

GCP FOUNDATION SERVICE LEVEL AGREEMENT

Deliverable	Description	Services
Onboarding of GCP	<p>Cloudreach Responsibilities</p> <ul style="list-style-type: none">• Cloudreach shall perform such actions as necessary to place existing Customer GCP Projects under Cloudreach’s billing control.• If the Customer requires new or additional GCP Projects, Cloudreach shall, as soon as practically possible following the Service Start Date, assist the Customer in creation of GCP Projects and subsequently perform such actions as necessary to bring the GCP Projects under Cloudreach’s billing control. <p>Customer Responsibilities</p> <ul style="list-style-type: none">• Customer shall, as soon as practically possible following the Service Start Date, perform such actions as necessary to bring the GCP Projects under Cloudreach’s billing control.• Customer shall in a timely manner provide access to such personnel and resources as required to allow Cloudreach to provide the OPS-FOUND-GCP Service.• Customer shall cooperate with and respond to all reasonable Cloudreach requests and instructions to bring GCP projects under Cloudreach’s billing control.	OPS-FOUND-GCP

<p>Delivery of Analytical Billing</p>	<p>Cloudreach shall provide the Customer with access to one spreadsheet per GCP Project invoiced by Cloudreach under the terms of the applicable Order Form within 5 Business Days of completion of the GCP Billing Account onboarding and at the end of each billing cycle.</p> <p>Each spreadsheet shall provide a breakdown of Customer's GCP Charges with respect to on-going use of the GCP Services within the associated GCP Project(s) set out in the applicable Order Form, and may include, but is not limited to the following sections:</p> <ul style="list-style-type: none"> ● GCP usage cost per region; ● GCP usage cost per component service; ● GCP usage cost per recorded usage type associated with each GCP component service; ● GCP usage cost per day of the current calendar month, broken down by GCP component service; and ● Historical monthly GCP usage cost broken down by GCP component service; 	<p>OPS-FOUND-GCP</p>
<p>Reactive Support (if OPS-FOUND-GCP-S UPP is taken)</p>	<p>Cloudreach Responsibilities</p> <ul style="list-style-type: none"> ● Cloudreach shall respond to Incidents solely and specifically related to Customer GCP Projects and associated GCP component services. It should be noted that Cloudreach cannot directly access via Secure Shell or Remote Desktop Services to any Customer Instances. For the avoidance of doubt, Cloudreach shall only respond to Incidents related to GCP Projects invoiced for by Cloudreach under the terms of the applicable Order Form. 	<p>OPS-FOUND-GCP-S UPP</p>

- No proactive monitoring for Incidents is conducted by Cloudreach. It is the Customer's sole responsibility to log Incidents with Cloudreach and Customer shall be solely responsible for all proactive monitoring.
- Cloudreach shall respond to Incidents according to the Customer-assigned priority level, with response times equivalent to the corresponding response times specified for the GCP equivalent severity level as documented at <https://cloud.google.com/terms/tssg/> (or such other url as Google may make available from time to time)

Customer Responsibilities:

- Customer shall as soon as practically possible following the Service Start Date, and in any case prior to commencement of Reactive Support, provide access to such personnel and resources as required to allow Cloudreach to provide the Support service. For the avoidance of doubt, Cloudreach shall not be liable to provide Reactive Support until the resources below are provided by the Customer:
 - At a minimum, read-only console access to GCP Projects as detailed in clause 1 of the applicable Order Form.
 - A list of Customer contacts authorised to make requests for Reactive Support.
- The Customer shall, acting in good faith using good commercial business sense, categorise each Incident as P1, P2, P3 and P4 (each such priority level as more particularly detailed in the table below).

Priority	GCP Equivalent	Type of issue
P1	Urgent	GCP component service-specific issue affecting all end users or GCP-hosted resource unavailable or unusable in one geographic region (e.g Belgium, Netherlands, UK and so on).
P2	High	GCP component service-specific issue impacting 5 – 10 % or more of end users.
P3	Normal	GCP component service-specific issue partially impacting end users.
P4	Low	There is no service issue but the Customer is requesting information regarding or changes to GCP component service(s).