



e2e Managed Private Cloud Infrastructure (IaaS) – Terms and Conditions

Service Specific Terms and Conditions

On-boarding	On-boarding is included with the following scope: the private cloud will be built and connected to the Internet; one VPN will be provided to the customer office using customer provided devices at the customer end by default. e2e have provided costs for e2e provided VPN endpoints elsewhere in this document. 5 remote access VPN users are included for service administration or end user access. 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 user access will be revoked and the private cloud will be wiped and factory reset. All data will be removed (wiped by disk wipe tools and then formatted and reconfigured). The customer is expected to migrate their own data out of the service prior to the end of the service. Optionally we can also migrate the data out of the service on a time and material basis, and even provide all the hard drives or evidence of destruction of all the hard drives and any other equipment if required but these are chargeable items.
Backups	Small Enhanced and larger private cloud include dedicated storage systems for backups. There is an automated dedicated backup system included with all Enhanced and Premium options. Micro and Small Baseline clouds have no separate backup system but the storage provided can be used for backups.
Disaster recovery	All private clouds reside in a Tier 3 or Tier 4 datacentre. All components are dual/highly available or clustered at the infrastructure level. The availability of the platform level (servers and operating systems) is determined by the actual build. Dual site options are available.
Service lead time	Micro Clouds: 5 working days from acceptance of order, Small and Medium: 10 working days from acceptance of order, Large and X-Large: typically 3060 working days from acceptance of order (note: with Large and X-Large we typically provision some of the cloud early so that the customer can begin service take one/familiarisation).
Minimum term	Micro: 1 month, Small: 3 months, Medium: 12 Months, Large and X-Large: 12 months.
Early exit charge	Micro: None, Small: None, Medium: One month of service cost, Large and XLarge: 3 months of service cost.
Termination charge	Micro: None, Small: None, Medium: Termination before initial 12 months incurs early exit charge, Large and X-Large: Termination before initial 24 months incurs early exit charge
Consumer responsibilities	The control and management of end users of the service and any VPN components installed or provisioned on customer equipment.



Technical requirements	<p>To manage the service the user is required to enrol with our two-factor authentication service and connect to the service using one of the following:</p> <ul style="list-style-type: none"> A web browser that is supported by VMWare vSphere Web Access A client machine that supports VMWare vSphere Client A client device that supports Microsoft Hyper-V client <p>To create a fixed VPN the customer is required to either provide a CESG CPA foundation level approved device (IPsec Security Gateway) or allow e2e to supply and provision one.</p> <p>To create a mobile VPN the customer is required to either provide and support a CESG CPA foundation level approved device (IPSec VPN for remote working) or allow e2e to supply one.</p>
Networks and Connectivity	<p>e2e services are designed and assured to connect to the following networks. Please contact e2e for further details.</p> <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	<p>Monthly in arrears by Purchase Order or Direct Debit</p>
Data restoration/service migration	<p>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.</p>
Financial recompense model	<p>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.</p>
Training	<p>This is an IaaS service and the customer is expected to be able to manage the service provided but the customer can choose to purchase training days.</p>
Trial Service	<p>There is a trial of the micro private cloud service available.</p>
Service Management	<p>This is a managed IaaS service where e2e manage all the physical components, networking and security components and the customer has access to the Hypervisor through which the customer manages all elements of the service from the Hypervisor upwards.</p>
Service Constraints	<p>Planned maintenance periods are agreed per customer but default to periods after 8pm Mon-Fri or at weekends.</p>

[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.