

AZURE FOUNDATION SERVICE LEVEL AGREEMENT

Deliverable	Description	Service(s)
Onboarding of Azure Subscription(s)	<p>Cloudreach Responsibilities</p> <ul style="list-style-type: none"> ■ If the Customer requires new or additional Microsoft Azure Subscriptions, Cloudreach shall, as soon as practically possible following the Service Start Date, assist the Customer in the creation of Azure Subscriptions and subsequently perform such actions necessary to bring the Azure Subscriptions 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 necessary to bring the Microsoft Azure Subscriptions under Cloudreach’s billing control, which may include but is not limited to: <ul style="list-style-type: none"> ■ Providing Cloudreach with details of the Azure Active Directory domain name associated with any existing Microsoft Azure Subscriptions; ■ Accepting requests to link existing Microsoft Azure Subscriptions to a Cloudreach Microsoft Cloud Reseller Account; ■ Customer shall in a timely manner provide access to such personnel and resources as required to allow Cloudreach to provide the OPS-FOUND-AZURE Service 	OPS-FOUND-AZURE
Delivery of Analytical Billing	<p>Cloudreach shall provide the Customer with access to one spreadsheet per Azure Subscription invoiced by Cloudreach under the terms of this OPS-FOUND-AZURE OF within 5 business days of completion of Microsoft Azure Subscription onboarding. Each spreadsheet shall provide a breakdown of Customer’s Microsoft Azure Charges with respect to on-going use of the Microsoft Azure services within the associated Azure Subscription(s) set out in this OPS-FOUND-AZURE OF, and may include, but is not limited to the following sections:</p> <ul style="list-style-type: none"> ■ Azure usage cost per Azure region; ■ Azure usage cost per Azure component service; ■ Azure usage cost per recorded Azure usage type associated with each Azure component service; ■ Azure usage cost per day of the current calendar month, broken down by Azure component service; ■ Historical monthly Azure usage cost broken down by Azure component service; 	OPS-FOUND-AZURE
Azure Partner Led Support (if OPS-FOUND-AZURE-PARTNERLED is taken)	<p>Cloudreach Responsibilities</p> <ul style="list-style-type: none"> ■ Cloudreach shall respond to Incidents solely and specifically related to Customer Microsoft Azure Subscriptions and associated Azure component services. It should be noted that Cloudreach cannot directly access via Secure Shell or Remote Desktop Services any Customer Instances. For the avoidance of doubt, Cloudreach shall only respond to Incidents related to Microsoft Azure Subscriptions invoiced for by Cloudreach under the terms of this OPS-FOUND-AZURE OF. ■ 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 Azure equivalent severity level as documented at https://www.microsoft.com/en-us/microsoftservices/premier_support_partners.aspx (or such other url as Microsoft may make available from time to time) 	OPS-FOUND-AZURE -PARTNERLED

Customer Responsibilities:

- Customer shall as soon as practically possible following the Service Start Date, and in any case prior to commencement of Azure Partner led Support, provide access to such personnel and resources as required to allow Cloudreach to provide the OPS-FOUND-AZURE-PREMIER Service, including, but not limited to the items set out below. For the avoidance of doubt, Cloudreach shall not be liable to provide Azure Partner Led Support until the resources below are provided by the Customer:
 - At a minimum, read-only console access to Microsoft Azure Subscriptions as detailed in clause 1 of this OPS-FOUND-AZURE OF.
 - A list of Customer contacts authorised to make requests for Azure Partner Led 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 Level	Microsoft Equivalent Severity Level	Type of issue
P1	Severity 1	Catastrophic business impact: <ul style="list-style-type: none"> ● Complete loss of a core business process and work cannot reasonably continue ● Needs immediate response
P2	Severity A	Critical business impact: <ul style="list-style-type: none"> ● Significant loss or degradation of services ● Needs an urgent response
P3	Severity B	Moderate business impact: <ul style="list-style-type: none"> ● Moderate loss or degradation of services, but work can reasonably continue in an impaired manner ● Needs a response within two business hours
P4	Severity C	Minimum business impact: <ul style="list-style-type: none"> ● Substantially functioning with minor or no impediments of services ● Needs a response within four business hours

- All Incidents raised by Customer will be logged with Cloudreach and will be categorised as per the Priority supplied by the Customer
- The Cloudreach Service Desk can be accessed during Business Hours to assist with all priority Incidents against the Customer Cloud Platform and troubleshooting issues in the manner set out below. An Incident can be logged by either the Customer or Cloudreach either through:
 - A. emailing Cloudreach at servicedesk@cloudreach.com;
 - B. calling [UK] 0800 612 2966, [Overseas] +44 207 183 3991 or [US/Canada] (212) 335-0700;
 - C. the web by logging in to www.cloudreach.com/login using login details provided by Cloudreach;
 - D. Customer's own ticketing system; or
 - E. mutually agreed automated event process

	<ul style="list-style-type: none">■ For P1 Incidents only, the Cloudreach Service Desk can be accessed on a 24/7 basis by telephone only. Customer shall only raise P1 Incidents by calling UK 0800 612 2966 or from overseas +44 207 183 3991. For the avoidance of doubt, P1 Incidents cannot be raised by email or through the Cloudreach Service Desk web portal.■ Customer can access Cloudreach Service Desk only by a designated Customer employee ("Support Engineer") raising an Incident.	
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