



# Infrastructure Foundations

## Service Specification

# Service Specification

Service Name:	Infrastructure Foundations
Service Level Hours:	Refer to section 1.1
Unit of Charge:	Related CSP support fee, if applicable
Prerequisites:	Refer to Deployment Documents
Supported Cloud Platforms:	AWS, Azure and GCP
Product Codes:	<p>AWS:</p> <p>CPA-BIL-FOUNDATION-AWS-RE1          OPS-FOUNDATION-AWSBUSSUPP          OPS-FOUNDATION-AWSENTSUPP          OPS-FOUNDATION-AWSOPTOUT          OPS-FOUNDATION-AWSENTSUPP(Partner Led)</p> <p>Azure:</p> <p>OPS-FOUND-AZURE</p> <p>GCP:</p> <p>CPA-GA-FOUND</p> <p>CPA-CH-LICCHAPPLICATION-RE1          ("CloudHealth Application")</p>
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## The Small Print

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## Definitions

The definitions for all capitalised terms used throughout this Service Specification are set out in the [Cloud Operations Service Definitions document](#) which forms a part of this

Service Specification and the Cloudreach order form to which this Service Specification relates.

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## Document Control

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## Sign off

Version	Date	Sign-off	Job Title
1.0.0	15-09-2020	Brandon Wong	Resale and FinOps Manager

# 1. Service Overview

Infrastructure Foundations is a managed service for Amazon Web Services (AWS), Microsoft Azure Public Cloud (Azure) and Google Cloud Platform (GCP). The service will manage the cloud billing relationship pertaining to usage within the Customer's environment(s) in these public clouds. Furthermore, the service transfers the ownership of reactive support for both cloud billing and infrastructure related support queries and tickets from the Cloud Service Provider(s) (CSP) to Cloudreach. This enables the Customer to maintain control and governance over strict ITIL processes such as change and problem management whilst shifting responsibility of reactive incident and escalation handling to Cloudreach.

Key features of Infrastructure Foundations are listed below:

[Onboarding](#) - Cloudreach will assign a Service Transition team member to manage the project of onboarding the Customer's environment(s) into Infrastructure Foundations. Please note that Cloudreach will only perform onboarding of Customer's environment(s) during Business Hours.

[Support Concierge](#) - Cloudreach will provide reactive technical support in lieu of the CSP. Support is provided regarding platform advice, guidance, best practice, troubleshooting and in some cases, minor administration and maintenance. Where Cloudreach cannot resolve issues in the first instance, the CSP may be leveraged for assistance by Cloudreach on behalf of the customer. Support Concierge is globally available 24x7, provides competitive response times in line with all Cloudreach managed service offerings and exceeds all top-tier CSP support offerings. Cloudreach will provide Customer access to the Cloudreach ServiceNow support portal (CSD) to facilitate communications and support ticket management regarding Billing Services and Support Concierge. See section 1.1 for service levels.

[Billing Services](#) - the service transfers ownership of the billing relationship regarding the Customer's platform usage from the CSP and Customer to Cloudreach and Customer. Cloudreach will prepare and provide invoices in relation to Customer's platform usage as defined by terms outlined within the Order Form. Billing Services also includes global billing support during EMEA and US business hours (16x5).

[Cost Management Suite](#) - as part of Infrastructure Foundations, Cloudreach will deploy and implement a host of cost management tooling, features and processes, including both 3rd party and Cloudreach-owned. Pricing for the use of any related tools and processes will be reflected accordingly in the order form.

[Cloudreach Services Reinvestment](#) - as part of Infrastructure Foundations, Cloudreach will provide customers with a reinvestment fund to be used towards a future Cloudreach Services engagement.

[Service Delivery Manager \(SDM\)](#) - Appointed Service Delivery Manager responsible for owning the Customer experience and delivering the service management outcomes associated with Managed Services provided by Cloudreach. The SDM provides strategic business alignment, business critical IT service management, chaired proactive service reviews and continuous service improvement. The SDM delivered remotely and on-site

(upon request) is included as part of Infrastructure Foundations.

[Quarterly Service Reviews](#) - Cloudreach will provide Quarterly Service Reviews (upon request) delivered by the SDM which will include a summary of tickets and services requests during the previous quarter. The purpose of these reports is to evaluate the quality of service provided by the Support Concierge.

[Architected Review](#) (available if the Customer’s Monthly Spend is  $\geq$  amount specified in applicable order form) - as part of Infrastructure Foundations, Cloudreach will deliver a Architected Review upon customer request. This review is a joint exercise between Cloudreach and the Customer and requires full participation from the Customer.

[Service, Software or Marketplace Discounts](#) - Various service, software or marketplace discounts may be available for Customers as a result of partnership agreements established between Cloudreach and independent vendors or Cloudreach and the CSP.

[Optional Support Opt-Out](#) - in the cases of AWS and GCP, the Customer may opt out of receiving first line, reactive technical support from Cloudreach. Should the customer select this option, the Customer will maintain a support relationship directly with the CSP. As a result, some features listed within this service specification will no longer be provided, as they are complementary to Infrastructure Foundations’ support concierge service.

## 1.1 Service Levels

Services	Service Level Hours
Onboarding	Business Hours (8x5) <i>(PDT time zone if the Customer is based in NA and GMT time zone if the Customer is based in EMEA)</i>
Service Delivery Manager	Business Hours (8x5) <i>(applicable time zone where the Customer is located)</i>
Advice and Guidance, Best Practice and Troubleshooting Support (P1, P2, P3, and P4 Incidents)	See 3.1.2 Incident Prioritization and 3.1.3 Incident Response and Resolution Times P1: < 15 Minutes (24/7) P2: < 30 Minutes (24/7) P3: < 2 Hours (24/5) P4: < 4 Hours (24/5)

## 2. Service Scope

The below table provides a high level overview on what is provided from a support and cloud billing perspective. Additional CSP specific benefits may be provided per platform.

Services	Infrastructure Foundations
24x7 Support Concierge Availability	√
16x5 Billing Concierge Availability	√
8x5 Service Delivery Manager Availability	√
Access to Cloudreach Support Portal (ServiceNow)	√
Access to Cost Management Suite	√
Cloudreach Response Time Service Level Agreement (SLA)	√
Advanced Cloud Service Provider (CSP) Service Level Agreements (SLA)	√
Access Management	×
Event Management	×
Service Request Fulfilment	√
Incident Management Identification	×
Incident Management Support	√
Incident Management Remediation	×
Change Management	×
Problem Management	×
Advanced Cloudreach Tooling and Environment Monitoring	×
Service Reviews	√
Monthly Invoicing	√
Architecture Reviews	√

### 3. Onboarding

#### 3.1 Onboarding Terms

Once the service is ready for onboarding, Cloudreach will assign a Service Transition team member to manage the project of onboarding the Customer’s environment to Infrastructure Foundations. Cloudreach will also allocate Service Delivery Manager, who will be the main point of contact between Customer and Cloudreach during the onboarding phase.



Please note that Cloudreach will only perform onboarding of Customers Environments during Business Hours. See the table in section 1 “Service Levels” for additional information.

### 3.2 Access Requirements

In order to deliver the Infrastructure Foundations service, Cloudreach requires access to the Customer’s Environment(s). This enables Cloudreach’s operational teams to provide advice, troubleshooting and service management as necessary.

An Onboarding document will detail the policies that the Customer needs to comply with for the duration of the contract. The necessary documentation will be made available before and at the time of onboarding.

### 3.3 List of Agents Installed on Compute Resources

The following agents may optionally be installed by the Customer onto compute resources in order to best generate cost optimization recommendations:

Vendor	Agent	Notes
CloudHealth	CloudHealth Agent	Lightweight monitoring service for cloud resources. Provides additional insight on cloud resource performance metrics to be leveraged for recommendations.

#### 3.3.1 Agent Maintenance

It is the responsibility of the Customer to install and maintain the version and configuration of agents installed on the Customer’s Virtual Machines.

Instructions for the installation of each agent will be provided to the Customer upon request.

## 4. Support Concierge

Cloudreach will provide reactive technical support in lieu of the CSP. Support is provided regarding platform advice, guidance, best practice, troubleshooting and in some cases, minor administration and maintenance. Where Cloudreach cannot resolve issues in the first instance, the CSP may be leveraged for assistance by Cloudreach on behalf of the customer. As a top-tier partner, Cloudreach is further provided with advanced CSP SLA’s to assist in the resolution of CSP-escalated incidents.

Support will be provided and covered in two capacities: Service Requests (general guidance) and Incidents (troubleshooting, availability). See sections 4.1 “Service Request Scope” and 4.2 “Incident Management Scope” for respective details.

Support Concierge is globally available 24x7, provides competitive response times in line with all Cloudreach managed service offerings and exceeds all top-tier CSP support

offerings. Cloudreach will provide Customer access to the Cloudreach ServiceNow support portal (CSD) to facilitate communications and support ticket management regarding Billing Services and Support Concierge. See section 1.1 for service levels.

Under Infrastructure Foundations, the Customer is not to contact CSP support directly and will be liable for any related charges incurred as a result of doing so. Should the Customer wish to maintain direct-to-CSP support, they can opt out of receiving the Support Concierge service from Cloudreach. See section 10 for details.

## 4.1 Service Request Scope

This section is not designed to be exhaustive, but illustrative of anticipated service requests.

Cloudreach will aim to provide advice and guidance/best practice/troubleshooting such as: Account, Subscription, or Project creation issues; CSP account permission issues; CSP access issues; service limit increases; resource creation/provisioning and configuration; service provisioning and configuration; service/platform performance issues or CSP Platform outages.

All requests raised by the Customer that are not identified as service impacting will be treated as P4 Service Requests.

## 4.2 Incident Management Scope

Cloudreach will provide maintenance guidance, troubleshooting, and support regarding the availability and accessibility of the Customer's environment(s) in the Public Cloud. Infrastructure Foundations incidents will not cover instance-level requests or any proactive, hands-on management of resources. This section covers the service management Cloudreach will provide to the Customers as part of Infrastructure Foundations.

### 4.2.1 Support Guidelines and Responsibilities

#### 4.2.1.1 Cloudreach Responsibilities

Cloudreach shall adhere to the following guidelines as part of the Support Process:

- All Incidents and Service Requests raised by Customer will be logged with Cloudreach and will be categorised as per the Priority table below (see "Incident Prioritisation" tables below)
  - The CSD can be accessed on a 24/7 basis to assist with P1 and P2 Incidents relating to the Customer Cloud Platform and troubleshooting issues in the manner set out below. An Incident can be logged by the Customer or Cloudreach either through:
    - (i) emailing Cloudreach at [support@cloudreach.com](mailto:support@cloudreach.com);
    - (ii) calling [UK] 0800 612 2966, [Overseas] +44 207 183 3991 or [US/Canada] (212) 335-0700;
    - (iii) the web by logging in to [support.cloudreach.com](https://support.cloudreach.com) using login details provided by Cloudreach during the onboarding process; or
    - (iv) mutually agreed automated event process.
  - For P1 Incidents specifically, the CSD can be accessed on a 24/7 basis only by

telephone through the numbers as set out above. For the avoidance of doubt, P1 Incidents cannot be raised by email or through the CSD web portal.

- The CSD can only be accessed by a designated Customer employee ("Support Engineer") raising an Incident.
- Cloudreach is under no obligation to respond to Incidents made in a manner which do not comply with this section.
  - CSD will use reasonable endeavours to find a work-around or solution to the Incident.

#### 4.2.1.2 Customer Responsibilities

- Incidents must be logged by Customer in accordance with this section.
- When logging an Incident, Customer will provide to Cloudreach the following diagnostic information:
  - Detailed description of the issue
  - Customer Incident number
  - If available and reproducible, step by step instructions to reproduce the reported Incident
  - If available, date and time (and timezone) when Incident occurred
- Following the logging of an Incident, the Customer shall be available via email or telephone to answer questions and assist the CSD as appropriate.
- Customer shall provide telephone or email access to the End User to facilitate troubleshooting Incidents.
- Customer shall provide access to End User support tools or permit Cloudreach to use their support tools to facilitate troubleshooting Incidents.
- Customer shall, within 5 working days of a request from Cloudreach, provide CSD staff access to all required Customer systems in order to enable Cloudreach to provide the Services detailed in the order form.

#### 4.2.2 Incident Prioritization

The following tables outline the prioritization of Incidents and the description of each Priority Level.

Priority Level	Type of issue
P1 - Critical Impact	Total loss of service, no workaround available.
P2 - High Impact	Functional but degraded Critical service or total loss for a service which supports a critical service. No work around available.
P3 - Medium Impact	Non critical service which is partially impacted and not functioning as intended.
P4 - Low Impact	Minor issue contained to a small group. A work around or alternative service is available.

#### 4.2.3 Incident Response and Resolution Times

The table below shows the response and resolution times for each Incident Priority. For the purpose of this clause:

- “Response” is defined as Cloudreach acknowledging the Incident by (i) providing a Cloudreach reference number either electronically or verbally to the Customer and (ii) assigning a priority to the Incident.
- “Resolution” is defined as Cloudreach providing a reasonable workaround or solution to the Incident.
- The time for Resolution starts at the same time as the Response time.
- SLA for Response and Resolution times start ticking when an Incident is logged by a Customer, either by phone, email or through the CSD web portal.

Priority	Target Response Time	Target Resolution Time
P1	15 mins (24x7)	4 hours (24x7)
P2	30 mins (24x7)	8 hours (24x7)
P3	1 hour (24x5)	24 hours (24x5)
P4	4 hours (24x5)	3 Business Days (24x5)

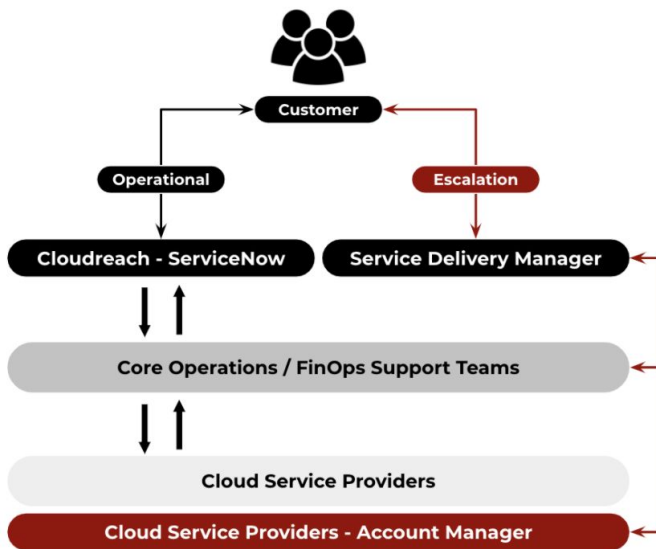
#### 4.2.4 Incident Response Time Comparison

The table below shows Cloudreach response times compared to CSP response times for each Incident Priority or nearest-defined equivalent. CSP response times shown pertain to the highest level of support attainable per CSP respectively:

Cloudreach		AWS	Azure	GCP
Priority	Target Response Time	Top-Tier Support Offering, Target Response Time		
P1	15 mins (24x7)	15-60 mins (24x7)	1 hour (24x7)	15 mins (24x7)
P2	30 mins (24x7)	4 hours (24x7)	1 hour (24x7)	4 hours (24x7)
P3	1 hour (24x5)	12 hours (24x7)	2 hours (business hours)	8 hours (business hours)
P4	4 hours (24x5)	24 hours (24x7)	4 hours (business hours)	8 hours (business hours)

### 4.3 Escalation Matrix

The below diagram demonstrates the standard customer journey for Infrastructure Foundations support. This details how the customer should interact with Cloudreach teams and individuals to ensure the right experience is delivered:



**Customer Flow - Summary:**

- Customer initiates support request through Cloudreach Service Now.
- Request is routed to appropriate Cloudreach support team.
- If the request can be resolved Cloudreach support update the support request back to end customer.

**Support escalation:**

- If the support request cannot be resolved in the first instance, Cloudreach will escalate the request to CSP support.
- Cloudreach will work with the CSP to seek resolution.

**Escalation:**

- The customer can use the Service Delivery Manager as a point of escalation
- The SDM can leverage team leader in support and Account managers at the CSP to support resolution.

## 5. Billing Services

The Billing Services component transfers ownership of the Customer’s CSP billing relationship regarding the Customer’s platform usage. Ownership transfers from the CSP and Customer, to Cloudreach and Customer. Cloudreach will prepare and provide invoices in relation to Customer’s platform usage as defined by terms outlined within the order form.

In addition to this, Billing Services also includes global billing support during EMEA and US business hours (16x5) which may be accessed via the same methods as outlined in section 4.2.1 “Support Guidelines and Responsibilities”.

Dependent on the Customer’s order form, Cloudreach may accommodate custom invoice formats to be provided specifically for the Customer. Customizations provided must be agreed upon in writing by Cloudreach prior to the start of the service.

## 6. Cost Management Suite

The Cost Management Suite service as provided by Cloudreach consists of various tools, features and processes to promote, inform, facilitate and action cost optimization activities pertaining to the Customer’s environment. Instruction for the deployment or implementation of tools, processes or features will be provided to the Customer in applicable scenarios during Onboarding.

### 6.1 Tooling

Tooling may be operated by either the Customer in scenarios where Cloudreach has provided access to the Customer for use, or by Cloudreach on behalf of the customer. Tooling deployment, access and pricing details are defined on a per-tool basis and will additionally be indicated as such on the Customer order form.

Tooling deployed at present by Cloudreach is listed in the table below:

Vendor	Tool	Notes
Cloudreach	Cloudamize	2-month quickstart licenses (provided upon request) to identify workload-optimized migration paths.
VMWare	CloudHealth	CloudHealth is a business intelligence tool that facilitates CSP environment asset and cost visibility, while also providing features such as recommendations, policies, custom reports, etc.

### 6.1.1 Cloudamize

A one-time Cloudamize 2-month quickstart license will be provided upon request to customers. This license will facilitate the identification of workload-optimized migration paths.

The provisioning of the Cloudamize license is dependent on an active Infrastructure Foundations order form.

### 6.1.2 CloudHealth

CloudHealth is a business intelligence tool that facilitates CSP environment asset and cost visibility, while also providing features such as recommendations, policies and custom reports.

Full, self-serve access to CloudHealth will be provided to the Customer as a part of Infrastructure Foundations' Cost Management Suite. Access is denoted and dependent on the existence of an active Infrastructure Foundations order form.

## 6.2 Processes

Processes may be implemented and managed by Cloudreach for the purpose of proactively managing certain cost items pertaining to the Customer's environment. Process deployment, access and pricing details are determined on a per-process basis and will be indicated as such on the Customer order form.

Processes implemented at present by Cloudreach are listed in the table below:

Vendor	Tool	Notes

## 6.3 Cost Reports

Various Cost Reports will be provided as part of Infrastructure Foundations. Cost Reports may be generated and delivered on a monthly basis for the Customer's knowledge and use. Reports may consist of recommendations regarding the removal of unattached resources, rightsizing and reservation of resources and cost visibility reports. The Customer can further request specific reports be generated within reason. Cloudreach will endeavor to provide the requested reports if viable.

Cloudreach may leverage various available tools or other platforms to generate reports. Reports may vary depending on the Customer's CSP(s). Should reports require the use of cloud-native resources, it shall be communicated to the Customer and configured by Cloudreach during Onboarding.

Any limitations regarding the quantity of Cost Reports configured and distributed will be specified within the Customer order form.

## 6.4 FinOps Support

Cloudreach will leverage its FinOps team to provide support in a reactive, advisory capacity pertaining to any related reports or general cost optimization guidance. Cloudreach FinOps will also be available to provide assistance on Cost Management Suite tooling usage and can purchase resource reservations on behalf of the Customer, should it be requested.

In most instances, FinOps support queries fall within the category of general guidance. FinOps support is available globally during EMEA and US business hours (16x5) and can be accessed via the same methods as outlined in section 4.2.1 "Support Guidelines and Responsibilities". FinOps specific requests must be raised with "FAO FinOps" in the subject line.

## 7. Cloudreach Services Reinvestment

As part of Infrastructure Foundations, Cloudreach will provide customers with a reinvestment fund to be used towards a Cloudreach Services engagement. The reinvestment amount is calculated as a percentage of the Customer's cloud spend transacted through Cloudreach, for up to the prior 12 months. The reinvestment percentage may vary and will be specified in the Customer's Infrastructure Foundations order form. Customers can use reinvestment funds once per contract-year.

## 8. Service Delivery Management

The Service Delivery Manager (SDM) is responsible for owning Customer experience and delivering the service management outcomes associated with Managed Services provided by Cloudreach. The SDM provides the following services:

- Strategic business alignment - The SDM shall work with the Customer to ensure the operational services are delivered in line with the business objectives of the Customer. They shall also manage the business relations the Customer has with Cloudreach to enable delivery of services.
- Business critical IT service management – The SDM shall provide dedicated management of business-critical IT service management. They shall be the point of escalation and ensure the appropriate priority, resource, and associated governance is in place to progress to resolution.
- Service reviews - Owned by your dedicated service delivery manager focusing on business as usual reporting and identifying and driving improvements recommendations.

## 8.1 Service Review

The SDM will conduct and chair a quarterly Service Review meeting with the Customer at a time and place to be mutually agreed in advance by the parties. The agenda for the service review shall include:

- Review service report management summary and discuss any points including but not limited to Cloudreach or Customer actions;
- Review Service Request(s) and Incident records, review performance and capacity issues identified (if applicable);
- Review status of existing, and any new mutually agreed, service improvement(s);
- Make recommendations for improvements of the service which have been identified by Operations team

### 8.1.1 Service Reports

Cloudreach shall, upon request, provide the Customer with a service report up to once per quarter in Google Docs format or PDF. The service report shall include:

- Incident record summary including:
  - Current open Incident records and/or Service Requests
  - Recently closed Incident records and/or Service Requests
  - Summary of Incidents by priority and/or Service Requests
  - Summary of Incidents by component and/or Service Requests
- SLA compliance summary
- Escalation Matrix
  - This lists the people and teams within Cloudreach and the customer organisation to contact and escalate an incident or an issue for example that remains unresolved at a support level

## 8.2 Service Improvement Initiatives

- Cloudreach and/or Customer actions and risks aimed at improving the quality and performance of the managed service
- The SDM shall implement service improvement initiatives if and when such improvement opportunities are identified that cover recommendations for improvements with potential action plan(s) if applicable
- Maintain and update Customer contact information

## 8.3 Service Review Timetable

Deliverable	Frequency
Introductions and Review of the Cloudreach Escalation Matrix Guideline	Kick Off
Conduct Quarterly Service Review (Onsite or Remote)	Quarterly (Upon Request)
Provide Quarterly Service Report (trend reports for the quarter, analysis and	Quarterly



recommendations)	(Upon Request)
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## 9. Architected Review

Architected Reviews will be available quarterly if the Customer’s Monthly Spend is  $\geq$  amount specified in the applicable order form. As part of Infrastructure Foundations, Cloudreach will deliver a Architected Review dependent upon customer request. This review is a joint exercise between Cloudreach and the Customer and requires full participation from the Customer.

### 9.1 Architected Review Process

Quarterly Architected Reviews are subject to eligibility and availability at the discretion of the Cloudreach SDM team.

The Customer’s assigned SDM will launch an inquiry to gauge Customer interest in conducting an Architected Review. Once confirmed by the Customer and approved internally by delivery leaders, Cloudreach will assemble the internal resources necessary to conduct and deliver the review. Mandatory internal and external contacts involved include:

- Customer technical contact
- Cloudreach SDM
- Cloudreach Professional Services architect or engineer (technical resource)

Following the arrangement and assembly of resources, Cloudreach will propose mutually agreeable dates and times to conduct the Architected Review. Once established, a three-week process will begin:

- Week 1 - Identification: the Cloudreach technical resource will execute the Architected Review which consists of architectural investigation and identification for the selected workload or application.
- Week 2 - Execution: the Cloudreach technical resource creates the Architected Review document. The SDM will arrange and hold a session with the Customer to discuss the relevant document. Key takeaways are the resulting recommendations.
- Week 3 - Conclusion: the SDM will add recommendations to the improvement register. The Cloudreach technical resource will submit the Architected Review to the CSP where applicable.

Once the above process has been completed, the SDM will continue to track improvement recommendations.

## 10. Service, Software or Marketplace Discounts

Various service, software or marketplace discounts may be available for Customers as a result of partnership agreements established between Cloudreach and independent vendors or Cloudreach and the CSP. These discounts are subject to change at any time

and vary depending on CSP. Details can be confirmed by Cloudreach's AWS, Azure and GCP partner and program managers respectively.

## 11. Optional Support Opt-Out

Should the Customer decide to opt-out of Cloudreach's first line, reactive technical support, some features listed within this service specification will no longer be provided. These services are complementary to, and dependent on Infrastructure Foundations' support concierge service. Features that will be removed are as follows:

- Section 4 - Support Concierge (Customer still receives access to the CSD in order to raise billing support queries)
- Section 8 - all sections aside from the default SDM assignment, such as:
  - 8.1 Service Review
  - 8.2 Service Improvement Initiatives
  - 8.3 Service Review Timetable
- Section 9 - Architected Review