



e2e Managed Customer Cloud Infrastructure – Terms and Conditions Document

Service Specific Terms and Conditions

On-boarding	On-boarding is included with the following scope: one VPN will be provided to the customer for the purpose of cloud management. Optionally we can also migrate data into the service on a time and material basis.
Off-boarding	Off-boarding is included with the following scope: all management access will be revoked. Optionally we can also migrate the data out of the service on a time and material basis (such as management access logs).
Backups	Backups of all devices are included in the service.
Disaster recovery	There is no specific Disaster Recovery service but as we have backup copies of your configurations this may aid your Disaster Recovery plans. We can also manage your equipment in any Disaster Recovery location you may have.
Service lead time	We can typically commence on-boarding in 5-10 working days from acceptance of order
Minimum term	3 months.
Early exit charge	None
Termination charge	None
Consumer responsibilities	Providing access to and accounts to manage the equipment.
Technical requirements	For management of the service a VPN to the Cloud is required using a CESG CPA foundation level approved device that can be provided by the customer or supplied by e2e.
Networks and Connectivity	e2e services are designed and assured to connect to the following networks. Please contact e2e for further details. <ul style="list-style-type: none"> • Public Services Network (PSN) • Government Secure intranet (GSI) • Police National Network (PNN) • New NHS Network (N3) • Joint Academic Network (JANET)
Ordering and Invoicing	Monthly in arrears by Purchase Order or Direct Debit



Data restoration/service migration	Data can be migrated into the service by the customer using the VPN access methods provided. e2e can assist with this process on a time and materials basis if required. Data can also be migrated out of the service as and when required by the customer. e2e can assist with this process on a time and materials basis if required.
Financial recompense model	If the service level falls below the stated availability (excluding planned or emergency maintenance and excluding any fault that is not the responsibility of e2e or e2e components), consumers will be eligible for a service credit. Service credits are provided as professional service credits

	that can be used for any support, design or security activities and are calculated at a value of 10% of service spend on the particular service.
Training	There is no training provided.
Trial Service	There is no trial service available.
Service Management	e2e provide a service desk to manage this service.
Service Constraints	Planned maintenance periods are agreed per customer but default to periods after 8pm Mon-Fri or at weekends.

More information and contact details

For more details on this service and to see the other services we offer visit

www.e2e-assure.com

Enquiries, and more information is available on request, email info@e2e-assure.com with any queries.