



# C SPIRE CLOUD INFRASTRUCTURE SERVICE LEVEL AGREEMENT

This C Spire Cloud Infrastructure Service Level Agreement (“SLA”) is incorporated into the Quote executed by C Spire Business and Customer for C Spire Cloud Infrastructure Services and sets forth the specific terms and conditions under which C Spire Business shall supply the C Spire Cloud Infrastructure Services described herein to Customer. The general terms applicable to such Services are contained in the Master Terms and Conditions (“MTC”) and the Master Service Level Agreement (“MSLA”) incorporated into the Quote by reference. Capitalized terms used but not defined herein shall have the meanings set forth in the MTC and MSLA.

## TERMINOLOGY

These are service specific definitions. Common definitions are already defined in our Master Service Level Agreement.

- **Customer Network** – The entire network the Customer makes available to Remote Users as part of this Service. Customer Network may include many different physical locations and/or physical pieces of Equipment.
- **Data Center** – The physical space within a facility used for hosting of customer equipment.
- **Operating System** – The base software running on Customer Device.
- **Virtual Machine** – Software program or operating system that not only exhibits the behavior of a separate computer but is also capable of performing tasks such as running applications and programs like a separate computer.
- **Virtual Server** – Server that shares hardware and software resources with other operating systems (OS), versus dedicated servers.

## SERVICE DESCRIPTION

The C Spire Cloud Infrastructure Service provides a variety of options for hosting virtual infrastructure in the C Spire Business Cloud.

## SERVICE OFFERINGS

### VIRTUAL DATA CENTER

Virtual Data Center (VDC) is the core Infrastructure as a Service offering for C Spire Business Customers. VDC is provided to customers as either an unmanaged pool of IaaS resources or as managed, discrete, pre-sized Virtual Machines. C Spire, by default, only provides Windows Server-based OS images. Customers should ensure that virtual machines have enough storage to install management software in addition to the organization’s data storage needs. Consult with your Client Success Manager (CSM) for assistance with planning.

## UN-MANAGED

Customer receives a pool of compute, memory, storage, and bandwidth and may create/remove/resize/utilize VMs within their environment as they see fit. Compute, memory, storage, and networking are all sold as separate line items.

Customer is fully responsible for all administration, security, management, and support including patching, monitoring/alerting, and antivirus. C Spire will not have administrative access to VMs.

## MANAGED

Customer purchases pre-sized Virtual Machines that C Spire will manage on behalf of the customer. Must be paired with Managed Infrastructure Windows Server OS Management.

In a managed Virtual Data Center, C Spire Business is responsible for all administration, security, management, and support, including patching, monitoring/alerting, and antivirus. C Spire Business will have sole administrative access to the Virtual Machines and Operating System.

## STORAGE

Storage for Virtual Data Center is provided as all-flash block storage, allocated either as a pool for un-managed instances or per VM in managed instances.

### OBJECT STORAGE

C Spire also provides API-accessible object storage, similar to S3 storage from AWS for long-term retention. Customer is not required to have Virtual Data Center resources to purchase an object storage bucket.

## NETWORKING & SECURITY

Customers require networking to access their Virtual Data Center instance.

### VIRTUAL DATA CENTER BANDWIDTH

Customer must purchase a connectivity port to their Virtual Data Center on a per megabit basis, either as best-effort or dedicated, symmetrical bandwidth. Each circuit into a Virtual Data Center requires a connectivity port. C Spire Virtual Data Center does not include WAN connectivity by default.

### HYBRIDLINK

HybridLink provides a mechanism by which VDC customers can achieve a virtual private interconnect from infrastructure in C Spire's data center to virtual services in a public cloud environment. This provides customers with direct peering into a public cloud provider edge location with a low-latency, secure private connection and allows customers to fully orchestrate multi-cloud deployments and distribute active workloads across cloud environments.

HybridLink requires additional resources from the Hyperscale provider (AWS, Azure, GCP, etc.)

## NETWORK SECURITY

Customer may purchase Managed Firewall, with or without SD-WAN functionality, for their Virtual Data Center (See Managed Infrastructure Service Definition for details).

## SIEM

Customer may purchase SIEM services for their Virtual Data Center.

## CLOUD STORAGE EXTENDER

C Spire Business Cloud Storage Extender leverages Amazon Web Services' (AWS) Storage Gateway service to seamlessly and securely integrate an organization's on-premise IT environment with AWS's cloud storage infrastructure. A virtual on-premise software appliance is used to cache, as well as upload, client data via SSL connection to the AWS cloud where data is stored encrypted at rest. The service allows your organization to securely store data in the AWS cloud for scalable and cost-effective storage. Cloud Storage Extender supports industry-standard storage protocols that work with existing applications. It provides low-latency performance by maintaining frequently accessed data on premise while securely storing data in Amazon Simple Storage Service (Amazon S3) or Amazon Glacier. Cloud Storage Extender can be purchased as an add-on to other C Spire Business Cloud Services or can be purchased as a standalone Service.

### CLOUD STORAGE EXTENDER AVAILABILITY DEPENDENCIES

- Service requires ESX or Hyper-V platform to run the virtual appliance for the storage gateway.
- Host must run at least Windows Server 2016 or greater for archive platform.

### CLOUD STORAGE EXTENDER LIMITATIONS

Network performance, data, compressibility, and end user experience may be affected by network connection between Customer site and public cloud. Should C Spire Business, as part of its monitoring function, observe any unusual, abnormal, or excessive number of data requests, C Spire Business reserves the right to contact Customer and require modifications to procedures and behavior in this area.

## VIRTUAL APPLICATIONS AND VIRTUAL DESKTOPS

Citrix Virtual Apps and Desktops provide virtualization solutions that give Customers of virtual machines and applications security, while providing anywhere access for any device. End users can use applications and desktops independently of the device's operating system and interface.

## ADD-ON OPTIONS

The following options may be added to the C Spire Cloud Infrastructure Services. Description of Service options in no way entitles Customer to the feature, unless specified by C Spire Business and Customer in the signed Quote or signed evaluation of a Service Change request. A separate Order or Statement of Work may apply to such options and may have additional costs associated with them. Options below may not be compatible with all variants of the C Spire Cloud Infrastructure Service Licensing.

### SPLA AND VOLUME LICENSING

Windows OS & Microsoft Applications in Virtual Data Center Customer is required to allow C Spire to install monitoring agents for application licensing auditing in their environment.

C Spire Business will not provide SPLA licensing in dedicated customer environments. Only multi-tenant, C Spire Cloud IaaS customers will be sold SPLA licensing. Customers in dedicated environments must purchase CSP licensing from C Spire Business for Microsoft Operating Systems and Applications.

Virtual Data Center customers may utilize C Spire SPLA licensing for the Operating System license (Windows Server OS). Customers may bring their own Volume Licensing for applications such as SQL, Exchange, RDS, etc., as well as Client Access Licenses and Server Access Licenses where applicable, but are required to obtain Software Assurance and License Mobility from Microsoft prior to implementation.

If Customer does not have Volume Licensing with Software Assurance and License Mobility, C Spire Business may provide application licensing through our Service Provider License Agreement with Microsoft if C Spire Business manages the Customer environment. If C Spire Business does not manage the Customer environment, the Customer is required to obtain Volume Licensing with Software Assurance and License Mobility for all Microsoft applications (Operating System excluded) running in the environment.

- Customer agrees that when using Volume Licensing, Customer will obtain Software Assurance and License Mobility from Microsoft.
- If Customer cannot or will not obtain Software Assurance and License Mobility, Customer agrees that C Spire may charge Customer at current standard rates for the applicable software license under C Spire's SPLA Agreement. For a list of current standard rates, Customer may contact their Sales Representative.
- Customer agrees that C Spire Business can install software to audit application licensing in any C Spire Cloud or Virtual Data Center environment.
- Customer agrees to assist C Spire Business in repairing or rectifying a non-functioning or impaired auditing software and agents.
- Customer agrees that Customer will maintain the proper quantity of Client Access Licenses and Server Access Licenses for their environment, and Customer agrees to report software and licensing modifications to C Spire Business.

- C Spire Business retains the right to immediately and irrevocably remove any software installed in any C Spire environment that does not meet the licensing standards of the software provider.
- Customer agrees that any fines or penalties imposed on C Spire Business by the software publisher, as a result of an audit finding improper licensing in a customer environment, shall be passed onto Customer and the Customer will be obligated to pay C Spire Business for the amount indicated.

## CLOUD INFRASTRUCTURE AVAILABILITY DEPENDENCIES

The availability of Service is dependent on the following:

- Existence of a suitable network transport from C Spire Business to User(s). C Spire Business reserves the right to limit Service availability in the event that necessary Service Components are either unavailable or unattainable at a reasonable cost to C Spire Business.
- SPLA Licensure is required to use Microsoft software in a cloud environment unless Customer secures Software Assurance and License Mobility for each Microsoft application licensed within the Virtual Data Center environment.
  - C Spire Business will install auditing software in every C Spire Virtual Data Center environment for reporting.
  - Customer agrees that Customer will maintain the proper quantity of Client Access Licenses and Server Access Licenses for their environment and Customer agrees to report software and licensing modifications to C Spire Business.
  - C Spire Business retains the right to immediately and irrevocably remove any software installed in any C Spire Business environment that does not meet the licensing standards of the software provider.
  - Customer agrees that any fines or penalties imposed on C Spire Business by the software publisher, as a result of an audit finding improper licensing in a customer environment, shall be passed onto Customer and the Customer will be obligated to pay C Spire Business for the amount indicated.
- C Spire Business uses a combination of licensing programs to provide cloud resources to Customers. At minimum, the Customer will be required to report applications delivered on their C Spire Business cloud servers to C Spire Business upon request. For Customers who also have C Spire Business Managed Infrastructure Service for their servers, C Spire Business can perform the necessary reporting.
- Virtualization and Storage engineering is required for the infrastructure.
- Space, power, hardware, and network connectivity must be available within a given data center.

## LIMITATIONS

The following limitations apply to this Service:

- Management and support of virtual infrastructure is not included with this Service. For management and support of virtual infrastructure, Customers can purchase the Managed Infrastructure Service.

## SERVICE DELIVERY

Upon receipt of the signed Quote, C Spire Business will provision one or more of the following for the C Spire Cloud Infrastructure Service as required:

- Implementation will occur in line with the executed Statement of Work.
- C Spire will not migrate applications or databases, customer's application vendor will be required to migrate application and any applicable data files/data bases.
- VMs and Virtual Data Center resources will be provisioned. Microsoft Licensing audit tool will be installed in customer environment and VMs.
- C Spire Business will deliver any purchased licensing components.
- For Customers who purchase AWS Cloud Storage Extender, C Spire Business will provision offsite file storage.
- Management agent will be installed for patch management, inventory, remote support, monitoring.
- Monitoring agent will be installed to monitor VMs.
- If Customer orders a custom large-scale solution, C Spire Business may need to purchase additional hardware for the C Spire Business Data Center to support Customer.

If additional configuration work is required due to limitations of the Customer network, C Spire Business reserves the right to bill Customer at current hourly rates for additional configuration time.

C Spire Business is not responsible for, and will not be obligated to provide, any support or assistance in configuration, installation, administration, troubleshooting, maintenance, repair, or integration of customer equipment, software, or network application into the Customer's internal network.