REDCENTRIC

CUSTOMER MANAGED AZURE SERVICE SERVICE DEFINITION

v1.1
Issue Date May 10th 2018

redcentric
business technology. managed.

1) OVERVIEW

1.1   In this Service Definition:

- "**Azure**" refers to the service of that name provided by Microsoft™ to its customers;
- "**Customer Managed Azure Service(s)**" (CMAS) refers to the Azure Services created by the Customer using the Azure Resource Manager (ARM), which are run using the Azure Subscription that is set up for the Customer by Redcentric for the purpose of enabling Customers to create CMAS, as described in this Service Definition;
- "**Microsoft Cloud Agreement**" is explained in paragraph 2.7.2) of this Service Definition.

1.2   The Microsoft Azure service itself is provided directly to Customers by Microsoft, and is not provided by Redcentric.

1.3   It is a requirement of Microsoft, and a condition of the provision of the Microsoft Azure cloud service to Customers by Microsoft, that the Customer enters into a direct Microsoft Cloud Agreement with Microsoft. Please see paragraph 2.7.2) of this Service Definition.

1.4   The Redcentric Customer Managed Azure Service services are defined in detail in Section 2 of this Service Definition. In summary they consist of the following:

(1)   as a Microsoft Cloud Solution Provider (CSP) (see paragraph 1.5 below), Redcentric will resell to the Customer a subscription to the Microsoft Azure service, which gives the Customer the ability to create and run Customer Managed Azure Services (on the basis that the Azure service will be supplied by Microsoft to the Customer direct, as described in paragraphs 1.2 and 1.3 above);

(2)   use of the Redcentric billing portal (see section 2.4 of this Service Definition);

(3)   support Services (see section 2.6 of this Service Definition); and .

(4)   service management Services (see Section 2.17 of this Service Definition).

1.5   The Redcentric services are offered to Customers based in the UK as part of Redcentric's wider portfolio of Hybrid Cloud Services. Redcentric is a Microsoft Cloud Solution Provider (CSP). This CSP status allows Redcentric to offer Microsoft's range of public cloud services alongside Redcentric's own cloud and managed network and IT services, namely:

1.   Azure
2.   Azure Stack
3.   Office 365
4.   Microsoft 365
5.   Office 365 and Azure professional services and service management

1.6   **Variations to Microsoft Documents**
Throughout this Service Definition there are hyperlinks to numerous Microsoft documents that are held in Microsoft's CSP portal and/or the Microsoft website. Microsoft has the right to change these documents at any time, and therefore text from these documents is not included in this Service Definition. Microsoft's latest

version of each such document at any given time is the one that applies to the Customer. Redcentric does not have any ability to influence changes to Microsoft agreements, which apply to all Microsoft CSP customers. Redcentric will not send notifications to Customers about changes to Microsoft documentation.

Microsoft may also from time to time make changes to its documents that apply to Redcentric's provision of Redcentric Customer Managed Azure Services (such as contracts and solution provider program documents). Such changes may necessitate changes to this Service Definition. The up to date version of this Service Definition with any such relevant changes will be available on Redcentric's website at http://www.redcentricplc.com/service-definitions.

1.7   **Implementation, Configuration and other Professional Services**
If required by the Customer, Redcentric can provide additional design, build and deployment Services related to Customer Managed Azure Services. These will be provided by way of Professional Services and subject to one or more separate Orders (see section 2.16 of this Service Definition).

Redcentric can also provide additional service management Services to assist Customers with various aspects of on-going management of the CMAS. These service management Services will be subject to one or more separate Orders (see section 2.17 of this Service Definition).

1.8   **Overview of Microsoft Azure**
Microsoft Azure is a growing collection of integrated cloud services that developers and IT professionals use to build, deploy and manage applications through Microsoft's global network of data centres. With Azure, customers get the freedom to build and deploy wherever they want, using the tools, applications and frameworks of their choice. It provides platform as a service and infrastructure as a service and supports many different programming languages, tools and frameworks, including both Microsoft-specific and third-party software and systems. Microsoft lists a large and ever changing number of Azure services including: digital marketing, mobile, e-commerce, line of business applications, SharePoint on Azure, SAP on Azure, Dynamics on Azure, DevOps, development and testing, monitoring, business intelligence, big data and analytics, backup and archive, disaster recovery, Internet of Things, digital media and many more services.

1.9   **Description Of Microsoft Azure Services Available to Customers Subscribing to Redcentric's Customer Managed Azure Service**

CMAS only provides access to Azure Resource Manager (and its associated APIs and templates), not Azure Classic.

Section 1.9 of this document summarises Microsoft's Azure product as it is at the date of this Service Definition. For further detail and for updates, please refer to Microsoft's website. Redcentric is not permitted to, and does not, make any representation or give any warranty about the Azure product or any other service provided by Microsoft. If there is any inconsistency between the summary details of the Azure product and services given in this Service Definition and the details on Microsoft's website at any given time, the details on Microsoft's website are authoritative.

For the purposes of providing the Customer Managed Azure Service Redcentric will create an Azure subscription, which gives the Customer access to the Azure services offered on Microsoft Azure. Customers can then build, deploy and manage their own Azure services as they see fit.

To access descriptions of the Azure services available, see:
https://azure.microsoft.com/en-gb/overview/what-is-azure/

1.9.1 - Azure Roadmap

The Azure Roadmap lists updates that are currently planned by Microsoft for applicable subscribers. Updates are at various stages, from being in development, to rolling out to Microsoft customers, to being generally available for applicable Microsoft customers.

The Azure Roadmap is currently at this link:
https://azure.microsoft.com/en-gb/roadmap/

1.9.3 - Azure security, privacy, and compliance.

All Customer data stored on Azure belongs to the Customer. Microsoft's Azure Trust Centre contains Microsoft's information about security, privacy, and compliance with Azure:
https://azure.microsoft.com/en-us/support/trust-center/

1.9.4 - Access Methods and System Requirements

1.9.4.1 - Customer Connectivity

Connectivity to the Azure resources is the responsibility of the Customer. This Service Definition does not include the supply of any connectivity Services from Redcentric. Redcentric connectivity Services can be supplied if required, subject to a separate Order.

1.9.4.2 - Mobile Access

Azure resources can be consumed using mobile devices. In providing the Redcentric CMAS Redcentric is not responsible for the deployment and management of mobile devices and applications, or the security of the data held on mobile devices.

1.9.4.3 – System Requirements

It is the Customer's obligation to make sure that their own systems work in conjunction with Azure services as required.

2) SERVICE DESCRIPTION

This Section 2 describes the Redcentric Customer Managed Azure Service – the Service that Redcentric provides for Customers that enables the Customer to build, deploy and manage Azure resources themselves.

2.1) ASSOCIATED SERVICES

Customer Managed Azure Service is part of Redcentric's Azure based Services.

2.2) PARAMETERS

Customer Managed Azure Service is delivered within the parameters defined in this Service Definition.

2.3) SERVICE OVERVIEW

2.3.1) QUALIFICATION

Customers who have expressed an interest in the CMAS will be required to complete the CMAS Qualification template in conjunction with Redcentric sales or pre-sales. The objective is to make sure that Redcentric understands the Customer's requirements with regards to CMAS to ensure that: (1) CMAS is the most appropriate services for the Customer, (2) Redcentric sets up the Customer's account with parameters appropriate for the intended usage (e.g. with warning messages set up for certain spend thresholds), and (3) the Customer's selects a domain of the format xxx.xxx.onmicrosoft.com and understands that this domain cannot later be changed.

Customers should be aware that for this service Redcentric does not include any data or infrastructure back-ups, security or service monitoring.

2.3.2) CUSTOMER ACCOUNT CREATION

Each Customer will have one Azure Tenant account created which will be used to hold all that Customer's Azure subscriptions (both managed and Customer Managed Azure services).

For Customers who already have Azure services from Redcentric their CMAS will be set up in a new subscription within their existing account.

For new Customers to Azure, Redcentric will create a Microsoft Tenant account for the Customer (or associate with their existing tenant if they have one) and then add a CMAS subscription within that account. This will include setting up administrator account profiles as requested by the Customer. The Customer will have full administrator access to this account.

As part of the Redcentric CMAS Service, Redcentric's Support Team will maintain federated administrative rights for all its Customers' Azure accounts and subscriptions. This enables

Redcentric to trouble shoot without requiring a dedicated Customer created administrator login.

2.3.3) SUBSCRIPTION NAMING CONVENTION

The subscription will need to be named in line with Redcentric's naming convention which includes flexibility for the Customer to enter their own CMAS specific details. A naming guideline document will be provided to the Customer.

2.3.4) CUSTOMER MANAGED AZURE SERVICES BUILD, DEPLOYMENT AND MANAGEMENT

Once the Customer has their CMAS subscription created they are able to go ahead and build, deploy and manage their own Azure services. Redcentric will play no role in building, deploying and managing services with a CMAS subscription, unless these are specified in a separate professional Services or service management Order with the Customer.

The support of CMAS subscriptions provided by Redcentric will be for account and subscription administrative functions such as password/username resets and billing inquiries. For details of additional technical support Services provided see section 2.6).

2.4) USING THE REDCENTRIC 'AZURE BILLING' PORTAL

When Customers receive a Redcentric bill for their monthly usage of Azure resources they will receive a bill that has one line (labelled Customer Managed Azure Usage) and one amount for all the Customer Managed Azure usage on their account in a month. The details of Azure usage that make up that bill can be accessed using the Redcentric Azure Billing Portal. Customers will receive user ids and initial passwords once their subscription has been created and named.

Using the Redcentric Azure Billing Portal Customers will be able to view bills and detailed usage reports at a subscription specific level. This portal contains the lowest level of usage details provided to Redcentric by Microsoft, and as such enables detailed bill/usage analysis.

For support in using the Redcentric Azure Billing Portal Customers should contact Redcentric support.

Customers may be required to have the latest versions of Internet browsers to access this portal.

2.5) SERVICE HEALTH

It is the responsibility of the Customer to check the Microsoft Azure portal to see the health status of their Azure services. Redcentric will monitor the Azure outage notification and maintenance webpages and send out a monthly communication on service health, but because we cannot guarantee that is a definitive and up to date source, Customers are required to check for notifications themselves.

If a Customer determines that an Azure service has experienced sufficient downtime within a month to trigger a service credit under the terms of the Microsoft Service Level Agreement then the Customer can create a claim to apply for a service credit.

Details of this process can be found using the following link and reviewing the Service Level Agreements for Microsoft Online Services document: https://www.microsoft.com/en-gb/Licensing/product-licensing/products.aspx. Customers should read the SLA agreement and terms as time deadlines do apply to making claims. If a service credit is due Microsoft will apply it to Redcentric and it will be passed on to the Customer on the regular monthly bill for the month in which Redcentric receives the service credit. Customers can track the status of a service credit claim in their Azure account. Please see Section 4) of this Service Definition for information about Service Levels and Service Credits.

2.6)   SUPPORT SERVICES FOR CUSTOMER MANAGED AZURE SERVICES

Redcentric provides support Services, as described in this section 2.6 of this Service Definition, to nominated administrators within the Customer business. Only those nominated administrators can contact Redcentric support for assistance. Customers will need to provide a list of their nominated administrators as part of the on-boarding process.

2.6.1) AZURE ADMINISTRATION SUPPORT

As part of the Redcentric CMAS Service, Redcentric's Support Team will provide account/subscription administration and billing support to Customers. This will include basic items such as user name and password management and support using the Redcentric Azure Billing Portal.

If Customers do not buy an Azure Technical Support service from Redcentric they will receive no technical support from Redcentric beyond the administrative support described in the paragraph above.

2.6.2) AZURE TECHNICAL SUPPORT

Customers using CMAS service have the option to buy Azure Technical Support (ATS) from Redcentric.

ATS does not include support related to design, build, deployment, monitoring, patching and maintenance of CMAS. ATS provides break-fix support for CMAS that the Customer has previously had operating. Redcentric reserves the right to view CMAS usage data to confirm that the CMAS requiring support has previously been deployed and operating, and if this cannot be proven support under ATS will be denied (as supporting un-launched services does not qualify as 'break-fix' support).

ATS is provided using Redcentric as the first line support contact who will raise and log tickets, and the Redcentric standard SLA for logging a ticket applies as per Redcentric's applicable terms and conditions. These tickets will be escalated on to Microsoft when detailed technical analysis is required. Redcentric will manage the resolution of the ticket by facilitating communication between Microsoft and the Customer.

ATS is provided on a reasonable efforts basis and does not have any guarantees on service levels and response times (beyond the SLA for logging the ticket). As Azure services using CMAS are designed, built, deployed and maintained by the Customer it is not possible for Redcentric to provide Service Levels.

2.7) CUSTOMER MANAGED AZURE SERVICES SUBSCRIPTION DURATION AND TERMS

2.7.1) DURATION

All subscriptions in Azure are created with no restrictions on duration. See Section 2.10) for details on cancelling subscriptions.

The Azure Technical Support contract can be bought in monthly, 6 or 12 month commitments, and is payable in full in advance.

2.7.2) TERMS

The Customer is required to accept and enter into a Microsoft Cloud Agreement and its related documents before Redcentric can provide Azure based products and services. In order to demonstrate to Microsoft that the Customer has accepted the MCA, the Customer has to provide Redcentric the name and email address of a person who is accepting the MCA. Redcentric will enter these details into the Customer's subscription and this will serve as proof of acceptance.

Failure to provide such record of acceptance may result in disablement of Customer's account.

If Microsoft updates the Microsoft Cloud Agreement, then the Customer must accept the new Customer Agreement at or before the anniversary date of its Contract with Redcentric.

The MCA can be found at:

https://docs.microsoft.com/en-us/partner-center/agreements.

2.8) BILLING RULES

The billing model is prescribed by Microsoft.

- The Customer is invoiced by, and makes payment to, Redcentric.
- Invoices are issued monthly in arrears and payment is due within 30 days of the invoice being issued.
- The Customer's invoice is based on Azure resource consumption, as measured by Microsoft. Billing is based on the list prices published (unless the Customer is using Reserved Instances – see below) – and periodically updated – by Microsoft online at https://azure.microsoft.com.
- The Redcentric price is aligned with the Azure Pay-As-You-Go pricing (based on no minimum commitment). Microsoft reserves the right to change Pay-As-You-Go rates and they provide 30 days' notice when they do so.

Reserved Instance Pricing
Azure reserved instance (RI) pricing is available for virtual machines using CMAS, and offers cost savings compared to Pay-As-You-Go pricing. Customers need to estimate the compute capacity they need, select a time period of 1 or 3 years and then specify they want RI pricing at the enrolment or subscription level. Although RIs have a commitment they can also be adjusted and cancelled. Full details are available here: https://azure.microsoft.com/en-gb/pricing/reserved-vm-instances/.

2.9)   SERVICE SUSPENSION

Non-payment of any of Redcentric's invoices in respect of Redcentric CMAS Service will result in the Customer's subscription being suspended (locked). At this stage the account data is maintained 'as is'. **If the outstanding bill is not settled within 90 days Redcentric will instruct Microsoft to delete the subscription and associated data, at which point the subscription can no longer be reactivated and the Azure services and data are permanently 'lost'**. This paragraph 2.9 does not affect Redcentric's rights and remedies in relation to late payment of Redcentric's charges.

2.10) SERVICE CANCELLATION

To cancel a subscription the Customer can remove all the resources from the subscription and change the status of the subscription to 'suspended'. When a suspended subscription reaches its renewal date it will be removed from Azure.

Redcentric and the Customer both have the ability to suspend a subscription.

2.11) SERVICE RENEWAL

A CMAS subscription will renew automatically every month. Customers are not required to sign a contract renewal. However, at the contract renewal anniversary Customers will need to re-sign the Microsoft Cloud Agreement if it has been updated in the previous year.

2.12) PRODUCT USE RIGHTS AND RESTRICTIONS

The rights of the Customer in respect of the use of Redcentric's Customer Managed Azure Service are set out in the various documents provided by Redcentric and Microsoft, and it is the Customer's responsibility to familiarise itself with these.

Without limitation, these are included in the Microsoft Cloud Agreement and Microsoft's Online Services Terms and Product Terms documents.

Hybrid Use Rights
With Azure Hybrid Use Benefit, Windows Server and SQL Server Customers can run Windows virtual machines on Azure at a lower rate by using their on premise Windows Server and SQL Server licenses. Each licence will cover the cost of the OS on up to two virtual machines, leaving the Customer to just pay the compute costs.

Customers must have Software Assurance for Windows and SQL Servers to use this benefit and it is the Customer's responsibility to ensure they have valid Software Assurance if they are using Hybrid Use Rights. The hybrid use benefit applies to new virtual machines, moving a few existing workloads, or migrating an entire datacentre.

2.13) DATA LOCATION

The locations in which data is stored on Azure platforms are managed by and the responsibility of Microsoft, and subject to the terms of the Microsoft Cloud Agreement between Microsoft and the Customer. Up to date information from Microsoft can be found on the Microsoft Trust Centre web pages, currently at https://azure.microsoft.com/en-

gb/support/trust-center/. It is the Customer's responsibility to familiarise itself with this material and to ensure that it takes the necessary steps with Microsoft to ensure that the Customer can meet its own legal and regulatory obligations in respect of data.

Azure customers can specify that they require their data and infrastructure to be held in UK. It is the Customer's responsibility to specify this if so required, and it is not the responsibility of Redcentric either to make such request or to ensure that it is adhered to by Microsoft.

2.14) EXCLUSIONS

In addition to any other exclusions specifically mentioned in this Service Definition, the following are excluded from Redcentric's Customer Managed Azure Service:

- All matters related to the Azure platform, including without limitation its design, performance, availability, security, data management, legal and regulatory compliance, and the performance of Microsoft's obligations as a data processor;
- The design and performance of the Customer's computing environment;
- The design and performance of the Customer's Internet connectivity unless provided by Redcentric (under one or more separate Orders);
- The performance, compatibility and connectivity of mobile devices;
- Any impact of Azure, including software updates, on the Customer's computing environment.

2.15) CUSTOMER DEPENDENCIES

All responsibilities upon the Customer referred to in this Service Definition are Customer Dependencies, including without limitation:

- Paragraphs 1.3 and 2.7.2 (requirement for a direct Microsoft Cloud Agreement)
- Paragraph 1.9.4 (Access Methods and System Requirements) - the Customer is responsible for making sure that its systems and connectivity are capable of working with, and are correctly configured for, Azure.

2.16) OPTIONAL PROFESSIONAL SERVICES

Redcentric provides a range of Professional Services, using either our in-house team or approved third parties. Professional Services Orders are not part of the Customer Managed Azure Service unless so specified in the Customer's Order. Additional professional services require a separate Order and are defined and priced upon application. Typical services included in a Professional Services Order are design, build and deployment of CMAS.

2.17) SERVICE MANAGEMENT SERVICES

Redcentric provides a range of optional service management Services that can be customised to assist Customers with the on-going management of a CMAS. These are chargeable Services and the scope and price of these Services will be defined in a separate Order.

Service management Services do not cover break-fix support, design, build or deployment.

2.18) SUBSCRIPTION LIMITS, QUOTAS AND CONSTRAINTS

Microsoft places limits, which are sometimes called quotas, on Azure resources; these quotas specify the maximum quantity of a resource that a customer can consume within Azure. These are put in place to enable Microsoft to plan and manage the capacity of Azure.

The rules for Azure limits, quotas and constraints are constantly changing so this Service Definition cannot provide up to date information. For the latest information on this subject follow this link: https://docs.microsoft.com/en-us/azure/azure-subscription-service-limits.

If a Customer wishes to raise the limit or quota above the default limit, they can raise a ticket with Redcentric Support. The limits cannot be raised above a maximum limit as specified by Microsoft, although for some Azure resources there is no maximum limit. Redcentric will verify the request is valid and will raise a ticket with Microsoft and manage the ticket through to resolution.

3) IMPLEMENTATION AND ACCEPTANCE

3.1) SERVICE COMMENCEMENT

The Customer must pass a credit check, sign the required Microsoft agreements and sign a Redcentric contract before Redcentric will start setting up the CMAS service in Azure.

3.2) ACCEPTANCE & LAUNCH

- Redcentric will set up the Azure Account (for new Customers) and the Customer Managed Azure Service subscription for both new and existing Customers.
- The set-up will involve setting up the account administrators and sending them an email with their temporary password. The Customer needs to set up the rest of their administrators and users.
- Once the Customer has received the email with the administrators login information the service is ready for use.

3.3) BILLING START DATE

The Customer is billed based on usage monthly in arrears.

3.4) NAMING SUBSCRIPTIONS

The Customer's Azure domain name will be of the format xxx.onmicrosoft.com. The domain is assigned at the tenant level, so it is applicable for all Microsoft services that use Azure Active Directory (AAD).

This cannot under any circumstances be changed at a later date. It is important that Customers give due consideration to this name due to its permanence.

4) SERVICE LEVELS AND SERVICE CREDITS

4.1) MICROSOFT'S SERVICE LEVELS

Azure Service Levels are provided by Microsoft, and not by Redcentric. Azure Service Level Agreements which describe Microsoft's uptime guarantees and downtime credit policies are specific for each Azure service. The SLAs for individual Azure services can be accessed here:
https://azure.microsoft.com/en-gb/support/legal/sla/

Typically the Azure services have an availability target of 99.9% measured on a monthly basis, but please refer to the Microsoft Cloud Agreement and the related documents.

Microsoft's service terms can be accessed:
http://www.microsoftvolumelicensing.com/Downloader.aspx?DocumentId=11675

4.2) MICROSOFT'S SERVICE CREDITS

The Azure service performance, including uptime and service monitoring, is the responsibility of Microsoft, and Microsoft is responsible for service credits to the extent set out in the Microsoft Cloud Agreement.

Microsoft will pay to Redcentric any service credits that are due in respect of the Customer's Azure service. Redcentric will credit to the Customer any service credits that Redcentric receives from Microsoft in respect of the Customer's Azure service (where such service has been procured through Redcentric as part of Redcentric's CMAS Services). These service credits are based on downtime in a month and the credit is a percentage of a monthly bill. The service credits are described below at their current rates, but may be amended by Microsoft from time to time, in which case the amended service credits paid by Microsoft will apply.

Example of calculating the monthly Azure service credits payable by Microsoft : For Single Instance Virtual Machines

"**Minutes in the Month**": is the total number of minutes in a given month.
Downtime: The total accumulated minutes that are part of Minutes in the Month that have no Virtual Machine Connectivity. Downtime excludes Announced Single Instance Maintenance.
Monthly Uptime Percentage: The Monthly Uptime Percentage is calculated using the following formula:

$$\frac{\text{Minutes in the Month} - \text{Downtime}}{\text{Maximum Available Minutes}} \times 100$$

The following Azure Service Levels and Service Credits, provided by Microsoft, are applicable to Customer's use of Single-Instance Virtual Machines:

Monthly Uptime Percentage	Service Credit
<99.9%	10%

Monthly Uptime Percentage	Service Credit
<99%	25%
<95%	100%

All of the above rates, formulae, measurement criteria and URL are stated as at the date of this Service Definition, but are subject to change by Microsoft in which case the amended terms will apply.

Except as stated in paragraphs 4.1) and 4.2) above, no Service Levels or Service Credits apply to the Redcentric CMAS service.

5) DATA PROCESSING

5.1) GENERAL

Redcentric's Customer Managed Azure Service (CMAS) has been developed to provide Customers with a self-service and self-managed service using Azure.

This section covers CMAS when taken as a stand-alone service. When CMAS is bought with Professional Services and/or a Service Management Service, the data processing sections of the relevant Service Definitions will apply to those Services.

5.2) REDCENTRIC ACCESS TO AZURE RESOURCES

Although Redcentric will be able to access Customer instances of the Azure Resource Manager and all resource configurations, Redcentric will not have direct access to individual resource instances. For example, Redcentric will be able to access the configuration for a Virtual Machine through Azure Resource Manager, but would not be able to sign in to it directly.

Where Redcentric has the capability to indirectly access a resource instance, for example (but not restricted to) a Virtual Machine where Redcentric could create a new admin user, Redcentric will not do this unless specifically requested by a Customer through a support request.

5.3) DATA PROCESSING SCOPE

Redcentric provides the Customer with an Azure account and subscription. The Customer designs, builds and deploys its own services on Azure.
Redcentric does not access, alter, store, back up or use any application data that is running on the CMAS except as specifically stated below.

5.4) REDCENTRIC ACCESS TO DATA

Redcentric has access to the Customer's data because Redcentric has Administrator rights to the account, but in the normal course of business Redcentric will not access the Customer's data.

5.5) DATA PROCESSING DECISIONS

In the normal course of business Redcentric does not make any data processing decisions in relation to CMAS or Azure.
Redcentric Support can be asked by the Customer to intervene in the event of an issue with the Service. In such a case Redcentric may make decisions that affect data processing, but such actions will only be undertaken at the request of and in conjunction with the Customer.

5.6) DATA STORAGE

Data storage is not provided by Redcentric as part of the CMAS.
If a Customer takes storage services from Azure using this account Redcentric could in theory access the data, but in the normal course of business will not do so except at the request of and in conjunction with the Customer.

5.7) SERVICE CONFIGURATION WITH RESPECT TO DATA

The service has no pre-defined design and configuration parameters that affect data processing decisions and outputs; these decisions are made entirely by the Customer.

5.8) DATA BACKUP

This CMAS comes with no backup by Redcentric of either the infrastructure or data.
It is the Customer's responsibility to make its own arrangements for backing up its data.
The Customer could take such services from Azure, and Redcentric would play no role in the delivery of such services.

5.9) CATEGORIES OF SUB-PROCESSOR AND THEIR INVOLVEMENT

Redcentric does not use any sub-processors in delivering the CMAS.
Microsoft will process the Customer's data as part of the Azure service that it provides to the Customer, and the Customer is referred to Microsoft's relevant documentation and data processing contract terms.

5.10) CUSTOMER ACCESS TO DATA

The Customer has login rights to the Azure resources, and is therefore able to access, copy, process and back up data as it wishes.

5.11) SECURITY ARRANGEMENTS AND OPTIONS

Security is not included with the CMAS and is entirely the responsibility of the Customer.
For the security arrangements in respect of the Azure service, the Customer is referred to Microsoft's relevant documentation and contract terms.
The Customer can take additional security services from Microsoft as part of Azure, and Redcentric would play no role in the delivery of such services.

6) ROLES AND RESPONSIBILITIES

Redcentric

- Azure account creation for new Customers.
- CMAS subscription creation.
- Guidance on appropriate Microsoft documentation to be completed.
- Complete the CMAS qualification and CMAS on-boarding documents.
- Administrative support on the account, CMAS subscription and billing portal.
- Provide Azure Technical Support for Customers who have paid for this service.

Customer

- Design, build, deploy and manage their Azure services.
- Comply with appropriate license agreements.
- Comply with appropriate Microsoft agreements.
- Apply for service credits within the prescribed timelines.
- Pay bills on within the prescribed timelines.

HARROGATE (HEAD OFFICE)

Central House
Beckwith Knowle
Harrogate
HG3 1UG

CAMBRIDGE

Newton House
Cambridge Business Park
Cowley Road
Cambridge
CB4 0WZ

READING

3-5 Worton Drive
Reading
RG2 0TG

LONDON

Lifeline House
80 Clifton Street
London
EC2A 4HB

HYDE

Unit B
SK14 Industrial Park
Broadway
Hyde
SK14 4QF

INDIA

606-611, 6th Floor
Manjeera Trinity Corporate
JNTU – Hitech City Road
Kukatpally, Hyderabad – 72

0800 983 2522
sayhello@redcentricplc.com
www.redcentricplc.com

redcentric
business technology. managed.