and address short-term problems.
- j. **Monthly Performance Review & Reporting.** TAMs plan, organize and coordinate monthly performance sessions on support and operational trends analysis, improvement recommendations, and meaningful projects updates.
- k. **Best Practice Guidance.** TAMs serve as technical advisors on the CloudBlue technology for your business, assisting with the configuration and implementation of new solutions. TAMs work with your technical teams to ensure that CloudBlue best practices are followed where required.
- l. **Feature Request Advocacy.** TAMs serve as the technical advocates of your business to drive and coordinate all kinds of requests across diverse internal teams both within CloudBlue and the network of CloudBlue partners – including but not limited to Managed Services, Product Management, Engineering, Operations, Security, Support teams – keeping them informed with the knowledge of your business priorities.
- m. **Facilitate Product Roadmap Sessions.** TAMs organize roadmap sessions tailored to the specific needs of your business.

## 2.2.1.2 ENTERPRISE TAM

TAMs allocate 100% of their capacity to a single customer at the Enterprise service tier and the TAM Services include the following:

- a. **Environment Blueprint Maintenance.** Throughout a customer's journey with CloudBlue your environment will scale and evolve over time, the TAM will maintain and complete blueprint of that environment to ensure we have a clear map covering all aspects of your CloudBlue platform.
- b. **Coordination of Platform Maintenance.** TAMs assist Managed Service & support teams in organizing e 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 and will coordinate end to end to ensure you are getting all the benefits of your investment.
- c. **Event Planning & Management.** At CloudBlue we know certain events occur that are not just driven by technology but also through business strategy and requirements, as your team's representative in CloudBlue the TAM will ensure we can meet those needs and execute as required.
- d. **Environment Access Management.** With the wide array of security policies and procedures the TAM will ensure the right level of access is always maintained to your environments so that Managed Service and Support teams can provide a seamless experience.
- e. **Escalation Guidance & Support.** 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 incident.
- f. **Upgrade Co-Ordination.** Upgrades to products and modules are released on an extremely frequent basis, the TAMs role here is to ensure your environment is consistently on the latest versions so you can take advantage of all latest features and functionality.
- g. **Pro-Active Business Impact Prioritization.** Weather it's a planned promotion or something unforeseen the TAM will be your advocate making sure the right level of prioritization is received when your business is impacted to ensure CloudBlue can deliver what and when you need it on time with minimal impact.
- h. **New Product Deployment Management.** Distributors continuously release new product and package offerings; your TAM will work with you and our Managed Services teams to ensure you can leverage these products as soon as possible so your business can keep pace with market activities.
- i. **Weekly Operations Review.** TAMs plan, organize and deliver weekly operations reviews. These sessions are designed to check the pulse on delivery across all technical aspects of accounts, highlight priorities and address short-term problems.
- j. **Monthly Performance Review & Reporting.** TAMs plan, organize and coordinate monthly performance sessions on support and operational trends analysis, improvement recommendations, and meaningful projects updates.
- k. **Best Practice Guidance.** TAMs serve as technical advisors on the CloudBlue technology for your business, assisting with the configuration and implementation of new solutions. TAMs work with your technical teams to ensure that CloudBlue best practices are followed where required.
- l. **Feature Request Advocacy.** TAMs serve as the technical advocates of your business to drive and coordinate all kinds of requests across diverse internal teams both within CloudBlue and the network of CloudBlue partners – including but not limited to Managed Services, Product Management, Engineering, Operations, Security, Support teams – keeping them informed with the knowledge of your business priorities.
- m. **Facilitate Product Roadmap Sessions.** TAMs organize roadmap sessions tailored to the specific needs of your business.
- n. **Dedicated resource.** AMs are fully dedicated to your account at this level.
- o. **Annual Environment Audit.** TAMs will conduct a yearly comprehensive review with you looking at all aspects including, current deployment health, best practice reviews, year over year progress, recommendations for any changes required, review of your CloudBlue environment to enable further growth.
- p. **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.



### 2.2.1.3 ESSENTIAL TAM

The Essential level grants the customers with a bucket of 150 hours of a TAM. Once the bucket of hours is consumed, the customers have different options:

- They can renew the service (another bucket of 150 hours) at then-current price.
- They can purchase additional buckets of 10 hours at then-current price.
- They can upgrade to a higher plan (Professional or Enterprise).
- They can terminate.

These TAM Services may include any of the tasks of the previous tiers, previous alignment with the customer.

#### 2.2.1.3.1 Assumptions

- a. CloudBlue will provide a burned hours report to the customer on a weekly basis. The TAM hours consumed can include hours spent not only in direct communication with the customer but also during internal discussions, escalations, and tasks related to the pre-agreed activities.
- b. Customer will provide acceptance of burned hours report within 48 hours from receiving in email from CloudBlue. If feedback is not provided, then burned hours report will be deemed acceptance.
- c. Time investment of less than 1 hour (or portions of an hour) shall be considered as 1 hour.
- d. A bucket of 150 hours is included as part of this service; if additional TAM hours are needed then the customer needs to request for additional bucket of TAM hours.
- e. The TAM hours have validity of 12 months from the SOW effective date, after which any un-used hours shall expire.
- f. Customer should request the TAM resource engagement 2 weeks in advance.
- g. Customer and CloudBlue should align in advance on the tasks to be performed by the TAM.

#### 2.2.1.4 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.

In case of a prolonged unavailability (for more than four (4) weeks) of the allocated named TAM, a new allocated named TAM will be provided.

- b. As a CloudBlue employee each TAM is also required to spend time in training, team meetings etc. This equates up to 20% of their time as required.
- c. TAM availability is limited to local business hours only.
- d. In the event an onsite visit is required from the TAM all expenses incurred will be the responsibility of the customer.

## 2.2.1.5 SKU LIST

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

TAM Tiers	SKU #	Metric	Notes
TAM Service – Professional	CB-MS.TAM-PRO-1Y	Annual	
TAM Service – Enterprise	CB-MS.TAM-ENT-1Y	Annual	
TAM Service – Essential	CB-MS.TAM-ESS-1T	Annual	
TAM Service – Additional 10h bucket	CB-MS.TAM-10H-1T	OTC	Only valid for Essential tier

## 2.2.2 FOR CLOUDBLUE SOFTWARE AS A SERVICE (CB SAAS)

The scope of services that Technical Account Managers may deliver, depends on the selected TAM Service tier.

TAM Services are provided with an allocated named TAM for all levels with varied percentage of time as selected.

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

	Silver	Gold	Premium
TAM allocation	10 hours/month	25 hours/month	50 hours/month
	Silver	Gold	Premium
Environment Blueprint Maintenance		■	■
Event Planning & Management		■	■
Escalation Guidance & Support	■	■	■
Proactive business impact-based prioritization	■	■	■
New Product Deployment Management	■	■	■
Weekly Operations Review			■
Monthly Performance Reporting & Review	■	■	■
Best Practice Guidance	■	■	■
Feature Request Advocacy	■	■	■
Facilitate Product Roadmap Sessions	■	■	■
Annual Environment Audit & Report			■
Coordination with 3rd parties			■

As shown above, the TAM will - on average - be available in three (3) levels based on the hours per month allocation. These three (3) levels are:

1. SILVER Level – Up to 10 hours per month
2. GOLD Level – Up to 25 hours per month

### 3. PREMIUM Level – Up to 50 hours per month

Up to 10% (ten percent) of the monthly purchased hours that are unused are carried over to the next month. For example, if out of a total of 25 hours (Gold plan), 20 have been used, 2.5 hours are carried over. If out of a total of 25 hours, 23 have been used, 2 are carried over.

#### 2.2.2.1 SILVER TAM

TAMs allocate 10 hours per month to each customer at the Silver tier and the TAM Services include the following:

- a. **Escalation Guidance & Support.** 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 incident.
- b. **Pro-Active Business Impact Prioritization.** Whether it's a planned promotion or something unforeseen the TAM will be your advocate making sure the right level of prioritization is received when your business is impacted to ensure CloudBlue can deliver what and when you need it on time with minimal impact.
- c. **New Product Deployment Management.** Distributors continuously release new product and package offerings; your TAM will work with you and our Managed Services teams to ensure you can leverage these products as soon as possible so your business can keep pace with market activities.
- d. **Monthly Performance Review & Reporting.** TAMs plan, organize and coordinate monthly performance sessions on support and operational trends analysis, improvement recommendations, and meaningful projects updates.
- e. **Best Practice Guidance.** TAMs serve as technical advisors on the CloudBlue technology for your business, assisting with the configuration and implementation of new solutions. TAMs work with your technical teams to ensure that CloudBlue best practices are followed where required.
- f. **Feature Request Advocacy.** TAMs serve as the technical advocates of your business to drive and coordinate all kinds of requests across diverse internal teams both within CloudBlue and the network of CloudBlue partners – including but not limited to Managed Services, Product Management, Engineering, Operations, Security, Support teams – keeping them informed with the knowledge of your business priorities.
- g. **Facilitate Product Roadmap Sessions.** TAMs organize roadmap sessions tailored to the specific needs of your business.

#### 2.2.2.2 GOLD TAM

TAMs allocate 25 hours per month to each customer at the Gold tier and the TAM Services include the following:

- a. **Environment Blueprint Maintenance.** Throughout a customer's journey with CloudBlue your environment will scale and evolve over time, the TAM will maintain and complete blueprint of that environment to ensure we have a clear map covering all aspects of your CloudBlue platform.
- b. **Event Planning & Management.** At CloudBlue we know certain events occur that are not just driven by technology but also through business strategy and requirements, as your team's representative in CloudBlue the TAM will ensure we can meet those needs and execute as required.
- c. **Escalation Guidance & Support.** 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 incident.
- d. **Pro-Active Business Impact Prioritization.** Whether it's a planned promotion or something unforeseen the TAM will be your advocate making sure the right level of prioritization is received when your business is impacted to ensure CloudBlue can deliver what and when you need it on time with minimal impact.

- e. **New Product Deployment Management.** Distributors continuously release new product and package offerings; your TAM will work with you and our Managed Services teams to ensure you can leverage these products as soon as possible so your business can keep pace with market activities.
- f. **Monthly Performance Review & Reporting.** TAMs plan, organize and coordinate monthly performance sessions on support and operational trends analysis, improvement recommendations, and meaningful projects updates.
- g. **Best Practice Guidance.** TAMs serve as technical advisors on the CloudBlue technology for your business, assisting with the configuration and implementation of new solutions. TAMs work with your technical teams to ensure that CloudBlue best practices are followed where required.
- h. **Feature Request Advocacy.** TAMs serve as the technical advocates of your business to drive and coordinate all kinds of requests across diverse internal teams both within CloudBlue and the network of CloudBlue partners – including but not limited to Managed Services, Product Management, Engineering, Operations, Security, Support teams – keeping them informed with the knowledge of your business priorities.
- i. **Facilitate Product Roadmap Sessions.** TAMs organize roadmap sessions tailored to the specific needs of your business.

### 2.2.2.3 PREMIUM TAM

TAMs allocate 50 hours per month to each customer at the Premium tier and the TAM Services include the following:

- a. **Environment Blueprint Maintenance.** Throughout a customer's journey with CloudBlue your environment will scale and evolve over time, the TAM will maintain and complete blueprint of that environment to ensure we have a clear map covering all aspects of your CloudBlue platform.
- b. **Event Planning & Management.** At CloudBlue we know certain events occur that are not just driven by technology but also through business strategy and requirements, as your team's representative in CloudBlue the TAM will ensure we can meet those needs and execute as required.
- c. **Escalation Guidance & Support.** 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 incident.
- d. **Pro-Active Business Impact Prioritization.** Weather it's a planned promotion or something unforeseen the TAM will be your advocate making sure the right level of prioritization is received when your business is impacted to ensure CloudBlue can deliver what and when you need it on time with minimal impact.
- e. **New Product Deployment Management.** Distributors continuously release new product and package offerings; your TAM will work with you and our Managed Services teams to ensure you can leverage these products as soon as possible so your business can keep pace with market activities.
- f. **Weekly Operations Review.** TAMs plan, organize and deliver weekly operations reviews. These sessions are designed to check the pulse on delivery across all technical aspects of accounts, highlight priorities and address short-term problems.
- g. **Monthly Performance Review & Reporting.** TAMs plan, organize and coordinate monthly performance sessions on support and operational trends analysis, improvement recommendations, and meaningful projects updates.
- h. **Best Practice Guidance.** TAMs serve as technical advisors on the CloudBlue technology for your business, assisting with the configuration and implementation of new solutions. TAMs work with your technical teams to ensure that CloudBlue best practices are followed where required.
- i. **Feature Request Advocacy.** TAMs serve as the technical advocates of your business to drive and coordinate all kinds of requests across diverse internal teams both within CloudBlue and the network of CloudBlue partners – including but not limited to Managed Services, Product Management, Engineering, Operations, Security, Support teams – keeping them informed with the knowledge of your business priorities.

- j. **Facilitate Product Roadmap Sessions.** TAMs organize roadmap sessions tailored to the specific needs of your business.
- k. **Annual Environment Audit.** TAMs will conduct a yearly comprehensive review with you looking at all aspects including, current deployment health, best practice reviews, year over year progress, recommendations for any changes required, review of your CloudBlue environment to enable further growth.
- l. **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.

#### 2.2.2.4 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 feature requests.
  - ii. Escalation management.
  - iii. New Product Deployment Management.
- b. In case of a prolonged unavailability (for more than four (4) weeks) of the allocated named TAM, a new allocated named TAM will be provided.
- c. As a CloudBlue employee each TAM is also required to spend time in training, team meetings etc. This equates up to 20% of their time as required.
- d. TAM availability is limited to local business hours only.
- e. In the event an onsite visit is required from the TAM all expenses incurred will be the responsibility of the customer.

#### Resource Management

CloudBlue will, at its sole discretion, determine the appropriate skill sets necessary to complete the Services. Customer understands and agrees that CloudBlue's resources may include employees of CloudBlue or its authorized subcontractors.

CloudBlue will perform the services remotely unless otherwise specified in the corresponding Statement of Work.

#### 2.2.2.5 SKU LIST

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

<b>CB SaaS TAM Tiers</b>	<b>SKU #</b>	<b>Metric</b>	<b>Notes</b>
TAM Service – Silver level (up to 10h/m)	CB-CBSAAS-TAM-S-1M	Monthly	Additional hours billed on a monthly basis
TAM Service – Gold level (up to 25h/m)	CB-CBSAAS-TAM-G-1M	Monthly	Additional hours billed on a monthly basis
TAM Service – Premium level (up to 50h/m)	CB-CBSAAS-TAM-P-1M	Monthly	Additional hours billed on a monthly basis

## 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. A tier of CloudBlue Commerce Support Service and a tier of TAM Service must be purchased as well in order to form a complete Operational Services package.
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. Managed Services cannot be sold without the Technical Account Management service. The TAM 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	15	25	40	80
Connect Product Setup in Commerce, number of products per quarter	0	1	2	4
Platform Monitoring	Yes	Yes	Yes	Yes
TAM Services*	<i>Essential</i>	<i>Professional</i>	<i>Professional</i>	<i>Enterprise</i>

(\*) TAM services to be sold jointly with the Managed Services. Managed Services cannot be sold without TAM services.

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

<b>Infrastructure Management Add-Ons</b>		<b>For Any Base Offering</b>
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
<b>Add-Ons for Offering Inclusions</b>		<b>For Any Base Offering</b>
Additional subscriptions management		1 additional package of 5,000 subscriptions on the platform
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
<b>Other Add-Ons</b>		<b>For Any Base Offering</b>
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, 70 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.
- ix. CloudBlue will conduct monthly review of the consumption of the services/resources by Customer, if such review reveals that real consumption exceeds the scope Customer contracted for, Customer will be required to purchase additional adds-on.

### 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.

<b>1</b>	<b>Technical Account Manager (TAM)</b>	<ul style="list-style-type: none"> <li>• Account Management</li> <li>• Access Management</li> <li>• Service Reporting</li> </ul>
<b>2</b>	<b>CloudBlue Commerce Platform</b>	
<b>a</b>	Platform Monitoring <ul style="list-style-type: none"> <li>• Details for monitoring are available in the section <a href="#">CloudBlue Commerce Monitoring Inclusions</a></li> <li>• If an incident is caused due to User Error or misconfiguration caused by Customer, it will be referred to Problem Management</li> </ul>	<ul style="list-style-type: none"> <li>• Event Management</li> <li>• Incident Management</li> <li>• Change Management</li> <li>• Performance Management</li> <li>• Capacity Management</li> <li>• Problem Management</li> </ul>

		<ul style="list-style-type: none"> <li>• Service Reporting</li> </ul>
<b>b</b>	<b>Platform Support</b> <ul style="list-style-type: none"> <li>• Platform configuration</li> <li>• Support Vendors supported for escalations <ul style="list-style-type: none"> <li>○ CloudBlue Commerce Support</li> <li>○ Vendors of Connect and Syndication Products</li> </ul> </li> <li>• If an incident is caused due to User Error or misconfiguration caused by Customer, it may be referred to Problem Management</li> </ul>	<ul style="list-style-type: none"> <li>• Incident Management</li> <li>• Problem Management</li> <li>• Service Reporting</li> <li>• Access Management</li> </ul>
<b>c</b>	<b>Platform Backup</b> <ul style="list-style-type: none"> <li>• Consultancy on backup procedures and methods</li> </ul>	<ul style="list-style-type: none"> <li>• Backup Management</li> </ul>
<b>d</b>	<b>Platform Databases</b> <ul style="list-style-type: none"> <li>• Platform databases configuration, maintenance, assessment, and capacity change recommendations</li> </ul>	<ul style="list-style-type: none"> <li>• Capacity Management</li> <li>• Performance Management</li> </ul>
<b>e</b>	<b>Platform Minor Updates</b> <ul style="list-style-type: none"> <li>• Hotfixes installation will be scheduled according to the priority.</li> <li>• Microservices. (eg. GDPR module, RDE, etc.)</li> <li>• Plugins (e.g. Domain and Payment Plugins)</li> </ul>	<ul style="list-style-type: none"> <li>• Patch Management</li> <li>• Change Management</li> </ul>
<b>f</b>	<b>Platform Major Upgrade Support</b> <ul style="list-style-type: none"> <li>• Assist the upgrade through completion of required patching and service request fulfilment</li> <li>• If fixing any blockers require Professional Services engagement, it will be referred to Customer.</li> <li>• 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”</li> </ul>	<ul style="list-style-type: none"> <li>• Patch Management</li> <li>• Change Management</li> <li>• Service Request Management</li> </ul>
<b>3</b>	<b>Product Life-cycle Management</b>	
<b>a</b>	Standalone Connectors Support and Maintenance	<ul style="list-style-type: none"> <li>• Service Request Management.</li> <li>• Configuration Management.</li> <li>• Change Management.</li> <li>• Patch Management.</li> <li>• Incident Management</li> </ul>
<b>b</b>	Connect / Syndication Products Support and Maintenance	<ul style="list-style-type: none"> <li>• Service Request Management.</li> <li>• Configuration Management.</li> <li>• Change Management.</li> </ul>

		<ul style="list-style-type: none"> <li>• Patch Management.</li> <li>• Incident Management</li> </ul>
<b>4</b>	<b>Platform Configuration Management</b> <ul style="list-style-type: none"> <li>• The supported platform configuration changes or service requests are provided in section <a href="#">Platform Configuration Management Request Inclusions</a></li> <li>• The number of changes is calculated across all managed OpCos on the platform.</li> </ul>	<ul style="list-style-type: none"> <li>• Configuration Management.</li> <li>• Service Request Management.</li> <li>• Change Management.</li> <li>• Incident Management</li> <li>• Access Management</li> </ul>
<b>5</b>	<b>Connect Product Setup</b> <ul style="list-style-type: none"> <li>• <a href="#">Connect Product Setup Request Inclusions</a></li> <li>• Either Syndication or Connect based.</li> </ul>	<ul style="list-style-type: none"> <li>• Service Request Management.</li> <li>• Configuration Management.</li> <li>• Change Management.</li> </ul>

### 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
<b>1</b>	<b>Service Plan Management</b>
<b>a</b>	<b>Creating Objects Necessary for Configuring Service Plans</b> <ul style="list-style-type: none"> <li>• Creating up to 15 Plan Category</li> <li>• Adding up to 15 Sales Category</li> <li>• Configuring up to 5 Mutually Exclusive Service Offerings through Unique Groups</li> </ul>
<b>b</b>	<b>Managing Resources using PCM tool</b> <ul style="list-style-type: none"> <li>• Adding up to 100 resources for Monthly/Annually per reseller</li> </ul>
<b>c</b>	<b>Managing Resources without using PCM tool</b> <ul style="list-style-type: none"> <li>• Renaming up to 10 resources for Monthly/Annually per reseller</li> <li>• Adding 7 resources in a Service Plan per reseller</li> <li>• Configuring up to 15 Resource Dependencies</li> <li>• Updating up to 15 Composite Resources</li> <li>• Updating up to 15 Resource Categories</li> <li>• Configuring up to 15 Resource Upgrades</li> <li>• Adding up to 30 Vendor Data to Resources</li> </ul>
<b>d</b>	<b>Managing Service Templates</b> <ul style="list-style-type: none"> <li>• Adding 1 Dummy Service Template</li> <li>• Adding up to 10 Resources to a Dummy Service Template</li> <li>• Adding up to 15 Service Parameters to a Service Template</li> </ul>

	<ul style="list-style-type: none"> <li>Up to 10 Service Parameter Management</li> <li>Configuring up to 10 Custom Enumerated Service Parameters</li> <li>Configuring up to 15 Resource Mapping</li> </ul>
<b>e</b>	<b>Creating a Service Plan</b> <ul style="list-style-type: none"> <li>Cloning up to 5 existing Service Plan</li> <li>Creating 1 new Service Plan with up to 5 resources</li> </ul>
<b>f</b>	<b>Configuring Advanced Settings of a Service Plan</b> <ul style="list-style-type: none"> <li>Publishing and Grouping Your Offers up to 15 offers</li> <li>Up to 15 Pricing and Refunds updates</li> <li>Up to 15 terms of Service updates</li> <li>Up to 10 subscription Periods and prolongation updates</li> <li>Up to 15 stock keeping updates</li> </ul>
<b>g</b>	<b>Deleting a Service Plan</b> <ul style="list-style-type: none"> <li>Synchronizing Changes of Service Plans and Related Objects with Subscriptions and UX1</li> </ul>
<b>h</b>	<b>End-to-End Service Management Scenarios (1 scenario)</b> <ul style="list-style-type: none"> <li>Managing domain hosting offers and subscriptions</li> <li>Managing License offers and subscriptions</li> <li>Managing SSL Certificate offers and subscriptions</li> <li>Configuring default Plan Periods</li> </ul>
<b>i</b>	<b>Price Manager using PCM tool.</b> <ul style="list-style-type: none"> <li>Pricing updates for up to 100 resources per reseller for Monthly or Annual period.</li> </ul>
<b>j</b>	<b>Price Manager without using PCM tool</b> <ul style="list-style-type: none"> <li>Pricing updates for up to 10 resources per Service Plan.</li> </ul>
<b>k</b>	<b>Promotions</b> <ul style="list-style-type: none"> <li>Creating up to 5 Promotion</li> <li>Promoting up to 15 Service Plan</li> <li>Promoting up to 15 Resource</li> <li>Promoting up to 15 Up-sale Service Plan</li> <li>Editing up to 5 Several Promotions at One Time</li> </ul>
<b>l</b>	<b>Discounts</b> <ul style="list-style-type: none"> <li>Adding up to 5 Discount</li> <li>Making up to 15 Discount Applicable to a Resource</li> <li>Making up to 15 Discount Applicable to Service Plan</li> <li>Making up to 15 Discount Applicable to a Subscription Period</li> <li>Giving up to 15 Discount to a Customer</li> <li>Giving up to 15 Discount to All Customers of a Customer Class</li> <li>Giving up to 15 Discount to New Customers</li> </ul>

m	<b>Campaigns</b>
	<ul style="list-style-type: none"> <li>• Up to 15 One-Time Promo Codes</li> </ul>
	<ul style="list-style-type: none"> <li>• Up to 15 Adding One-Time Promo Codes Manually</li> </ul>
	<ul style="list-style-type: none"> <li>• Up to 15 Generating One-Time Promo Codes</li> </ul>
	<ul style="list-style-type: none"> <li>• Up to 15 Importing One-Time Promo Codes</li> </ul>
<b>No.</b>	<b>Description</b>
2	<b>Billing and Invoice Management Engine</b>
	<ul style="list-style-type: none"> <li>➤ Payment Processing configuration</li> </ul>
	<ul style="list-style-type: none"> <li>○ Configuring payment systems settings</li> </ul>
	<ul style="list-style-type: none"> <li>○ Allowing customer to add payment method without buying</li> </ul>
	<ul style="list-style-type: none"> <li>○ Enabling payment methods for payments processing</li> </ul>
	<ul style="list-style-type: none"> <li>○ Assigning custom payment method per customer</li> </ul>
	<ul style="list-style-type: none"> <li>○ Allowing reseller to use provider's merchant account</li> </ul>
	<ul style="list-style-type: none"> <li>○ Configuring payments processing additional settings</li> </ul>
	<ul style="list-style-type: none"> <li>○ Configuring delayed payment schedules for customers</li> </ul>
	<ul style="list-style-type: none"> <li>○ Configuring encryption keys</li> </ul>
	<ul style="list-style-type: none"> <li>○ Configuring number of credit card charge attempts</li> </ul>
	<ul style="list-style-type: none"> <li>○ Removing up to 10 e-transaction lock</li> </ul>
	<ul style="list-style-type: none"> <li>○ Importing up to 20 payments from csv file</li> </ul>
	<ul style="list-style-type: none"> <li>➤ Financial Documents Configuration (Per document)</li> </ul>
	<ul style="list-style-type: none"> <li>○ Accounts receivable (ar) documents</li> </ul>
	<ul style="list-style-type: none"> <li>○ Invoices</li> </ul>
	<ul style="list-style-type: none"> <li>○ Pro forma invoices</li> </ul>
	<ul style="list-style-type: none"> <li>○ Payments</li> </ul>
	<ul style="list-style-type: none"> <li>○ Credit and debit memos</li> </ul>
	<ul style="list-style-type: none"> <li>○ Refunds</li> </ul>
	<ul style="list-style-type: none"> <li>○ Cancelling and deleting ar documents</li> </ul>
	<ul style="list-style-type: none"> <li>○ Correcting reseller transactions (for supported resellers)</li> </ul>
	<ul style="list-style-type: none"> <li>○ Void checks</li> </ul>
	<ul style="list-style-type: none"> <li>○ Statements</li> </ul>
	<ul style="list-style-type: none"> <li>○ Expired credit cards</li> </ul>
	<ul style="list-style-type: none"> <li>○ Adjusting customer account balance –</li> </ul>
	<ul style="list-style-type: none"> <li>○ Persistent contact data in documents-rebuilding a document –</li> </ul>
	<ul style="list-style-type: none"> <li>➤ Configuring Financial Settings (per reseller)</li> </ul>
	<ul style="list-style-type: none"> <li>○ Setting financial year start date</li> </ul>
	<ul style="list-style-type: none"> <li>○ Configuring the rounding precision for the duration of the proration period</li> </ul>
	<ul style="list-style-type: none"> <li>○ Configuring sales persons and sales branches</li> </ul>
	<ul style="list-style-type: none"> <li>○ Configuring taxation settings</li> </ul>

	<ul style="list-style-type: none"> <li>○ Configuring up to 10 credit terms</li> <li>○ Configuring up to 10 service terms</li> <li>○ Up to 10 Terms and Conditions</li> <li>○ Creating up to 10 Statement Cycle</li> <li>○ Configuring Country Specific Settings</li> <li>○ Configuring Document Numbering</li> </ul>
<b>3</b>	<p><b>Identity and Access Management Engine</b></p> <ul style="list-style-type: none"> <li>➤ Configuring up to 5 Account Settings</li> <li>➤ Modifying up to 5 Account Information</li> <li>➤ Adding up to 20 Attributes</li> <li>➤ Specifying up to 10 Values of Attributes Assigned to Account</li> <li>➤ Configuring E-Mail Settings</li> <li>➤ Configuring Access Control List for Users</li> <li>➤ Configuring Login Settings <ul style="list-style-type: none"> <li>○ Password Checklist</li> <li>○ Disallowing Manual Password Creation</li> <li>○ Configuring One-Time Passwords</li> </ul> </li> <li>➤ User Roles and Privileges (for 1 Reseller) <ul style="list-style-type: none"> <li>○ Creating a Billing Management Roles (OA Billing)</li> <li>○ Creating a Service Management Roles (OA Operations)</li> </ul> </li> <li>➤ Creating Users and Assigning Them Roles (Privileges) <ul style="list-style-type: none"> <li>○ Adding up to 5 Provider Account User and Giving Permissions</li> <li>○ Adding up to 5 Supported Reseller or Customer User and Giving Permissions</li> </ul> </li> <li>➤ Enabling, Disabling or Deleting Bulk Users</li> <li>➤ Up to 1 Resellers Privilege</li> <li>➤ Identity Service- IDP <ul style="list-style-type: none"> <li>○ Configuration of Identity Service Extension settings</li> <li>○ Configuring Roles for Security Configuration</li> <li>○ Configuring Password Policy</li> </ul> </li> </ul>
<b>4</b>	<p><b>Marketplace management engine</b></p> <ul style="list-style-type: none"> <li>➤ Store look and feel changes (per store) <ul style="list-style-type: none"> <li>○ Setting general parameters</li> <li>○ Uploading custom css provided by customer</li> <li>○ Uploading up to 10 custom images</li> <li>○ Uploading up to 5 layout templates provided by customer</li> </ul> </li> <li>➤ Online store (per store) <ul style="list-style-type: none"> <li>○ Adding online store</li> </ul> </li> </ul>

○ Copying online store
○ Exporting online store
○ Importing online store
○ Selecting online store for editing
○ Making online store default
○ Selecting online store for selling services
○ Marking online store as a template for reseller
○ Synchronizing online store
○ Configuring proxy online store
○ Configuring up to 5 online store general settings
○ 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
○ Adding one store screen
○ Generating up to 5 basic store screens
○ Configuring up to 5 store screen parameters
○ Making sales category displayed in online store
➤ Store screens managing purchase scenarios
○ Adding up to 5 custom store purchase scenario
○ Deleting purchase scenario
○ Forming 1 purchase scenario screens list
○ Configuring online store internal redirect
○ Configuring online store external redirect
○ Configuring online store to request payment method details from subscribers to trial or 'buy now, pay later' services
○ Changing purchase scenario icon
○ Showing terms and conditions in store
○ Enabling validation and eligibility
➤ Configuring optional settings
○ Managing up to 5 layout templates provided by customer –
○ Configuring up to 5 redirects
○ Configuring 1 language
○ Showing SKU in store
○ Up to 5 Marketplace configuration management
○ 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	<b>Workflow management engine</b>
	➤ Configuring fraud screening
	○ Configuring 1 fraud screening, validation, and eligibility checks
	○ Configuring one fraud screening plug-ins settings
	○ Configuring 1 fraud rules
	○ Configuring 1 fraud filter
	➤ Custom attributes functionality
	○ Creating up to 2 custom attributes
	○ Managing up to 5 attribute tags
	○ Configuring up to 2 purchase order (po) numbers
	○ Configuring up to 2 custom account id
	○ Configuring up to 5 custom data types
	○ One Order flow transition change (excludes design of an entirely new order flow which will need to be done via Professional Services)
	○ Configuring up to 2 placeholders
	○ Configuring 1 notification conditions
	○ Configuring 1 promotion conditions
	○ 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	<b>Subscription management engine</b>
	➤ 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
<b>7</b>	<b>Order management engine</b>
	○ Placing up to 10 bulk orders
	○ Paying up to 10 bulk orders
	○ Managing up to 10 fraud screening results
	○ Managing up to 5 order provisioning
	○ Correcting orders (up to 5)

**DISCLAIMER**

Any change affecting the customer’s products, subscriptions, plans, ...must be properly completed and validated by the customer.

Changes and service requests will be reviewed, quantified, and validated by the TAM through established CAB process to be aligned with the SoW.

Where possible, automation tools will be used, in which case a greater number of changes than those approved in this SoW can be assumed.

Customer must provide clear and complete requirements to CloudBlue to execute requests.

CloudBlue reserves the right to cancel or delay a request if the necessary information is not available.

### 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 using the CloudBlue Monitoring Suite (based on Zabbix or an equivalent):
  - i. **CloudBlue Commerce monitored components and parameters:**
    1. UX1 Marketplace availability
    2. Rating Engine availability
    3. Rated Data Export component availability
    4. Order Management component availability
    5. Identify Provider component availability
    6. UX1 Use Account Management component availability
    7. Platform Rest API
    8. Rest API Token generation
    9. OSS API availability
    10. BSS Master DB availability
    11. BSS Replica DB availability
    12. OSS Master DB availability
    13. OSS Replica DB availability
    14. Various component performance metrics
    15. Service Endpoints availability
    16. Failed Orders monitoring
    17. Daily Backup Status

- ii. **CloudBlue Commerce Control Panel & Marketplace monitored components and parameters:**
  - 1. Provider login validation
  - 2. Customer login validation
  - 3. Control Panel Availability
  - 4. Control Panel SSL Certificate Expiry Date
  - 5. Online Store Availability (pre 21.x version)
  - 6. Online Store SSL Certificate Expiry Date (pre 21.x version)
- iii. **Linux-based nodes (depends on server role):**
  - 1. Apache
  - 2. PostgreSQL
  - 3. MySQL
  - 4. DNS (named)
- iv. **Windows-based nodes (depends on server role):**
  - 1. IIS
  - 2. MSSQL

### 3.1.4 INFRASTRUCTURE MANAGEMENT ADD-ON

- a. Infrastructure Management service is only available for CloudBlue Commerce deployed on Microsoft Azure.
- b. 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.
- c. 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	<b>Service and Network Monitoring</b>	
a	Monitoring and Support <ul style="list-style-type: none"> <li>• Monitoring details are available in the <a href="#">Infrastructure Monitoring Inclusions</a> section</li> <li>• Right-sizing details are available in the <a href="#">Right-Sizing Inclusions</a> section</li> </ul>	<ul style="list-style-type: none"> <li>• Event Management</li> <li>• Incident Management</li> <li>• Change Management</li> <li>• Performance Management</li> <li>• Capacity Management</li> <li>• Problem Management</li> <li>• Service Reporting</li> </ul>

<b>2 Server Management</b>		
<b>a</b>	<p>Configuration changes on Virtual Machine (including but not limited to resizing)</p> <ul style="list-style-type: none"> <li>• Network</li> <li>• Firewall</li> <li>• Storage</li> <li>• Compute resources</li> </ul>	<ul style="list-style-type: none"> <li>• Service Request Management</li> <li>• Configuration Management</li> <li>• Change Management</li> </ul>
<b>3</b>	<p><b>Patching</b></p> <ul style="list-style-type: none"> <li>• VMs <ul style="list-style-type: none"> <li>○ Operating System</li> <li>○ Auxiliary packages (php, apache, etc. which is required for Application)</li> </ul> </li> <li>• Cloud native components, including, but not limited to AKS</li> </ul>	<ul style="list-style-type: none"> <li>• Patch Management</li> <li>• Service Request Management</li> </ul>
<b>4 Platform Access</b>		
<b>a</b>	<ul style="list-style-type: none"> <li>• The following access types will be under control of the Managed Service team and maintained for its needs: <ul style="list-style-type: none"> <li>○ Virtual Machine access</li> <li>○ Infrastructure Management portal access</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Access Management</li> </ul>
<b>5 Infrastructure Backup</b>		
<b>a</b>	<ul style="list-style-type: none"> <li>• Backups for the platform, including but not limited to: <ul style="list-style-type: none"> <li>○ Backup of cloud-native services: <ul style="list-style-type: none"> <li>▪ Database as a service backups</li> <li>▪ Kubernetes config backups</li> <li>▪ Kubernetes secrets backup</li> <li>▪ Kubernetes persistent volume backups</li> </ul> </li> <li>○ Virtual Machine Backup</li> <li>○ Default backup parameters are detailed in the <a href="#">Backup Management</a> section</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Backup Management</li> <li>• Event Management</li> <li>• Configuration Management</li> <li>• Change Management</li> </ul>
<b>6 Security</b>		
<b>a</b>	<p>Cloud-native services and Virtual Machines</p> <ul style="list-style-type: none"> <li>• Azure services security monitoring</li> <li>• Log configuration for auditability and retention</li> <li>• Azure infrastructure and VM configuration</li> </ul>	<ul style="list-style-type: none"> <li>• Event Management</li> <li>• Security Management</li> <li>• Incident Management</li> </ul>

### 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:**
  - i. CPU Load (including 95<sup>th</sup> percentile monitoring)
  - ii. Memory Utilization (including 95<sup>th</sup> percentile monitoring)
  - iii. Disk Space Utilization
  - iv. Disk IO Utilization
  - v. Network Traffic
  - vi. Uptime
  - vii. Inodes Usage
- e. **Windows VMs monitored parameters:**
  - i. CPU Load (including 95<sup>th</sup> percentile monitoring)
  - ii. Memory Utilization (including 95<sup>th</sup> percentile monitoring)
  - iii. Disk Space Utilization
  - iv. Disk IO Utilization
  - v. Network Traffic
  - vi. Uptime
  - vii. RDP

- viii. Remote Procedure Call (RPC)
- ix. 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
  - iv. Logical Disk Space Used % - 95th percentile
  - v. Logical Disk IOPS - 95th percentile
  - vi. Logical Disk MB/s - 95th percentile
  - vii. Max Logical Disk Used % - 95th percentile
  - viii. Azure advisor
- f. Each VM in an environment will be individually assessed to determine if it is under or over provisioned.
- g. Any temporary, unused, or test workloads/resources not currently being used will be identified and terminated promptly.
- h. VMs that can be configured for auto-shutdown will be configured as such and excluded from any reserved instance purchases.
- i. 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.
- j. 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**

- 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.
- b. Default backup parameters:
  - i. Database as a Service backups will be locally redundant with retention period of 7 days
  - ii. Kubernetes config and persistent volume backups will be locally redundant daily backups with a retention period of 30 days
  - iii. Virtual Machine backups will have the following parameters:
    - i. Daily backups, generated out of business hours' time
    - ii. Daily backups will be retained for 14 Days
    - iii. Backups taken every week on Saturday will be retained for 4 Weeks
    - iv. Backups for Virtual Machines with databases will be application-consistent (sync to disk will be done before taking snapshots)
  - iv. 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**

- a. Azure Portal access is required by the Managed Services Team to perform operational activities, see Operations Manual for details.
- b. 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
<b>1</b>	<b>Account management</b>		
<b>a</b>	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.	Technical Account Manager

<b>b</b>	Prepare monthly reports	Prepare the standard monthly service delivery report for Customer	Technical Account Manager
<b>c</b>	Run monthly meetings	Review the standard service delivery report with Customer capturing minutes and action items generated in the meeting.	Technical Account Manager
<b>d</b>	Prepare annual reports	Prepare and submit the standard annual review report – ONLY for TAM Professional tier	Technical Account Manager
<b>2</b>	<b>Service reporting</b>		
<b>a</b>	Produce service reports	Produce standard reports according to the standard templates and present to Customer.  See details in <a href="#">Service Reports</a>	Managed Services Team
<b>3</b>	<b>Request management</b>		
<b>a</b>	Receive requests	Respond to requests from Authorised Users ensuring that required details are captured into ticket management tools.	Managed Services Team
<b>b</b>	Provide financial approval if necessary	If outside of purchased Service offering and optional add-ons inclusions, provide financial approval.	Customer
<b>c</b>	Resolve service requests	Resolve requests by completing required actions or referring requests to specialist resolver groups.	Managed Services Team
<b>d</b>	Manage service requests	Monitor specialist resolver groups to complete requested actions	Managed Services Team
<b>e</b>	Provide request channels	Provide the ITSM tools required to manage the request lifecycle.	Managed Services Team
<b>f</b>	Confirm requests resolution	Approve those requests can be closed.	Customer
<b>4</b>	<b>Incident management</b>		
<b>a</b>	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>b</b>	Incident resolution	Manage reported incidents to resolve them within SLA targets.	Managed Services Team
<b>c</b>	Resolver management	Monitor resolver teams responses and resolution throughout the lifecycle of incidents.	Managed Services Team
<b>d</b>	Escalation management	Apply the appropriate incident escalation process to incidents.	Managed Services Team
<b>e</b>	Incident communication	Deliver communications regarding incidents status according to the incident management process.	Managed Services Team

<b>f</b>	Post incident review	Create reports following Major incidents and communicate to the parties agreed in the incident management process.	Managed Services Team
<b>5</b>	<b>Problem management</b>		
<b>a</b>	Identify problems	Review incidents, service requests and system events to find recurring issues and prepare problem statements.	Managed Services Team
<b>b</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
<b>c</b>	Approve improvement initiatives	Gain approval from Customer to implement problem resolution plans.	Technical Account Manager
<b>d</b>	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
<b>e</b>	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
<b>f</b>	Run improvement projects	Run prioritised improvement projects including applying the change management procedures to move changes to the production environment.	Managed Services Team
<b>6</b>	<b>Change management</b>		
<b>a</b>	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>b</b>	Prioritise changes	Prioritize and schedule the changes.	Managed Services Team
<b>c</b>	Develop changes	Coordinate development of the changes including testing.	Managed Services Team
<b>d</b>	Plan implementation	Coordinate with all parties affected by the changes to agree on the implementation plan.	Technical Account Manager
<b>e</b>	Provide approval	Provide required approvals for the changes.	Customer
<b>f</b>	Implement changes	Implement, test and obtain Customer's sign-off for the changes, including applying the configuration management process.	Managed Services Team
<b>g</b>	Perform User Acceptance Testing	Conduct tests confirming that the changes function according to requirements.	Customer
<b>7</b>	<b>Performance management</b>		
<b>a</b>	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>b</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
<b>8</b>	<b>Capacity management</b>		
<b>a</b>	Monitor and create events	Monitor in-scope components and create event records when capacity requires adjustments.	Managed Services Team
<b>b</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
<b>c</b>	Make recommendations	Submit change requests to adjust capacity to be within the agreed operational guidelines.	Managed Services Team
<b>9</b>	<b>Event management</b>		
<b>a</b>	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
<b>10</b>	<b>Security management</b>		
<b>a</b>	Vulnerability Assessment	Vulnerability scanning will be performed on a monthly basis.	Managed Services Team
<b>b</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
<b>c</b>	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
<b>11</b>	<b>Access Management</b>		
<b>a</b>	Access control list	Conduct periodic review of access list to confirm that access for users is still required	Technical Account Manager
<b>b</b>	Process user access requests	Process user access request as per established processes	Technical Account Manager
<b>12</b>	<b>Patch management</b>		
<b>a</b>	Identification	Regular monitoring for announcements, updates from the Vendor about new update versions.	Technical Account Manager
<b>b</b>	Implementation	Raise Change request for monthly patching of the in-scope items.	Managed Services Team
<b>c</b>	Update Configuration Management Database	Document and record the changes on the configuration through version control.	Technical Account Manager

<b>13</b>	<b>Backup management</b>		
<b>a</b>	Implement Backup	Implementation of backup configuration according to the backup policy of Customer. Backup storage to be provided by Customer.	Customer
<b>b</b>	Monitor Backup	The backup of the in-scope items will be monitored as per the configured backup policy.	Managed Services Team
<b>c</b>	Restoration	If an issue is due to data corruption, content is restored from the most recent backup.	Managed Services Team
<b>14</b>	<b>Configuration management</b>		
<b>a</b>	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>b</b>	Configuration Control	Maintaining the Configuration Management Database (CMDB) with records of all change activity.	Managed Services Team
<b>c</b>	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	<ul style="list-style-type: none"> <li>Accomplishments</li> <li>Highlights</li> <li>Low lights and action items</li> <li>Issues or concerns or risks</li> <li>Focus areas for continuous improvement</li> </ul>	Quarterly
2	Service Adherence Report	<ul style="list-style-type: none"> <li>Incident Management report, including SLA report</li> <li>Service Request report</li> <li>Change Management report</li> </ul>	Quarterly
3	Improvement Initiatives Report	<ul style="list-style-type: none"> <li>Problem Statements report</li> </ul>	Quarterly
4	Platform Management Report	<ul style="list-style-type: none"> <li>Patch Management report</li> <li>Performance report</li> <li>Capacity report</li> <li>Backup report</li> </ul>	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. See also the *Service Pre-Requisites and Limitations Specific to Infrastructure Management*:
  - i. Azure Portal access is required by the Managed Services Team to perform operational activities, see Operations Manual for details.
  - ii. 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.
  - iii. Azure Monitoring services for VMs and monitored Azure Services must be enabled by Customer.
  - iv. 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.
  - v. Backup management only includes resources and services under 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. See also the *Service Pre-Requisites and Limitations Specific to Infrastructure Management*:
  - i. Azure Portal access is required by the Managed Services Team to perform operational activities, see Operations Manual for details.
  - ii. 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.
  - iii. Azure Monitoring services for VMs and monitored Azure Services must be enabled by Customer.
  - iv. 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.
  - v. Backup management only includes resources and services under 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. See also the *Service Exclusions Specific to Infrastructure Management*:
  - i. The following services are excluded, Professional Services can be used for these requirements:
    1. Installation of operating systems.
    2. Implementation of disaster recovery.
    3. Changes or reconfiguration beyond that required to apply security or critical patches or remediate incidents
    4. Deployment or configuration of any new virtual infrastructure (virtual machines, networking, cloud-native services, etc.).
    5. Support of third-party applications beyond specified in this service.

6. Implementation of third-party application patches or releases other than specified in this Service.
- ii. 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:
1. 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.
  2. 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.
  3. 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:
    - (i) 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.
    - (ii) 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.
    - (iii) Security practices (or their changes) related to Azure tenant including but not limited to access management.
    - (iv) Security practices (or their changes) related to any infrastructure not under the management of the Managed Services team.

### 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 a 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	5 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.
- e. The objective is to resolve 80% of incidents within committed SLAs.

**3.1.11.3 PARTIES RESPONSIBILITIES**

- iii. 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.

- iv. 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 Technical Account Manager
2	Email Customer Success Manger and Regional Technical Account Manager
3	Email Director Customer Success and Director Customer Experience
4	Email Exec. Dir. Sales and Customer Success and Exec. Dir. of Technology Services Engineering

### 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-S-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 – Additional 5,000 subscriptions management	CB-OS.MS-E5KS-1M	Monthly	
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	
<b>Other Add-Ons</b>	<b>SKU #</b>	<b>Metric</b>	<b>Notes</b>
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 <a href="https://catalog.cloudblue.com/extensions/cloudblue-commerce/product-package/">https://catalog.cloudblue.com/extensions/cloudblue-commerce/product-package/</a>
Connector	Either a Standalone Connector or a Connect Connector.
Service Request	A request from a user for information, advice, a standard change, or access to a service

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 CLOUDBLUE SOFTWARE AS A SERVICE (CB SAAS)

### 3.2.1 PREMIUM SUPPORT SERVICES

CloudBlue Premium Support (“PS”) Services are Value-added 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.

The following tasks are in scope of the Value-added Services:

1. Management of Connect-based products.
2. Updates to Resources and Service Templates.
3. Creation, modification, and delegation of Service Plans.
4. Making changes to Service Plan descriptions, as instructed.
5. Setup and maintenance of resellers.
6. Notification Template design and management.
7. Discounts and Promotions management.
8. Platform architecture design and advise.
9. Mapping business requirements to platform technology.
10. Assistance when CloudBlue Commerce/Connect and Customer systems are out of sync.
11. Supporting the implementation of new Connect features.
12. Enhancements to reporting capabilities of the platform.
13. Adjustments to parameters of the platform, under control of the Customer.
14. Daily health check. For example, that periodic tasks ran successfully.

15. "Reconstruction of facts"-type reviews, e.g producing audit report on orders placed.

There are three (3) available levels based on the hours per month allocated to this Premium Support Services. These three (3) levels are:

1. SILVER Level – Including up to 10 hours per month
2. GOLD Level – Including up to 25 hours per month
3. PREMIUM Level – Including up to 50 hours per month

Up to 10% (ten percent) of the monthly purchased hours that are unused are carried over to the next month. For example, if out of a total of 25 hours (GOLD plan), 20 have been used, 2.5 hours are carried over. If out of a total of 25 hours, 23 have been used, 2 are carried over.

## **Exclusions**

The following exclusions are applied:

1. Functional customizations of the CloudBlue Commerce and Connect platform.
2. Handover of any internal tools or internal documentation used in the course of the Services delivery.
3. Deployments, configuration or verifications of any software or modules (CloudBlue or third party) other than explicitly specified.
4. Security hardening of any third-party software or services, operating systems, networking, or hardware other than explicitly specified.
5. Resolution of any issues with hardware, networking, operating systems, third party services or software encountered during the delivery of Services – other than explicitly specified.
6. Creation of User Acceptance Testing plans unless otherwise agreed.
7. Performing extended testing (e.g., end-to-end testing covering third party systems, full regression testing, performance and load testing, stress testing, penetration testing, etc.) unless otherwise agreed

## **Resource Management**

CloudBlue will, at its sole discretion, determine the appropriate skill sets necessary to complete the Services. Customer understands and agrees that CloudBlue's resources may include employees of CloudBlue or its authorized subcontractors.

CloudBlue will perform the services remotely unless otherwise specified in the corresponding Statement of Work.

### **3.2.2 SKU LIST**

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

<b>CB SaaS PSS</b>	<b>SKU #</b>	<b>Metric</b>	<b>Notes</b>
Premium Support Services – Silver level	CB-CBSAAS-PSS-S-1M	Monthly	Additional hours billed on a monthly basis
Premium Support Services – Gold level	CB-CBSAAS-PSS-G-1M	Monthly	Additional hours billed on a monthly basis
Premium Support Services – Premium level	CB-CBSAAS-PSS-P-1M	Monthly	Additional hours billed on a monthly basis

## 4 SUPPORT SERVICES

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

### 4.1 FOR CLOUDBLUE COMMERCE

#### 1. Support Levels

- a. The table below lists available support levels and add-ons. The Support levels have the same service scope, but different numbers of included tickets:

Support Service – Levels	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 600	Per Annum
Support Service – Add-ons	Number of Tickets	Metric
Support Service – CloudBlue Commerce Support – Add-on EOL platforms	Same as Support Level	Per Annum

- b. At the end of each service quarter, 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 upper limit of the applicable Level for the applicable Statement of Work Term, then Customer will be required to upgrade to a higher level, whichever is applicable.
- c. In the unlikely event of Customer's requirement for more tickets than included in the top level, a customized offer shall be put in place.
- d. Also, in case the Customer platform becomes EOL within the contract term, the Customer will be requested to buy the EOL platforms add-on to keep on using the Support service. If the Customer refuses to acquire the add-on, the Support Service may be automatically cancelled by CloudBlue with no obligation to the Customer.

#### 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. Connectors support – Includes:
  - i. Support of Standalone Connectors.
  - ii. Support of all aspects of the integration of CloudBlue Commerce and CloudBlue Connect.
- d. Platform major upgrades – In case Customer does not have a Technical Account Manager, 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.

### 5. Service Exclusions

- a. Standard Support Service Exclusions apply.

## 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. Service 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. Service 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. Service Exclusions

- b. No inbound phone support is available.
- c. Standard Support Service Exclusions apply.

## 4.3 FOR CLOUDBLUE SOFTWARE AS A SERVICE (CB SAAS)

### 1. Service Levels

Our support team can be reached through the communication channels and escalation matrix, which will be shared separately during the onboarding. For all cases you must create a ticket.

Severity	Window	First Response Time	Target Resolution Time
Urgent (1)	24x7	90% < 1 hour	90% < 4 hours
High (2)	24x7	90% < 2 hours	90% < 8 hours
Medium (3)	24x7	90% < 8 hours	90% < 4 business days
Low (4)	24x7	90% < 8 hours	90% < 10 business days

### 2. Severity

Severity level indicates the relative impact of an issue on our customer's systems or business processes. CloudBlue Support uses the following severity level definitions to classify all support requests:

Severity	Definition
Urgent (1)	<p>A ticket with Urgent severity must meet at least one of the following:</p> <ul style="list-style-type: none"> <li>• The production platform is down, inoperable, inaccessible, or unavailable.</li> <li>• A business-critical component or functionality (e.g. ordering and/or management of a service) of the production platform is blocked and cannot be used.</li> </ul> <p>The issue significantly affects a large group (more than 33%) of users. As soon as a workaround is available the ticket will be marked as resolved and (in case the root cause is unknown) a follow-up ticket will be created to further investigate to identify the root cause of an issue and to prevent such incidents in the future.</p>
High (2)	<p>A ticket with high severity must meet at least one of the following:</p> <ul style="list-style-type: none"> <li>• Significant performance degradation that causes high impact on business operations for a significant number (more than 33%) of processed transactions.</li> <li>• A production platform has a big issue after a change and rollback has had no effect and the issue is still ongoing.</li> </ul> <p>The issue significantly affects a large group (more than 33%) of users. As soon as a workaround is available the ticket will be marked as resolved and (in case the root cause is unknown) a follow-up ticket will be created to further investigate to identify the root cause of an issue and to prevent such incidents in the future.</p>
Medium (3)	<p>A ticket with Medium severity meets at least one of the following:</p> <ul style="list-style-type: none"> <li>• affects non-essential functions or has minimal impact to business operations,</li> <li>• the problem is localized or has isolated impact,</li> <li>• the problem is an operational nuisance or results from documentation errors,</li> <li>• the problem is not an Urgent or High severity, but is otherwise a failure of a pre-existing situation.</li> </ul>
Low (4)	<p>A ticket with Low severity must meet at least one of the following:</p> <ul style="list-style-type: none"> <li>• a Problem ticket dedicated to identification of the root cause of an issue and to prevent such issues in the future.</li> <li>• a request for new configuration, deployment or functionality. Request may be handled outside of support scope.</li> </ul>

**NOTE:** To address tickets of severity Urgent and High within the defined service level, a contact person of the customer must be reachable by phone to answer questions and consult with our support team. If a contact person is not reachable, the ticket severity may set to Medium.

### **3. Service Limitations**

- a. Standard Performance Metric Objectives do not apply to this support offering. The CB SaaS Support Service Levels are stated in the point above.

### **4. Service Exclusions**

- a. Standard Support Service Exclusions apply.

## **4.4 SUPPORT SERVICE ADD-ONS**

### **4.4.1 END OF LIFE (EOL) PLATFORM ADD-ON**

This is an add-on that allows the Customer to keep on using the CloudBlue Support Services on End of Life (EOL) platforms. EOL platforms without this add-on will not be supported, and CloudBlue may automatically cancel the current support service with no obligation to the Customer.

#### **1. Support Levels**

- a. Maximum of 8 hours per support ticket (total handle time).
- b. Service based on “best efforts” model. No SLAs apply.
- c. Escalation of Severity 1 and 2 tickets to R&D to help identify workarounds. No hotfixes or backports of features.
- d. Does not include support of EOL services (Azure CSP, Hosting, OACI, HEX, etc.).
- e. Maximum support is one extra cycle. Support for additional cycles will have to be negotiated and CloudBlue does not guarantee it can be provided.

#### **2. Service Assumptions**

- a. New SOW should be signed.
- b. The SOW will terminate once the platform is upgrade.
- c. The SOW maximum duration is one year, or until renewal/expiration date of existing support agreement.
- d. Any additional extension will have to be negotiated and CloudBlue does not guarantee it can be provided in future.

## **4.5 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.

## 4.6 STANDARD SUPPORT SERVICE EXCLUSIONS

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

- a. Software that is used on or in conjunction with hardware or software other than that specified in the applicable documentation.
- b. Virus Infections
- c. Spam Protection
- d. System/Server administration activities
- e. Routine product maintenance (data backup, cleaning disk space and configuring log rotation)
- f. 3rd Party Applications
- g. Altered or modified Software, unless altered or modified as defined in the Product Documentation or Knowledge Base
- h. Defects in the Software due to hardware malfunction, abuse, or improper use
- i. Any version of the Software for which Support services have been discontinued as documented in the End-of-Life Policy. In these cases, check the “EOL platforms add-on” option.
- j. Evaluation software or other software provided at no charge, unless explicitly stated otherwise.
- k. Support excludes training, customization, integration, and any issues arising from non-standard usage of the Software.
- l. Customized software development.
- m. Implementation, configuration or operations of 3rd party systems or software except listed in the applicable SoW.
- n. Physical Datacenter related activities, such as Implementation, testing and/or fixing of network equipment, servers, power units or cables.
- o. 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.
- p. Project Management services are not included in this Service (can be quoted separately).
- q. Support in languages other than in English.

## 4.7 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-L3B-1Y	Annual	
<b>Support Services for CloudBlue Connect</b>	<b>SKU #</b>	<b>Metric</b>	<b>Notes</b>
Support Service – CloudBlue Connect Standard Support	CB-MS.CS-S-1Y	Annual	
<b>Support Services for CloudBlue Software as a Service (CB SaaS)</b>	<b>SKU #</b>	<b>Metric</b>	<b>Notes</b>
Support Service – CloudBlue SaaS Support	CB-MS.CS-S-1Y	Annual	
<b>Support Service – Add-ons</b>	<b>Number of Tickets</b>	<b>Metric</b>	
Support Service – CloudBlue Commerce Support – Add-on EOL platforms	CB-MS.CBCS-EOLS-1Y	Annual	Same level as Support Level

## 4.8 PERFORMANCE METRIC OBJECTIVES SPECIFIC TO SUPPORT SERVICES

CloudBlue will provide the following Services for the platform:

- a. 24 x 7 x 365 assistance available via our incident management ticketing system, with escalation possible in the case of Severity 1 or 2 Incidents described below. Through this method we can identify and resolve 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 the (“Support Incidents”). Such an Error should be reproducible at the time of creation, so an investigation can be immediately performed thereafter.

### 4.8.1 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
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The following shall apply:

- 1 "Initial Response" means a response from CloudBlue 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 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.

#### 4.8.2 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.

#### 4.9 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.

CloudBlue will determine the Severity level at its sole and absolute discretion, acting reasonably and in good faith. That level may also 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.

## 4.10 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 basic support escalations – pta@ or TAM engaged if there are open projects
4	Email Customer Success Account Manager
5	Email Regional Head
6	Email Global Support Director

## 4.11 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 <a href="https://catalog.cloudblue.com/extensions/cloudblue-commerce/product-package/">https://catalog.cloudblue.com/extensions/cloudblue-commerce/product-package/</a>
Connector	Either a Standalone Connector or a Connect Connector.
Incident	Unplanned interruption to a service, or reduction in the quality of a service
Support ticket	A data file created in Freshdesk when a requester reports a support issue accumulating the information about the issue and its investigation. Support engineers/managers get information about issues, coordinate investigation activity, provide results to requesters by accessing support tickets via Freshdesk web interface. Support tickets have many parameters assigned in order make processing more efficient

## 5 ACCELERATION SERVICES

The aim of Acceleration Services is to increase the success of our Customers use of the CloudBlue platform. Our experience and best practice highlight the need for Service Providers to have resources with an understanding and know-how of selling and supporting the solutions available on the Marketplace. The Acceleration Services offering was created to overcome this challenge, providing support in three main areas; Go-to-market planning, Assisted Sales and Customer Support.

CloudBlue has case studies that prove the tried and tested Acceleration Services approach works, optimizing the time-to-market and time-to-revenue of CloudBlue Customers.

### 5.1 COMMON SKU DESCRIPTIONS

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

Description	SKU #	Metric
Go-to-market planning	CB-MS.AS-GTM-1M	Monthly Service Charge / Quoted
Assisted Sales – Outbound Sales	CB-MS.AS-AS-OS-1M	Monthly Service Charge / Quoted
Assisted Sales – Inbound Sales	CB-MS.AS-AS-IS-1M	Monthly Service Charge / Quoted
Customer Support – Welcome to Service & SaaS Support	CB-MS.AS-CS-S-1M	Monthly Service Charge / Quoted
Customer Support – Welcome to Service & IaaS Support	CB-MS.AS-CS-I-1M	Monthly Service Charge / Quoted

### 5.2 GO-TO-MARKET PLANNING

Go-to-market planning is split into two main categories:

- a) **Market research.** Identify potential customers based on agreed target customer personas and leveraging local and regional information sources.
- b) **Value proposition development.** Develop messaging and positioning for the Products to be used by the Customer’s marketing, sales, and support teams. This includes but is not limited to; talk tracks per cluster of potential customers, including Unique Selling Proposition (USPs), conversation starters, FAQs, objections handling, etc.

### 5.3 ASSISTED SALES SERVICES

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, helping to influence 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.



Assisted sales can be divided into three areas:

- a) **Solution Activation.** The activities required to activate Outbound Sales and / or Inbound Sales services.
- b) **Outbound Sales.** The objective of this team is to create sales opportunities by reaching out proactively to potential customers that have been identified either by the Customer or through the Go-to-market planning stage. This can cover both IaaS and SaaS products, depending on the Customer's portfolio.
- c) **Inbound Sales.** Address incoming requests from potential clients engaged via outbound sales. Expert product agents assist Customer to close the deals generated by Outbound sales. These agents have the experience and know-how of the products offered on the Customer's marketplace. This can be either IaaS or SaaS, depending on the Customer's portfolio.

## 5.4 CUSTOMER SUPPORT SERVICES

These Services are broken down into:

- a) **Solution Activation.** The activities required to activate Welcome to Service and SaaS / IaaS Premium Customer Support.
- b) **Welcome to Service.** Support the end customer that has purchased one or more Products to activate and start using the Products. Ensure usage and reduce churn by demonstrating features and values of the purchased solution.
- c) **SaaS Support.** Provide product break/fix support to the end customers for the purchased SaaS products.
- d) **IaaS Support.** Provide product break/fix support to the end customers for the purchased IaaS products.

*A detailed description for Acceleration Services can be provided by your CloudBlue representative.*