AWS FOUNDATION SERVICE LEVEL AGREEMENT

Deliverable	Description	Services
Onboarding of AWS	**Cloudreach Responsibilities** • Cloudreach shall perform such actions as necessary to place existing Customer AWS Accounts under Cloudreach's billing control. • If the Customer requires new or additional AWS Accounts, Cloudreach shall, as soon as practically possible following the Service Start Date, assist the Customer in creation of AWS Accounts and subsequently perform such actions as necessary to bring the AWS Accounts under Cloudreach's billing control. **Customer Responsibilities** • Customer shall, as soon as practically possible following the Service Start Date, perform such actions as necessary to bring the AWS Accounts 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-AWS Service. • Customer shall cooperate with and respond to all reasonable Cloudreach requests and instructions to bring AWS Accounts under Cloudreach's billing control.	OPS-FOUND-AWS

Delivery of Analytical Billing	Cloudreach shall provide the Customer with access to one spreadsheet per AWS Accounts invoiced by Cloudreach under the terms of the applicable Order Form within 5 Business Days of completion of the AWS Billing Account onboarding and at the end of each billing cycle. Each spreadsheet shall provide a breakdown of Customer's AWS Charges with respect to on-going use of the AWS Services within the associated AWS Accounts(s) set out in the applicable Order Form, and may include, but is not limited to the following sections: ● AWS usage cost per region; ● AWS usage cost per component service; ● AWS usage cost per recorded usage type associated with each AWS component service; ● AWS usage cost per day of the current calendar month, broken down by AWS component service; and ● Historical monthly AWS usage cost broken down by AWS component service;	OPS-FOUND-AWS
Reactive Support (if OPS-FOUND-AWS-SUPP is taken)	Cloudreach Responsibilities ● Cloudreach shall respond to Incidents solely and specifically related to Customer AWS Accounts and associated AWS 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 AWS Accounts invoiced for by Cloudreach under the terms of the applicable Order Form.	OPS-FOUND-AWS-SUPP

- 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 AWS equivalent severity level as documented at https://aws.amazon.com/legal/service-level-agreements/ (or such other url as AWS 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 AWS 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	AWS Equivalent	Type of issue
P1	Urgent	AWS component service-specific issue affecting all end users or AWS-hosted resource unavailable or unusable in one geographic region (e.g Belgium, Netherlands, UK and so on).
P2	High	AWS component service-specific issue impacting 5 – 10 % or more of end users.
P3	Normal	AWS 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 AWS component service(s).