



## e2e Managed Customer Cloud Platform – Terms and Conditions Document

### Service Specific Terms and Conditions

<b>On-boarding</b>	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.
<b>Off-boarding</b>	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).
<b>Backups</b>	Backups of all devices are included in the service.
<b>Disaster recovery</b>	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.
<b>Service lead time</b>	We can typically commence on-boarding in 5-10 working days from acceptance of order
<b>Minimum term</b>	3 months
<b>Early exit charge</b>	None
<b>Termination charge</b>	None
<b>Consumer responsibilities</b>	Providing access to and accounts to manage the equipment.
<b>Technical requirements</b>	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.
<b>Networks and Connectivity</b>	e2e services are designed and assured to connect to the following networks. Please contact e2e for further details. <ul style="list-style-type: none"> <li>• Public Services Network (PSN)</li> <li>• Government Secure intranet (GSI)</li> <li>• Police National Network (PNN)</li> <li>• New NHS Network (N3)</li> <li>• Joint Academic Network (JANET)</li> </ul>
<b>Ordering and Invoicing</b>	Monthly in arrears by Purchase Order or Direct Debit
<b>Data restoration/service migration</b>	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.



<b>Financial recompense model</b>	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.
<b>Training</b>	There is no training provided.
<b>Trial Service</b>	There is no trial service available.

<b>Service Management</b>	e2e provide a service desk to manage this service.
<b>Service Constraints</b>	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](http://www.e2e-assure.com)

Enquiries, and more information is available on request, email [info@e2e-assure.com](mailto:info@e2e-assure.com) with any queries.