CMS PUBLIC CLOUD SERVICE DESCRIPTIONS

1   Service Descriptions

1.1   This document sets out the obligations of Interactive Pty Ltd ("Interactive") and the customer receiving Cloud Services from Interactive ("Customer"), in accordance with the CMS SOW between Interactive and the Customer and the incorporated Public Cloud Terms that requires Interactive to perform the services set out in this document.

1.2   Interactive may (acting reasonably) vary this Service Description or any Terms (as applicable) provided that Interactive notifies the Customer of any proposed material variation in writing no less than 30 days in advance of any such variation and posts an updated version at https://www.interactive.com.au/terms-and-conditions or such other URL as may be used by Interactive and stated in the notice. The variation to the relevant Terms or Service Description will apply from the version date stated on that document, and by continuing to use the Services after that date, the Customer agrees to the varied Terms or Service Description.

1.3   If a variation is proposed in accordance with clause 1.2 that materially and adversely impacts the rights or obligations of the Customer under the relevant Terms or Service Description (including through the imposition of, or increase to, any fee or charge payable by the Customer beyond anything detailed in a Statement of Work, Master Services Agreement, these Terms, or a Service Description but excluding changes required by law or regulatory bodies or third party providers), the Customer may elect to remain on the then current version of the relevant Terms or Service Description (if possible) by giving fourteen (14) days written notice to Interactive. This notice must be given by the Customer to Interactive within thirty (30) days of Interactive notifying the Customer of the proposed variation. Where this election is made by the Customer the parties will sign an executable copy of the last agreed Terms or Service Description.

1.4   Capitalised terms that are defined in the Agreement (including the SLA referred to in the Public Cloud Terms) are given the same meaning when used in this document.

1.5   This document contains:

(a)   Managed Services for IaaS in Schedule 1

(b)   Managed Services for PaaS in Schedule 2

Schedule 1   Managed IaaS Services

Managed Services for Infrastructure as a Service ("IaaS") can be provided to the below defined CRP products ("IaaS Cloud Resources"), as may be provisioned by or on behalf of the Customer.

Azure Cloud Resources		
Category	**Product**	**Type**
Compute	Virtual Machines	(OS Only)
Networking	Virtual Network	-
Networking	Load Balancer	Standard
Networking	VPN Gateway	VPN Gateways
Networking	VPN Gateway	ExpressRoute Gateways
Networking	ExpressRoute	-
Networking	Network Watcher	-
Networking	Bandwidth	-
Networking	IP Addresses	Basic (ARM)
Networking	IP Addresses	Classic (ARM)
Storage	Storage	Block Blob Storage
Storage	Storage	File Storage

AWS Cloud Resources		
Category	**Product**	**Type**
Compute	EC2	(OS Only)
Compute	Auto Scaling	Target tracking for front end servers
Networking	Virtual Private Cloud	-
Networking	Load Balancer	Elastic Load Balancer
Networking	VPN Gateway	VPN Gateways
Networking	Direct Connect	Direct Connect Gateways
Networking	Direct Connect	-
Networking	Bandwidth	-
Networking	IP Addresses	Elastic IP
Storage	Storage	S3
Storage	Storage	Elastic Block Store
Storage	Storage	S3 Glacier

1   Base IaaS Managed Services

1.1   Interactive will perform the Managed Services described below for all IaaS Cloud Resources provisioned that are grouped into the Base Tier of Managed Services ("Base IaaS Resources").

1.2   Base Resources will be deemed Base IaaS Resources if Interactive determines the Cloud Resource will be used for IaaS.

1.3   Interactive provides Managed Services for Base IaaS Resources during Business Hours.

SUPPORT

1.4   Interactive will provide basic advisory support for Base IaaS Resources based on CRP provided documentation and technical support.

INCIDENT MANAGEMENT

1.5   After the Customer logs a ticket with Interactive for an Incident affecting the Base IaaS Resources, Interactive will provide Incident Management for the Incident. Incident Management involves assigning an incident manager to co-ordinate resources and provide updates to the Customer until the Incident is Restored.

1.6   If the Incident is a disruption up to the operating system layer, Interactive will Restore the Incident in accordance with the Service Levels. If the Incident is a disruption above the operating system layer (for example, the Customer's applications) Interactive will assist the Customer to Restore the Incident, but Interactive is not responsible to Restore such Incidents.

1.7   The Customer has the following responsibilities with regard to Incident Management:

(a)   Log an Incident ticket via phone or email.

(b)   Work with Interactive and relevant third parties to troubleshoot and resolve the Incident.

SUBSCRIPTION GOVERNANCE

1.8   Interactive will set up alerts, which notify the Customer when pre-defined spend thresholds are met in respect of Base IaaS Resources. Interactive will configure the alerts to notify Interactive when 80% of the Customer's estimated spend has been reached. Interactive will determine the estimated spend, and may increase it, in its discretion. The Customer should not rely on these alerts and should be aware of the Cloud Resources it has provisioned. The Customer acknowledges there may be a delay of up to 24 hours from the threshold being reached and the alert being received by Interactive. Interactive will notify the Customer within a reasonable time after receiving an alert.

CLOUD GOVERNANCE TOOLSET

1.9   Interactive will provide the Customer with governance tools to maintain visibility of Cloud Resources and the associated Cloud Resource Fee. The governance tools are provided by third parties and may be updated, or vendors changed by Interactive without notice, provided the same or similar functionality is met.

CONFIGURATION

1.10   Interactive is not responsible for, and the Customer releases Interactive from, any service disruptions to the Customer's systems or applications in connection with implementation of the changes requested by the Customer, or for any security issues related to user access privileges.

SERVICE REQUESTS

1.11   The Customer will be charged a fee for Simple Service Requests (as defined in the SLA) that affect Essentials IaaS Resources, as set out in the Rate Card, subject to item 1.12.

1.12   The Customer is not charged a fee for Simple Service Requests that result in an increase to the Customer's

monthly Service Fees.

1.13   For any Service Requests that are not Simple Service Requests ("Complex Service Request"), the Customer will be charged on a time and materials basis in accordance with the Standard Charge Out Rate. On request, Interactive will provide an estimate of the fees payable for the Complex Service Request.

1.14   A Customer may request a Priority Service Request, via its Service Delivery Manager or Account Executive. If Interactive agrees to the Priority Service Request:

1.15   the Customer will be charged for each Priority Service Request at the rate specified in the Rate Card; and

1.16   the Service Request Service Level will be upgraded in accordance with the SLA.

1.17   Interactive may refuse a Priority Service Request in its discretion, which it may do if, for example, Interactive does not have sufficient resources to upgrade the Service Request Service Level.

2   Essentials IaaS Managed Services

2.1   Interactive will perform the Managed Services described below for all IaaS Cloud Resources provisioned that are grouped into the Essentials Tier of Managed Services ("Essentials IaaS Resources").

2.2   Interactive provides Managed Services for Essentials IaaS Resources during Business Hours.

AUTO SCALING (FOR AWS)

2.3   Auto Scaling is a feature that monitors server utilisation and automatically adjusts capacity ("Auto Scaling"). In consultation with the Customer, Interactive will setup Auto Scaling using the target tracking policy for the front end servers within the Customer's AWS account.

2.4   The Customer has the following responsibilities with regard to Auto Scaling;

(i)   ensure the applications are compatible with AWS Auto Scaling; and

(ii)   agree with Interactive on Auto Scaling configuration.

2.5   The Customer acknowledges that Auto Scaling may increase Customer's Cloud Resource Fee and associated Management Fee.

SECURITY PATCHING

2.6   Interactive will apply security patches to currently supported versions of Microsoft Windows and Linux on a quarterly basis (i.e. no more than 4 times a year). As part of the onboarding project, the Customer and Interactive will agree to a patching schedule, which may be updated as new Cloud Resources are provisioned.

2.7   Where an operating system has reached end of support or end of life and security patches are no longer made available by the relevant vendor, Interactive will not apply any patches.

2.8   Interactive is not liable for any risk associated with a patch or the vulnerabilities the patch intends to fix if the Customer and Interactive have not agreed to a patch window within 30 days of Interactive notifying the Customer about the patch. The Customer shall work with Interactive to schedule patching, and provide personnel for testing during the patch window as required to test the environment (including applications) after the patch is deployed.

2.9   Interactive only applies patches made available by operating system vendors and Interactive cannot guarantee the patches will address vulnerabilities, be error free or be free from defects. Interactive is not responsible for, and the Customer releases Interactive from, any service disruptions to the Customer's systems or applications in connection with implementation of the patches.

INFRASTRUCTURE MONITORING

2.10   Interactive will monitor the availability and performance of the underlying CRP infrastructure platform that provides service to the Essentials IaaS Resources and will advise the Customer of any Incidents that impact the Essentials IaaS Resources, as the information on Incidents within the CRP's infrastructure platform is made available by the CRP to Interactive, as published on the CRP's status page.

INCIDENT MANAGEMENT

2.11   After the Customer logs a ticket with Interactive for an Incident affecting the Essentials IaaS Resources, Interactive will provide Incident Management for the Incident. Incident Management involves assigning an incident manager to co-ordinate resources and provide updates to the Customer until the Incident is Restored.

2.12   If the Incident is a disruption up to the operating system layer, Interactive will Restore the Incident in accordance with the Service Levels. If the Incident is a disruption above the operating system layer (for example, the Customer's applications) Interactive will assist the Customer to Restore the Incident, but Interactive is not responsible to Restore such Incidents.

2.13   The Customer has the following responsibilities with regard to Incident Management:

(a)   Log an Incident ticket via phone or email.

(b)   Work with Interactive and relevant third parties to troubleshoot and resolve the Incident.

SUBSCRIPTION GOVERNANCE

2.14   Interactive will set up alerts, which notify the Customer when pre-defined spend thresholds are met in respect of Essentials IaaS Resources. Interactive will configure the alerts to notify Interactive when 80% of the Customer's estimated spend has been reached. Interactive will determine the estimated spend, and may increase it, in its discretion. The Customer should not rely on these alerts and should be aware of the Cloud Resources it has provisioned. The Customer acknowledges there may be a delay of up to 24 hours from the threshold being reached and the alert being received by Interactive. Interactive will notify the Customer within a reasonable time after receiving an alert.

CLOUD GOVERNANCE TOOLSET

2.15   Interactive will provide the Customer with governance tools to maintain visibility of cloud resources and the associated Cloud Resource Fee. The governance tools are provided by third parties and may be updated, or vendors changed by Interactive without notice, provided the same or similar functionality is met.

CONFIGURATION

2.16   Interactive will manage the configuration of the Essentials IaaS Resources through the below activities:

(a)   Perform password resets of cloud based user and service accounts.

(b)   Change the configuration and policies that control access to and placement of the Essentials IaaS Resources, ensuring only authorised users (including Interactive staff and those nominated by the Customer) have access and that Essentials IaaS Resources are placed within a supported region.

2.17   The Customer has the following responsibilities with regard to configuration management:

(a)   The Customer must make any configuration change requests in accordance with the Change Request Process set out in the Public Cloud Terms.

(b)   Notifying Interactive about any changes to authorised users to ensure the list of authorised users is up to date.

2.18   Interactive is not responsible for, and the Customer releases Interactive from, any service disruptions to the Customer's systems or applications in connection with implementation of the changes requested by the Customer, or for any security issues related to user access privileges.

SERVICE REQUESTS

2.19   The Customer will be charged a fee for Simple Service Requests (as defined in the SLA) that affect Essentials IaaS Resources, as set out in the Rate Card, subject to item 2.20.

2.20   The Customer is not charged a fee for Simple Service Requests that result in an increase to the Customer's monthly Service Fees.

2.21   For any Service Requests that are not Simple Service Requests ("Complex Service Request"), the Customer will be charged on a time and materials basis in accordance with the Standard Charge Out Rate. On request, Interactive will provide an estimate of the fees payable for the Complex Service Request.

2.22   A Customer may request a Priority Service Request, via its Service Delivery Manager or Account Executive. If Interactive agrees to the Priority Service Request:

(a)   the Customer will be charged for each Priority Service Request at the rate specified in the Rate Card; and

(b)   the Service Request Service Level will be upgraded in accordance with the SLA.

2.23   Interactive may refuse a Priority Service Request in its discretion, which it may do if, for example, Interactive does not have sufficient resources to upgrade the Service Request Service Level.

3   Enhanced IaaS Managed Service

3.1   Interactive will perform the Managed Services described below for all Cloud Resources provisioned that are grouped into the Enhanced Tier of Managed Services ("Enhanced IaaS Resources").

3.2   Interactive provides Managed Services for Enhanced IaaS Resources 24 x 7 x 365.

AUTO SCALING (FOR AWS)

3.3   Auto Scaling is a feature that monitors server utilisation and automatically adjusts capacity ("Auto Scaling"). In consultation with the Customer, Interactive will setup Auto Scaling using the target tracking policy for the front end servers within the Customer's AWS account.

3.4   The Customer has the following responsibilities with regard to Auto Scaling;

(a)   ensure the applications are compatible with AWS Auto Scaling; and

(b)   agree with Interactive on Auto Scaling configuration.

3.5   The Customer acknowledges that Auto Scaling may increase Customer's Cloud Resource Fee and associated Management Fee.

SECURITY PATCHING

3.6   Interactive will apply security patches to currently supported versions of Microsoft Windows and Linux on a quarterly basis (i.e.no more than 4 times a year). As part of the onboarding project, the Customer and Interactive will agree to a patching schedule, which may be updated as new Cloud Resources are provisioned.

3.7   Where an operating system has reached end of support or end of life and security patches are no longer made available by the relevant vendor, Interactive will not apply any patches.

3.8   Interactive is not liable for any risk associated with a patch or the vulnerabilities the patch intends to fix if the Customer and Interactive have not agreed to a patch window within 30 days of Interactive notifying the Customer about the patch. The Customer shall work with Interactive to schedule patching, and provide personnel for testing during the patch window as required to test the environment (including applications) after the patch is deployed.

3.9   Interactive only applies patches made available by operating system vendors and Interactive cannot guarantee the patches will address vulnerabilities, be error free or be free from defects. Interactive is not responsible for, and the Customer releases Interactive from, any service disruptions to the Customer's systems or applications in connection with implementation of the patches.

3.10   The Customer is responsible to keep support agreements current for all operating systems.

INFRASTRUCTURE MONITORING

3.11   Interactive will monitor the performance and availability of the underlying CRP infrastructure platform that provides service to the Enhanced IaaS Resources and will advise the Customer of any Incidents that impact the Enhanced IaaS Resources, as the information on Incidents within the CRP's infrastructure platform is made available by the CRP to Interactive, as published on the CRP's status page.

OPERATING SYSTEM MONITORING

3.12   Interactive will provide monitoring and remediation of the Enhanced IaaS Resources at the operating system layer. Interactive will monitor: CPU, disk, memory and network. Alerts that affect performance or availability will be notified to the Customer and remediation will be on a proactive basis.

INCIDENT MANAGEMENT

3.13   Interactive will provide Incident Management for an Incident affecting the Enhanced IaaS Resources for Incidents that are raised either by Interactive's monitoring platform or logged with Interactive by a Customer. Incident Management involves assigning an incident manager to co-ordinate resources and provide updates to the Customer until the Incident is Restored.

3.14   If the Incident is a disruption up to the operating system layer, Interactive will Restore the Incident in accordance with the Service Levels. If the Incident is a disruption above the operating system layer (for example, the Customer's applications) Interactive will assist the Customer to Restore the Incident, but Interactive is not responsible to Restore such Incidents.

3.15   The Customer has the following responsibilities with regard to Incident Management:

(a)   Log an Incident ticket via phone or email.

(b)   Work with Interactive and relevant third parties to troubleshoot and resolve the Incident.

SUBSCRIPTION GOVERNANCE

3.16   Interactive will set up alerts, which notify the Customer when pre-defined spend thresholds are met in respect of Enhanced IaaS Resources. Interactive will configure the alerts to notify Interactive when 80% of the Customer's estimated spend has been reached. Interactive will determine the estimated spend, and may increase it, in its discretion. The Customer should not rely on these alerts and should be aware of the Cloud Resources it has provisioned. The Customer acknowledges there may be a delay of up to 24 hours from the threshold being reached and the alert being received by Interactive. Interactive will notify the Customer within a reasonable time after receiving an alert.

CLOUD GOVERNANCE TOOLSET

3.17   Interactive will provide the Customer with governance tools to maintain visibility of cloud resources and the associated Cloud Resource Fee. The governance tools are provided by third parties and may be updated, or vendors changed by Interactive without notice, provided the same or similar functionality is met.

CONFIGURATION

3.18   Interactive will manage the configuration of the Enhanced IaaS Resources through the below activities:

(a)   Perform password resets of cloud based user and service accounts.

(b)   Change the configuration and policies that control access to and placement of the Enhanced IaaS Resources, ensuring only authorised users (including Interactive staff and those nominated by the Customer) have access and that Enhanced IaaS Resources are placed within a supported region.

3.19   The Customer has the following responsibilities with regard to configuration management:

(a)   The Customer must make any configuration change requests in accordance with the Change Request Process set out in the Public Cloud Terms.

(b)   Notifying Interactive about any changes to authorised users to ensure the list of authorised users is up to date.

3.20   Interactive is not responsible for, and the Customer releases Interactive from, any service disruptions to the Customer's systems or applications in connection with implementation of the changes, or for any security issues related to user access privileges.

SERVICE REQUESTS

3.21   The Customer is allocated 2 Simple Service Requests per month free of charge, which apply across the total pool of Enhanced IaaS Resources. The Customer will be charged a fee for additional Simple Service Requests that affect Enhanced IaaS Resources, as set out in the Rate Card, subject to item 3.22. Unused Simple Service Requests allocated to the Customer do not roll over to the next month.

3.22   The Customer is not charged a fee for Simple Service Requests that result in an increase to the Customer's monthly Service Fees.

3.23   Simple Service Requests that affect Enhanced IaaS Resources are not deducted from the Customer's allocation if:

(a)   item 3.22 applies; or

(b)   If a Service Request affects IaaS Resources in multiple Tiers, then the request will draw down on the Tier which has the largest number of allocated Service Requests available.

3.24   For any Complex Service Requests, the Customer will be charged on a time and materials basis in accordance with the Standard Charge Out Rate. On request, Interactive will provide an estimate of the fees payable for the Complex Service Request.

3.25   A Customer may request a Priority Service Request, via its Service Delivery Manager or Account Executive. If Interactive agrees to the Priority Service Request:

(a)   the Customer will be charged for each Priority Service Request at the rate specified in the Rate Card; and

(b)   the Service Request Service Level will be upgraded in accordance with the SLA.

3.26   Interactive may refuse a Priority Service Request in its discretion, which it may do if, for example, Interactive does not have sufficient resources to upgrade the Service Request Service Level.

ANTIVIRUS

3.27   Interactive will provide antivirus and antimalware services for the Enhanced IaaS Resources. Alerts that affect security or availability will be notified to the Customer and Interactive will remedy issues and provide antivirus updates on a proactive basis.

DATA PROTECTION SERVICE

3.28   Interactive will implement and manage a Data protection service for the Enhanced IaaS Resources as follows, subject to item 3.30:

(a)   Daily and weekly backups will be performed at 24-hour recovery points;

(b)   Backups will retain the most recent copies of the Data;

(c)   Data will be stored within the Customer's Cloud Resource tenancy on an object store;

(d)   Weekly backups will be retained for 5 weeks;

(e)   Monthly backups will be retained for 12 months; and

(f)   Yearly backups will be retained for as long as the Customer maintains the Enhanced IaaS Resources.

3.29   If the backup Data protection services are provided by the CRP, the Customer acknowledges that the service will be provided in accordance with the AWS Terms or Microsoft Terms as applicable and clause 3.28(a) to 3.28(f) may vary as agreed in the Solution design.

3.30   Interactive is not required to take backups during a period the relevant Cloud Service is suspended and is not required to retain backups if the relevant Cloud Service is decommissioned or the Public Cloud Statement of Work terminated.

3.31   Interactive will provide restores of protected Data upon request by the Customer, which may be a Simple Service Request or Complex Service Request.

ACCOUNT GOVERNANCE

3.32   Interactive will provide access to a dedicated Account Executive, Service Delivery Manager and Account Architect during Business Hours to assist the Customer with day to day operational activities related to the Enhanced IaaS Resources and to provide monthly account governance.

4   Enterprise IaaS Managed Service

4.1   Interactive will perform the Managed Services described below for all Cloud Resources provisioned that are grouped into the Enterprise Tier of Managed Services ("Enterprise IaaS Resources").

4.2   Interactive provides Managed Services for Enterprise IaaS Resources 24 x 7 x 365.

AUTO SCALING (FOR AWS)

4.3   Auto Scaling is a feature that monitors server utilisation and automatically adjusts capacity ("Auto Scaling"). In consultation with the Customer, Interactive will setup Auto Scaling using the target tracking policy for the front end servers within the Customer's AWS account.

4.4   The Customer has the following responsibilities with regard to Auto Scaling:

(a)   ensure the applications are compatible with AWS Auto Scaling; and

(b)   agree with Interactive on Auto Scaling configuration.

4.5   The Customer acknowledges that Auto Scaling may increase Customer's Cloud Resource Fee and associated Management Fee.

SECURITY PATCHING

4.6   Interactive will apply security patches to currently supported versions of Microsoft Windows and Linux on a monthly basis (i.e.no more than 12 times a year). As part of the onboarding project, the Customer and Interactive will agree to a patching schedule, which may be updated as new Cloud Resources are provisioned.

4.7   Where an operating system has reached end of support or end of life and security patches are no longer made available by the relevant vendor, Interactive will not apply any patches.

4.8   Interactive is not liable for any risk associated with a patch or the vulnerabilities the patch intends to fix if the Customer and Interactive have not agreed to a patch window within 30 days of Interactive notifying the Customer about the patch. The Customer shall work with Interactive to schedule patching, and provide personnel for testing during the patch window as required to test the environment (including applications) after the patch is deployed.

4.9   Interactive only applies patches made available by operating system vendors and Interactive cannot guarantee the patches will address vulnerabilities, be error free or be free from defects. Interactive is not responsible for, and the Customer releases Interactive from, any service disruptions to the Customer's systems or applications in connection with implementation of the patches.

INFRASTRUCTURE MONITORING

4.10   Interactive will monitor the performance and availability of the underlying CRP infrastructure platform that provides service to the Enterprise IaaS Resources and will advise the Customer of any Incidents that impact the Enterprise IaaS Resources, as the information on Incidents within the CRP's infrastructure platform is made available by the CRP to Interactive, as published on the CRP's status page.

4.11   Interactive will monitor the performance and availability of the Tenant Specific Infrastructure within the Customer's Cloud Resource tenancy that provides service to the Enterprise IaaS Resources and will advise the Customer of any Incidents that impact the Enterprise IaaS Resources in accordance with the Service Levels.

OPERATING SYSTEM MONITORING

4.12   Interactive will provide monitoring and remediation of the Enterprise IaaS Resources at the operating system layer. Interactive will monitor: CPU, disk, memory, network, services and event logs. Alerts that affect performance or availability will be notified to the Customer and remediation will be on a proactive basis.

4.13   Interactive will provide monitoring and remediation of the Enterprise IaaS Resources at the application layer. Interactive will monitor: DNS service, NTP Service, Microsoft Windows clustering service, Active Directory diagnostics and Microsoft Exchange, where applicable based on the Enterprise IaaS Resources. Alerts that affect performance or availability will be notified to the Customer and remediation will be on a proactive basis.

INCIDENT MANAGEMENT

4.14   Interactive will provide Incident Management for an Incident affecting the Enterprise IaaS Resources for Incidents that are raised either by Interactive's monitoring platform or logged with Interactive by a Customer. Incident Management involves assigning an incident manager to co-ordinate resources and provide updates to the Customer until the Incident is Restored.

4.15   If the Incident is a disruption up to the operating system layer, Interactive will Restore the Incident in accordance with the Service Levels. If the Incident is a disruption above the operating system layer (for example, the Customer's applications) Interactive will assist the Customer to Restore the Incident, but Interactive is not responsible to Restore such Incidents.

4.16   The Customer has the following responsibilities with regard to Incident Management:

(a)   Log an Incident ticket via phone or email.

(b)   Work with Interactive and relevant third parties to troubleshoot and resolve the Incident.

SUBSCRIPTION GOVERNANCE

4.17   Interactive will set up alerts, which notify the Customer when pre-defined spend thresholds are met in respect of Enterprise IaaS Resources. Interactive will configure the alerts to notify Interactive when 80% of the Customer's estimated spend has been reached. Interactive will determine the estimated spend, and may increase it, in its discretion. The Customer should not rely on these alerts and should be aware of the Cloud Resources it has provisioned. The Customer acknowledges there may be a delay of up to 24 hours from the threshold being reached and the alert being received by Interactive. Interactive will notify the Customer within a reasonable time after receiving an alert.

4.18   Interactive will report monthly, as part of account governance, a detailed inventory report outlining any moves, adds or changes within the Enterprise IaaS Resources.

CLOUD GOVERNANCE TOOLSET

4.19   Interactive will provide the Customer with governance tools to maintain visibility of cloud resources and the associated Cloud Resource Fee. The governance tools are provided by third parties and may be updated, or vendors changed by Interactive without notice, provided the same or similar functionality is met.

CONFIGURATION

4.20   Interactive will manage the configuration of the Enterprise IaaS Resources through the below activities:

(a)   Perform password resets of cloud based user and service accounts.

(b)   Change the configuration and policies that control access to and placement of the Enterprise IaaS Resources, ensuring only authorised users (including Interactive staff and those nominated by the Customer) have access and that Enterprise IaaS Resources are placed within a supported region.

4.21   The Customer has the following responsibilities with regard to configuration management:

(a)   The Customer must make any configuration change requests in accordance with the Change Request Process set out in the Public Cloud Terms.

(b)   Notifying Interactive about any changes to authorised users to ensure the list of authorised users is up to date.

4.22   Interactive is not responsible for, and the Customer releases Interactive from, any service disruptions to the Customer's systems or applications in connection with implementation of the changes requested by the Customer, or for any security issues related to user access privileges.

SERVICE REQUESTS

4.23   The Customer is allocated 5 Simple Service Requests per month free of charge, which apply across the total pool of Enterprise IaaS Resources. The Customer will be charged a fee for additional Simple Service Requests that affect Enterprise IaaS Resources, as set out in the Rate Card, subject to item 4.24. Unused Simple Service Requests allocated to the Customer do not roll over to the next month.

4.24   The Customer is not charged a fee for Simple Service Requests that result in an increase to the Customer's monthly Service Fees.

4.25   Simple Service Requests that affect Enhanced IaaS Resources are not deducted from the Customer's allocation if:

(a)   item 4.24 applies; or

(b)   If a Service Request affects IaaS Resources in multiple Tiers, then the request will draw down on the Tier which has the largest number of allocated Service Requests available.

4.26   For any Complex Service Requests, the Customer will be charged on a time and materials basis in accordance with the Standard Charge Out Rate. On request, Interactive will provide an estimate of the fees payable for the Complex Service Request.

4.27   A Customer may request a Priority Service Request, via its Service Delivery Manager or Account Executive. If Interactive agrees to the Priority Service Request:

(a)   the Customer will be charged for each Priority Service Request at the rate specified in the Rate Card; and

(b)   the Service Request Service Level will be upgraded in accordance with the SLA.

4.28   Interactive may refuse a Priority Service Request in its discretion, which it may do if, for example, Interactive does not have sufficient resources to upgrade the Service Request Service Level.

ANTIVIRUS

4.29   Interactive will provide antivirus and antimalware services for the Enterprise IaaS Resources. Alerts that affect security or availability will be notified to the Customer and Interactive will remedy issues and provide antivirus updates on a proactive basis.

DATA PROTECTION SERVICE

4.30   Interactive will implement and manage a Data protection service for the Enterprise IaaS Resources as follows, subject to item 4.32:

   (a)   Daily and weekly backups will be performed at 24-hour recovery points;

   (b)   Backups will retain the most recent copies of the Data;

   (c)   Data will be stored within the Customer's Cloud Resource tenancy on an object store;

   (d)   Weekly backups will be retained for 5 weeks;

   (e)   Monthly backups will be retained for 12 months; and

   (f)   Yearly backups will be retained for as long as the Customer maintains the Enterprise IaaS Resources.

4.31   If the backup Data protection services are provided by the CRP, the Customer acknowledges that the service will be provided in accordance with the AWS Terms or Microsoft Terms as applicable and clause 4.30(a) to 4.30(f) may vary as agreed in the Solution design.

4.32   Interactive is not required to take backups during a period the relevant Cloud Service is suspended and is not required to retain backups if the relevant Cloud Service is decommissioned or the Public Cloud Statement of Work terminated.

4.33   Interactive will provide restores of protected Data upon request by the Customer, which may be a Simple Service Request or Complex Service Request.

SELF SERVICE

4.34   A Self Service feature is available for Microsoft Azure only. The Self Service feature enables authorised users to securely perform the following tasks themselves without the need to raise a Service Request:

   (a)   add a new VM or Storage or Database;

   (b)   modify existing VM or Storage or Database size; or

   (c)   restart a VM.

4.35   The Customer acknowledges that their utilisation of the Self Service feature may impact the performance of their Azure environment (including the possibility of downtime). The Customer acknowledges that the SLAs do not apply while the Customer is utilising the Self Service feature to implement the changes set out in clause 4.34. The SLA will apply once the services are fully provisioned.

4.36   The Customer acknowledges that any services deployed to the subscription will be at an additional cost to their existing subscription based the CRP price book.

4.37   The Customer has the following responsibilities with regard to Self Service;

   (a)   manage their list of authorised users in the Customers Active Directory with correct reader and operator permissions;

   (b)   raise a Service Request if the Customer requires the enablement of an agent-based backup for the servers deployed via the Self Service; and

   (c)   raise a Service Request to perform any other Services not listed within the Self Service features.

ACCOUNT GOVERNANCE

4.38   Interactive will provide access to a dedicated Account Executive, Service Delivery Manager and Account Architect during Business Hours to assist the Customer with day to day operational activities related to the Enhanced IaaS Resources and to provide monthly account governance.

SECURITY SERVICES

4.39   Interactive will protect the Cloud Resources with an advanced firewall. Interactive will manage the configuration of the advanced firewall. Interactive will make changes to the advanced firewall configuration upon request by the Customer, which may be a Simple Service Request or a Complex Service Request.

4.40   Interactive will provide VPN termination via the advanced firewall. Interactive will make changes to the VPN termination configuration upon request by the Customer, which may be a Simple Service Request or a Complex Service Request.

4.41   Interactive will further secure the Enterprise IaaS Resources by way of integration into the Security Information and Event Management ("SIEM") system. Interactive will provide the Customer with access to the multi tenanted SIEM platform to view the monitored security events on their public cloud workloads. The Customer may also access the available reports or generate customised reports when needed

4.42   For Microsoft Azure Cloud Resources, Interactive will enable multi-factor authentication ("MFA") for access into the Customer's Microsoft Azure tenancy via the Microsoft Azure portal and for access into the remote access VPN service provided by the advanced firewall.

4.43   Access into the Customer's AWS tenancy via the AWS Customer Portal and the remote access VPN service provided by the advanced firewall, for AWS Cloud Resources is available via the following options;

(a)   where the Customer has Microsoft AD, Interactive will enable multi-factor authentication ("MFA"); or

(b)   where the Customer has alternate RADIUS and multi-factor authentication infrastructure, Interactive will deploy the AD Connector and enable MFA.

4.44   Interactive will make changes to the MFA configuration upon request by the Customer, which may be a Simple Service Request or a Complex Service Request.

4.45   Interactive will enable Single Sign On ("SSO") and federate the Customer's existing active directory to Microsoft Active Directory or AWS AD Services via passthrough authentication ("PTA") or seamless SSO. Interactive will make changes to the SSO configuration upon request by the Customer, which may be a Simple Service Request or a Complex Service Request.

Schedule 2 Managed PaaS Services

Managed Services for Platform as a Service ("PaaS") can be provided to the below defined Cloud Resource products ("PaaS Cloud Resources"), as may be provisioned by or on behalf of the Customer.

Azure Cloud Resources		
Category	**Product**	**Type**
Database	Azure SQL Database	Elastic Database, Single instance, Managed Instance
Database	Azure Maria Database	N/A
Database	Azure MYSQL	N/A
Database	Azure PostgreSQL	Single Server
Identity	Azure AD	Premium 1 (P1)

AWS Cloud Resources		
Category	**Product**	**Type**
Database	RDS SQL Database	Microsoft SQL Server DB Instance
Database	RDS MYSQL	N/A
Database	RDS Aurora	N/A

1   Base PaaS Managed Services

1.1   Interactive will perform the Managed Services described below for all PaaS Cloud Resources provisioned that are grouped into the Essentials Tier of Managed Services ("Base PaaS Resources").

1.2   Base Resources will be deemed Base PaaS Resources if Interactive determines the Cloud Resource will be used for PaaS.

1.3   Interactive provides Managed Services for Essentials PaaS Resources during Business Hours.

SUPPORT

1.4   Interactive will provide basic advisory support for Base PaaS Resources based on CRP provided documentation and technical support.

INFRASTRUCTURE MONITORING

1.5   Interactive will monitor the availability and performance of the underlying CRP infrastructure platform that provides service to the Essentials PaaS Resources and will advise the Customer of any Incidents that impact the Essentials PaaS Resources, as the information on Incidents within the CRP's infrastructure platform is made available by the CRP to Interactive, as published on the CRP's status page.

INCIDENT MANAGEMENT

1.6   After the Customer logs a ticket with Interactive for an Incident affecting the Base PaaS Resources, Interactive will provide Incident Management for the Incident. Incident Management involves assigning an incident manager to co-ordinate resources and provide updates to the Customer until the Incident is Restored.

1.7   If the Incident is a disruption up to the database layer, Interactive will Restore the Incident in accordance with the Service Levels. If the Incident is a disruption above the database layer (for example, the Customer's applications or operating system), Interactive will assist the Customer to Restore the Incident, but Interactive is not responsible to Restore such Incidents.

1.8   The Customer has the following responsibilities with regard to Incident Management:

(a)   Log an Incident ticket via phone or email.

(b)   Work with Interactive and relevant third parties to troubleshoot and resolve the Incident.

SUBSCRIPTION GOVERNANCE

1.9   Interactive will set up alerts, which notify the Customer when pre-defined spend thresholds are met in respect of Base PaaS Resources. Interactive will configure the alerts to notify Interactive when 80% of the Customer's estimated spend has been reached. Interactive will determine the estimated spend, and may increase it, in its discretion. The Customer should not rely on these alerts and should be aware of the Cloud Resources it has provisioned. The Customer acknowledges there may be a delay of up to 24 hours from the threshold being reached and the alert being received by Interactive. Interactive will notify the Customer within a reasonable time after receiving an alert.

CONFIGURATION

1.10   Interactive will manage the configuration of the Base PaaS Resources through the below activities:

(a)   Change the configuration and policies that control access to and placement of the Base PaaS Resources, ensuring only authorised users (including Interactive staff and those nominated by the Customer) have access and that Base PaaS Resources are placed within a supported region.

SERVICE REQUESTS

1.11   The Customer will be charged a fee for Simple Service Requests (as defined in the SLA) that affect Base PaaS Resources, as set out in the Rate Card, subject to item 1.101.12. Unused Simple Service Requests allocated to the Customer do not roll over to the next month.

1.12   The Customer is not charged a fee for Simple Service Requests that result in an increase to the Customer's monthly Service Fees.

1.13   For any Complex Service Requests, the Customer will be charged on a time and materials basis in accordance with the Standard Charge Out Rate. On request, Interactive will provide an estimate of the fees payable for the Complex Service Request.

1.14   A Customer may request a Priority Service Request, via its Service Delivery Manager or Account Executive. If Interactive agrees to the Priority Service Request:

(a)   the Customer will be charged for each Priority Service Request at the rate specified in the Rate Card; and

(b)   the Service Request Service Level will be upgraded in accordance with the SLA.

1.15   Interactive may refuse a Priority Service Request in its discretion, which it may do if, for example, Interactive does not have sufficient resources to upgrade the Service Request Service Level.

2   Essentials PaaS Managed Services

2.1   Interactive will perform the Managed Services described below for all PaaS Cloud Resources provisioned that are grouped into the Essentials Tier of Managed Services ("Essentials PaaS Resources").

2.2   Interactive provides Managed Services for Essentials PaaS Resources during Business Hours.

INFRASTRUCTURE MONITORING

2.3   Interactive will monitor the availability and performance of the underlying CRP infrastructure platform that provides service to the Essentials PaaS Resources and will advise the Customer of any Incidents that impact the Essentials PaaS Resources, as the information on Incidents within the CRP's infrastructure platform is made available by the CRP to Interactive, as published on the CRP's status page.

INCIDENT MANAGEMENT

2.4   After the Customer logs a ticket with Interactive for an Incident affecting the Essentials PaaS Resources, Interactive will provide Incident Management for the Incident. Incident Management involves assigning an incident manager to co-ordinate resources and provide updates to the Customer until the Incident is Restored.

2.5   If the Incident is a disruption up to the database layer, Interactive will Restore the Incident in accordance with the Service Levels. If the Incident is a disruption above the database layer (for example, the Customer's applications or operating system), Interactive will assist the Customer to Restore the Incident, but Interactive is not responsible to Restore such Incidents.

2.6   The Customer has the following responsibilities with regard to Incident Management:

(a)   Log an Incident ticket via phone or email.

(b)   Work with Interactive and relevant third parties to troubleshoot and resolve the Incident.

SUBSCRIPTION GOVERNANCE

2.7   Interactive will set up alerts, which notify the Customer when pre-defined spend thresholds are met in respect of Essentials PaaS Resources. Interactive will configure the alerts to notify Interactive when 80% of the Customer's estimated spend has been reached. Interactive will determine the estimated spend, and may increase it, in its discretion. The Customer should not rely on these alerts and should be aware of the Cloud Resources it has provisioned. The Customer acknowledges there may be a delay of up to 24 hours from the threshold being reached and the alert being received by Interactive. Interactive will notify the Customer within a reasonable time after receiving an alert.

CONFIGURATION

2.8   Interactive will manage the configuration of the Essentials PaaS Resources through the below activities:

(a)   Change the configuration and policies that control access to and placement of the Essentials PaaS Resources, ensuring only authorised users (including Interactive staff and those nominated by the Customer) have access and that Essentials PaaS Resources are placed within a supported region.

SERVICE REQUESTS

2.9   The Customer will be charged a fee for Simple Service Requests (as defined in the SLA) that affect Essentials PaaS Resources, as set out in the Rate Card, subject to item 2.10. Unused Simple Service Requests allocated to the Customer do not roll over to the next month.

2.10   The Customer is not charged a fee for Simple Service Requests that result in an increase to the Customer's monthly Service Fees.

2.11   For any Complex Service Requests, the Customer will be charged on a time and materials basis in accordance with the Standard Charge Out Rate. On request, Interactive will provide an estimate of the fees payable for the Complex Service Request.

2.12   A Customer may request a Priority Service Request, via its Service Delivery Manager or Account Executive. If Interactive agrees to the Priority Service Request:

(a)   the Customer will be charged for each Priority Service Request at the rate specified in the Rate Card; and

(b)   the Service Request Service Level will be upgraded in accordance with the SLA.

2.13   Interactive may refuse a Priority Service Request in its discretion, which it may do if, for example, Interactive does not have sufficient resources to upgrade the Service Request Service Level.

3   Enhanced PaaS Managed Service

3.1   Interactive will perform the Managed Services described below for all PaaS Cloud Resources provisioned that are grouped into the Enhanced Tier of Managed Services ("Enhanced PaaS Resources").

3.2   Interactive provides Managed Services for Enhanced PaaS Resources 24 x 7 x 365.

INFRASTRUCTURE MONITORING

3.3   Interactive will monitor the availability and performance of the underlying CRP infrastructure platform that provides service to the Enhanced PaaS Resources and will advise the Customer of any Incidents that impact the Enhanced PaaS Resources, as the information on Incidents within the CRP's infrastructure platform is made available by the CRP to Interactive, as published on the CRP's status page.

INCIDENT MANAGEMENT

3.4   Interactive will provide Incident Management for an Incident affecting the Enhanced PaaS Resources for Incidents that are raised either by Interactive's monitoring platform or logged with Interactive by a Customer. Incident Management involves assigning an incident manager to co-ordinate resources and provide updates to the Customer until the Incident is Restored.

3.5   If the Incident is a disruption up to the database layer, Interactive will Restore the Incident in accordance with the Service Levels. If the Incident is a disruption above the database layer (for example, the Customer's applications or operating system) Interactive will assist the Customer to Restore the Incident, but Interactive is not responsible to Restore such Incidents.

3.6   The Customer has the following responsibilities with regard to Incident Management:

(a)   Log an Incident ticket via phone or email.

(b)   Work with Interactive and relevant third parties to troubleshoot and resolve the Incident.

SUBSCRIPTION GOVERNANCE

3.7   Interactive will set up alerts, which notify the Customer when pre-defined spend thresholds are met in respect of Enhanced PaaS Resources. Interactive will configure the alerts to notify Interactive when 80% of the Customer's estimated spend has been reached. Interactive will determine the estimated spend, and may increase it, in its discretion. The Customer should not rely on these alerts and should be aware of the Cloud Resources it has provisioned. The Customer acknowledges there may be a delay of up to 24 hours from the threshold being reached and the alert being received by Interactive. Interactive will notify the Customer within a reasonable time after receiving an alert.

CONFIGURATION

3.8   Interactive will manage the configuration of the Enhanced PaaS Resources through the below activities:

(a)   Perform password resets of cloud based user and service accounts.

(b)   Change the configuration and policies that control access to and placement of the Enhanced PaaS Resources, ensuring only authorised users (including Interactive staff and those nominated by the Customer) have access and that Enhanced PaaS Resources are placed within a supported region.

3.9   The Customer has the following responsibilities with regard to configuration management:

(a)   The Customer must make any configuration change requests in accordance with the Change Request Process set out in the Public Cloud Terms.

(b)   Notifying Interactive about any changes to authorised users to ensure the list of authorised users is up to date.

3.10   Interactive is not responsible for, and the Customer releases Interactive from, any service disruptions to the Customer's systems or applications in connection with implementation of the changes requested by the Customer, or for any security issues related to user access privileges.

SERVICE REQUESTS

3.11   The Customer is allocated 2 Simple Service Requests per month free of charge, which apply across the total pool of Enhanced PaaS Resources. The Customer will be charged a fee for additional Simple Service Requests that affect Enhanced PaaS Resources, as set out in the Rate Card, subject to item 3.12. Unused Simple Service Requests allocated to the Customer do not roll over to the next month.

3.12   The Customer is not charged a fee for Simple Service Requests that result in an increase to the Customer's monthly Service Fees.

3.13   Simple Service Requests that affect Enhanced PaaS Resources are not deducted from the Customer's allocation if:

(a)   item 3.12 applies; or

(b)   If a Service Request affects PaaS Resources in multiple Tiers, then the request will draw down on the Tier which has the largest number of allocated Service Requests available.

3.14   For any Complex Service Requests, the Customer will be charged on a time and materials basis in accordance with the Standard Charge Out Rate. On request, Interactive will provide an estimate of the fees payable for the Complex Service Request.

3.15   A Customer may request a Priority Service Request, via its Service Delivery Manager or Account Executive. If Interactive agrees to the Priority Service Request:

(a)   the Customer will be charged for each Priority Service Request at the rate specified in the Rate Card; and

(b)   the Service Request Service Level will be upgraded in accordance with the SLA.

3.16   Interactive may refuse a Priority Service Request in its discretion, which it may do if, for example, Interactive does not have sufficient resources to upgrade the Service Request Service Level.

DATA PROTECTION SERVICE

3.17   Interactive will implement and manage a Data protection service for the Database Enhanced PaaS Resources as follows, subject to item 3.19:

(a)   Daily and weekly backups will be performed at 24-hour recovery points;

(b)   Backups will retain the most recent copies of the Data;

(c)   Data will be stored within the Customer's Cloud Resource tenancy on an object store;

(d)   Weekly backups will be retained for 12 weeks;

(e)   Monthly backups will be retained for 12 months; and

(f)   Yearly backups will be retained for 7 years, as limited by the SQL database backup capability.

3.18   If the Data protection services are provided by the CRP, the Customer acknowledges that the service will be provided in accordance with the AWS Terms or Microsoft Terms as applicable and item 3.17 may vary as agreed in the Solution design.

3.19   Interactive is not required to take backups during a period the relevant Cloud Service is suspended and is not required to retain backups if the relevant Cloud Service is decommissioned or the Public Cloud Statement of Work terminated.

3.20   Interactive will provide restores of protected Data upon request by the Customer, which may be a Simple Service Request or Complex Service Request.

PERFORMANCE MONITORING

3.21   Interactive will provide monitoring and remediation of the Enhanced PaaS Resources against key SQL performance indicators. For Azure, Interactive will monitor: Database Transaction Unit ("DTU") usage, wait statistics and long-running queries. For AWS, Interactive will monitor: database connections, read/ write latency, and read throughput. Alerts that affect performance or availability will be notified to the Customer and remediation will be on a proactive basis.

AUDIT AND RISK ASSESSMENT

3.22   Interactive will provide bi-annual identification of visible risks, tracking and suggested mitigation and/or remediation strategies. Risks will be reported and tracked via account governance meetings.

3.23   Interactive will bi-annually perform an audit of the Enhanced PaaS Resources provisioned at the time of the audit, identifying any performance or spend optimisation opportunities and comparing current configuration to Interactive best practice. Findings of the audit will be communicated via account governance meetings.

ACCOUNT GOVERNANCE

3.24   Interactive will provide access to a dedicated Account Executive, Service Delivery Manager and Account Architect during Business Hours to assist the Customer with day to day operational activities related to the Enhanced PaaS Resources and to provide monthly account governance.

4   Enterprise PaaS Managed Service

4.1   Interactive will perform the Managed Services described below for all PaaS Cloud Resources provisioned that are grouped into the Enterprise Tier of Managed Services ("Enterprise PaaS Resources").

4.2   Interactive provides Managed Services for Enterprise PaaS Resources 24 x 7 x 365.

HA CONFIGURATION

4.3   Interactive will configure and manage high availability for the Enterprise PaaS Resources.

INFRASTRUCTURE MONITORING

4.4   Interactive will monitor the availability and performance of the underlying CRP infrastructure platform that provides service to the Enterprise PaaS Resources and will advise the Customer of any Incidents that impact the Enterprise PaaS Resources, as the information on Incidents within the CRP's infrastructure platform is made available by the CRP to Interactive, as published on the CRP's status page.

INCIDENT MANAGEMENT

4.5   Interactive will provide Incident Management for an Incident affecting the Enterprise PaaS Resources for Incidents that are raised either by Interactive's monitoring platform or logged with Interactive by a Customer. Incident Management involves assigning an incident manager to co-ordinate resources and provide updates to the Customer until the Incident is Restored.

4.6   If the Incident is a disruption up to the database layer, Interactive will Restore the Incident in accordance with the Service Levels. If the Incident is a disruption above the database layer (for example, the Customer's applications or operating system) Interactive will assist the Customer to Restore the Incident, but Interactive is not responsible to Restore such Incidents.

4.7   The Customer has the following responsibilities with regard to Incident Management:

(a)   Log an Incident ticket via phone or email.

(b)   Work with Interactive and relevant third parties to troubleshoot and resolve the Incident.

SUBSCRIPTION GOVERNANCE

4.8   Interactive will set up alerts, which notify the Customer when pre-defined spend thresholds are met in respect of Enterprise PaaS Resources. Interactive will configure the alerts to notify Interactive when 80% of the Customer's estimated spend has been reached. Interactive will determine the estimated spend, and may increase it, in its discretion. The Customer should not rely on these alerts and should be aware of the Cloud Resources it has provisioned. The Customer acknowledges there may be a delay of up to 24 hours from the threshold being reached and the alert being received by Interactive. Interactive will notify the Customer within a reasonable time after receiving an alert.

CONFIGURATION

4.9   Interactive will manage the configuration of the Enterprise PaaS Resources through the below activities:

(a)   Perform password resets of cloud based user and service accounts.

(b)   Create and manage new and existing user accounts and access controls.

(c)   Configure network access controls.

(d)   Manage encryption certificates.

(e)   Change the configuration and policies that control access to and placement of the Enterprise PaaS Resources, ensuring only authorised users (including Interactive staff and those nominated by the Customer) have access and that Enterprise PaaS Resources are placed within a supported region.

4.10   The Customer has the following responsibilities with regard to configuration management:

(a)   The Customer must make any configuration change requests in accordance with the Change Request Process set out in the Public Cloud Terms.

(b)   Notifying Interactive about any changes to authorised users to ensure the list of authorised users is up to date.

4.11   Interactive is not responsible for, and the Customer releases Interactive from, any service disruptions to the Customer's systems or applications in connection with implementation of the changes requested by the Customer, or for any security issues related to user access privileges.

SERVICE REQUESTS

4.12   The Customer is allocated 5 Simple Service Requests per month free of charge, which apply across the total pool of Enterprise PaaS Resources. The Customer will be charged a fee for additional Simple Service Requests that affect Enterprise PaaS Resources, as set out in the Rate Card, subject to item 4.13. Unused Simple Service Requests allocated to the Customer do not roll over to the next month.

4.13   The Customer is not charged a fee for Simple Service Requests that result in an increase to the Customer's monthly Service Fees.

4.14   Simple Service Requests that affect Enterprise PaaS Resources are not deducted from the Customer's allocation if:

(a)   item 4.13 applies; or

(b)   If a Service Request affects PaaS Resources in multiple Tiers, then the request will draw down on the Tier which has the largest number of allocated Service Requests available.

4.15   For any Complex Service Requests, the Customer will be charged on a time and materials basis in accordance with the Standard Charge Out Rate. On request, Interactive will provide an estimate of the fees payable for the Complex Service Request.

4.16   A Customer may request a Priority Service Request, via its Service Delivery Manager or Account Executive. If Interactive agrees to the Priority Service Request:

(a)   the Customer will be charged for each Priority Service Request at the rate specified in the Rate Card; and

(b)   the Service Request Service Level will be upgraded in accordance with the SLA.

4.17   Interactive may refuse a Priority Service Request in its discretion, which it may do if, for example, Interactive does not have sufficient resources to upgrade the Service Request Service Level.

DATA PROTECTION SERVICE

4.18   Interactive will implement and manage a Data protection service for the Database Enterprise PaaS Resources as follows, subject to item 4.19:

(a)   Daily and weekly backups will be performed at 24-hour recovery points;

(b)   Backups will retain the most recent copies of the Data;

(c)   Data will be stored within the Customer's Cloud Resource tenancy on an object store;

(d)   Weekly backups will be retained for 12 weeks;

(e)   Monthly backups will be retained for 12 months; and

(f)   Yearly backups will be retained for 7 years, as limited by the SQL database backup capability.

4.19   If the Data protection services are provided by the CRP, the Customer acknowledges that the service will be provided in accordance with the AWS Terms or Microsoft Terms as applicable and item 4.184.18(a) to 4.18(f) may vary as agreed in the Solution design

4.20   Interactive is not required to take backups during a period the relevant Cloud Service is suspended and is not required to retain backups if the relevant Cloud Service is decommissioned or the Public Cloud Statement of Work terminated.

4.21   Interactive will provide restores of protected Data upon request by the Customer, which may be a Simple Service Request or Complex Service Request.

PERFORMANCE MONITORING

4.22   Interactive will provide monitoring and remediation of the Enterprise PaaS Resources against key SQL performance indicators. For Azure, Interactive will monitor: Database Transaction Unit ("DTU") usage, wait statistics and long-running queries. For AWS, Interactive will monitor: database connections, read/ write latency, and read throughput. Alerts that affect performance or availability will be notified to the Customer and remediation will be on a proactive basis.

AUDIT AND RISK ASSESSMENT

4.23   Interactive will provide quarterly identification of visible risks, tracking and suggested mitigation and/or remediation strategies. Risks will be reported and tracked via account governance meetings.

4.24   Interactive will on a quarterly basis perform an audit of the Enterprise PaaS Resources provisioned at the time of the audit, identifying any performance or spend optimisation opportunities and comparing current configuration to Interactive best practice. Findings of the audit will be communicated via account governance meetings.

ACCOUNT GOVERNANCE

4.25   Interactive will provide access to a dedicated Account Executive, Service Delivery Manager and Account Architect during Business Hours to assist the Customer with day to day operational activities related to the Enterprise PaaS Resources and to provide monthly account governance.