Master Services Agreement:

Annexure D: Service Schedule - Hosted Backup Services V10-11

GLOBAL MICRO

Intelligent Technology

Hosted Backup
Services

SERVICE SCHEDULE
ANNEXURE D

This Service Schedule for **Hosted Backup Services V10-11** (the "Service") marketed as "**RecoveryVault**" replaces all previously signed/incorporated version(s) of the Service Schedule(s) for Hosted Backup Services (if any). It forms part of the Master Services Agreement and Master Services Schedule. Its provisions are an integral part of the Master Services Agreement. Words and expressions defined in the General Conditions and Master Services Schedule shall (unless otherwise defined in this Services Schedule) bear the same meanings where used in this Service Schedule. In this Service Schedule, the following words and phrases shall have the following meanings unless the context otherwise requires:

1. Interpretation

1.1.   **"Native"** or **"Native Size"** means the original size of the latest generation of all data that the Service has backed up.

1.2.   **"Restorable Size of Data"** means the restorable data that is deleted from the source but not from the online backup;

2. Service Overview

2.1.   Hosted Backup Services provide access to one or more of the following delivered via a hosted cloud-based service:

2.1.1.   **RecoveryVault Express Edition** - an agent-based backup and recovery solution for Servers and Workstations powered by Acronis^{TM} backup and recovery technologies;

2.1.2.   **RecoveryVault Cyber Protect Cloud Edition** - an agent-less backup and recovery solution for Office 365 powered by Acronis CyberProtect^{TM} backup and recovery technologies;

2.1.3.   **RecoveryVault AvePoint Cloud Backup Edition** - an agent-less backup and recovery solution for Office 365, Azure Active Directory and Enterprise Apps, Azure Virtual Machines and Storage, Dynamics 365, Google and Salesforce powered by Acronis Avepoint^{TM} backup and recovery technologies;

3. Standard Features

3.1.   Customers may select from one of the following:

3.2.   **RecoveryVault Express Edition;**

3.3.   **RecoveryVault Cyber Protect Cloud Edition;**

3.4.   **RecoveryVault Avepoint Cloud Edition**

3.5.   **Retention**

3.5.1.   The Customer may specify any backup retention period provided the Customer maintains an active subscription. The only exception is when the Customer has selected an SKU that does not enforce storage quotas but has data retention limits.

3.5.2.   SP shall not be required to retain backups beyond the duration of this Service Schedule.

3.6.   **Encryption**

3.6.1.   All editions encrypt data in transit between the Customer environment and SP datacentre(s).

3.6.1.1. RecoveryVault Express supports 256-bit encryption of backups at rest. Encryption is configurable on each backup set.

3.6.2.   The SP is not responsible for creating, maintaining and safeguarding usernames and encryption keys. SP does not retain any records in this respect. SP will neither grant access to the server nor decrypt the backup data in the event of failing to store each licence's password and encryption key records.

3.7.   **Quota and storage management**

3.7.1.   The following editions manage and enforce storage quotas:

3.7.1.1. **RecoveryVault Express** Edition measures capacity based on the **Native** size of the Data.

3.7.1.2. **RecoveryVault Cyber Protect Cloud** Edition measures capacity based on the **Native** size of the Data.

3.7.1.3. **RecoveryVault AvePoint Cloud** Edition measures capacity based on the **Native** size of the Data, the **Number** of Virtual Machines, and the **Number** of Users

4.   Editions Summary

4.1.   The table below outlines the features of each of the RecoveryVault editions:

	Express	**CyberProtect Cloud**	**AvePoint Cloud**
Technology	*Acronis*	*Acronis*	*AvePoint*
Agent-Based	*Yes*	*Yes*	*Agentless*
Encryption	256-bit	256-bit	256-bit
Quota Management	Native Capacity	Native Capacity	Native Capacity
Local Cache	Optional Cache to NFS Share	Not Applicable	Not Applicable
Offsite Storage	Single SP Datacentre	Single SP Datacentre	Multi-Datacentre
Supported Platforms	Windows, Hyper-V & VMware	Office 365	Office 365, Azure, Dynamics 365
Cloud Protection	-	Yes	Yes
Database Backup	MS SQL & MS Active Directory	MS SQL & MS Active Directory	Azure Active Directory
Management & Support	Self-Managed with re-active Support Services or BaaS Care Pack	Self-Managed with re-active Support Services or BaaS Care Pack	Self-Managed with re-active Support Services or BaaS Care Pack
Backup Activity Monitoring	Backup Set Monitoring Pack	Backup Set Monitoring Pack	Backup Set Monitoring Pack
Typical Target Capacity	50GB to 3TB	50GB to 3TB	Not Limit

5.   RecoveryVault Express Edition

RecoveryVault Express is an agent-based backup and recovery solution based on technology from Acronis™, which provides the following features:

5.1.   **Laptop, workstation and server backup**

5.1.1.   Intelligent file selection and exclusion facilitate rapid, transparent backups over low-speed and dial-up connections.

5.1.2.   Byte-level patch incremental backups minimise data transfer by identifying only the changed bytes in modified files.

5.1.3.   All data is compressed in transit and storage, minimising transfer times, network loads and storage requirements.

5.1.4.   Data is recoverable from any previously backed-up state, allowing file and system rollbacks.

5.1.5.   Advanced scheduling allows multiple backups per day in one or more backup sets.

5.1.6.   Definable Pre/Post backup and data-capture commands enable integration with other applications or temporarily stop services.

5.2.   Database protection

5.2.1.   The Service includes support for database-aware backups of Microsoft Exchange, Microsoft SQL, Active Directory and Microsoft SharePoint.

5.3.   Virtual Machine data protection

5.3.1.   Support for VMware vSphere ESXi 7.0, 6.7

5.3.2.   Support for Microsoft Windows Server 2016 – all installation options except Nano Server.

5.3.3.   Support for Microsoft Hyper-V Server 2016

5.3.4.   Support for Microsoft Windows Server 2016 with Hyper-V.

5.3.5.   Support for Microsoft Windows 10 with Hyper-V.

5.3.6.   File-level and image-based recovery in a single backup pass supported on VMWare and Hyper-V.

5.4.   Cloud protection

5.4.1.   Acronis Cyber Protect Cloud Subscriptions include:

5.4.1.1.   Support for Microsoft Exchange Online, OneDrive for Business, SharePoint Online and Teams

5.4.1.2.   Support for Google Gmail, Drive, Contacts and Calendar

5.5.   Offsite storage of backed-up data and local storage

5.6.   RecoveryVault Express stores the backed-up data remotely in a single SP data centre.

5.7.   Backups support the use of local storage.

5.7.1.   Local storage enables saving a copy of the backed-up data on a storage location on the Customer LAN. This option ensures that relevant backup sets are always available for immediate restoration at LAN speed.

5.7.2.   Local storage helps address disaster restoration requirements by saving copies of the backup files at a local storage location. If a restore is needed, the data can be restored quickly from the local environment, at LAN speed, without connecting over the internet to the SP data centre.

5.7.3.   SP may provide an appliance that will act as a storage location. The Service Fees Schedule specifies the charges for the device.

5.7.4.   If no appliance is specified, SP shall be entitled to request that the Customer provide a storage location.

5.8.   Supported Platforms

5.8.1.   Note: The platforms listed as supported for RecoveryVault Express are subject to change by Acronis™ at any time without notice. Some limitations may apply. Refer to the User Guide at www.acronis.com/support/documentation/ for more details.

6.   RecoveryVault Cyber Protect Cloud Edition

RecoveryVault Cyber Protect Cloud edition is an agent-less backup and recovery solution based on technology from Acronis™, which provides the following features:

6.1.   Cloud-to-Cloud Backup

6.1.1.   Protect Microsoft Teams, Exchange Online, OneDrive for Business, and SharePoint Online data.

6.1.2.   Granular, point-in-time, and cross-tenant recovery and the ability to preview and search for content within backups of all three services:

6.1.2.1.   Teams: Protect Microsoft Teams data, including the team's name, member list, team channels and content, team mailboxes, meetings, and team sites.

6.1.2.2. <u>Exchange Online</u>: Protect mailboxes, group mailboxes, In-Place Archives, folders, messages, calendar events, tasks, contacts, journal entries, and notes.

6.1.2.3. <u>SharePoint Online</u>: Secure site collections, group sites (including team and communication sites), lists, list items and attachments, documents and libraries, site pages, and wiki pages.

6.1.2.4. <u>OneDrive for Business</u>: Recover your entire OneDrive or specific individual files and folders.

7. RecoveryVault AvePoint Cloud Edition

RecoveryVault Cyber Protect Cloud edition is an agent-less backup and recovery solution based on technology from AvePoint^{TM,} which provides the following features:

7.1. Microsoft 365 Backup Core – 3-Year Retention:

7.1.1. Granular, point-in-time, and cross-tenant recovery.

7.1.2. The ability to preview and search for content within backups.

7.1.3. <u>Unlimited storage quota with data retention of 3 Years for the following services:</u>

7.1.3.1. Microsoft Teams;

7.1.3.2. Microsoft Exchange Online;

7.1.3.3. Microsoft SharePoint Online;

7.1.3.4. Microsoft OneDrive for Business

7.1.4. Microsoft 365 Backup:

7.1.5. Granular, point-in-time, and cross-tenant recovery.

7.1.6. The ability to preview and search for content within backups.

7.1.7. The service is deployed and licensed tenant-wide for all users.

7.1.8. <u>Unlimited storage quota with no retention limit for the following services:</u>

7.1.8.1. Microsoft Teams;

7.1.8.2. Microsoft Exchange Online;

7.1.8.3. Microsoft SharePoint Online;

7.1.8.4. Microsoft OneDrive for Business;

7.1.8.5. Microsoft Groups;

7.1.8.6. Microsoft Yammer;

7.1.8.7. Microsoft Project Online;

7.1.8.8. Microsoft PowerBi;

7.1.8.9. Microsoft PowerApps;

7.1.8.10. Microsoft Power Automate

7.1.9. Microsoft 365 Azure AD and Enterprise Apps:

7.1.10. Granular, point-in-time, and cross-tenant recovery.

7.1.11. The ability to preview and search for content within backups.

7.1.12. The service is deployed and licensed tenant-wide for all users.

7.1.13. <u>Unlimited storage quota with no retention limit for the following services:</u>

7.1.13.1. Microsoft Azure Active Directory;

7.1.13.2. Microsoft Enterprise Apps.

7.1.14. Microsoft 365 Dynamics 365:

7.1.15. Granular, point-in-time, and cross-tenant recovery.

7.1.16. The ability to preview and search for content within backups.

7.1.17. The service is deployed and licensed tenant-wide for all users.

7.1.18. <u>Unlimited storage quota with no retention limit for:</u>

7.1.18.1. Microsoft Dynamics 365.

7.1.19. Microsoft Azure Virtual Machines ('VMs') and Storage:

7.1.20. Granular, point-in-time, and cross-tenant recovery and the ability to preview and search for content within backups.

7.1.21. The service is deployed per virtual machine.

7.1.22. Storage is Pooled with 1 TB of storage per licensed VM added to the pool.

7.1.23. <u>Pooled storage quota with no retention limit of the following services:</u>

7.1.23.1. Microsoft Azure Virtual Machines.

8. File selection and backup frequency

8.1. <u>SP is not responsible for file selection and backup frequency.</u> The Customer must ensure that the correct files are selected and that backups run regularly. At the end of each backup session, a log indicates the outcome of the backup process.

9. Backup Set Monitoring Pack

9.1. <u>The Customer is responsible for monitoring the success or failure of all backup and restore activities.</u>

9.2. <u>SP will not monitor these logs or the success/failure of backups unless the Customer is (a) on a **Platinum Success Plan** or Platinum SLA or (b) the Customer has subscribed for one or more Backup Set Monitoring Packs.</u>

9.3. <u>Once a Customer (a) is on a **Platinum Success Plan** or Platinum SLA, or (b) has subscribed to one or more **Backup Set Monitoring Packs,** SP will take over the responsibility of monitoring the success or failures of all backup and restore activities daily.</u>

10. Backup as a Service ('BaaS') Care Pack

10.1. Backup as a Service is delivered via a BaaS Care pack, which includes support for (1) **Documentation and planning** and (2) **Assistance with Recovery Drills.**

10.2. Support will be provided during Bronzer Coverage hours unless the Customer has subscribed for a Silver, Gold or Platinum SLA.

10.3. The Customer shall be entitled to the following:

10.3.1. **BaaS Care Pack, which includes a Reserved allocation of Support Units** ('**Reserved Support Allocation**'), where 1000 (one thousand) Reserved Support Units is equal to 1 (one) hour of BaaS support during Bronze Coverage Hours.

10.3.2. Reserved Support units will be decremented from the Support Unit Allocation for work performed in response to monitoring agent alerts. They may be used on an as-needed basis or according to a customer-requested recurring maintenance plan for the following:

Customer Request	BaaS Frequency
Apply Service packs, patches and hotfixes on RecoveryVault Appliances	Per SP Maintenance Schedule
Perform test restores and Recovery Drills up to **4** times per year	Per Customer Request
Reboot appliances that are responding or inaccessible	As Required
Report on work accomplished and in progress	Per Customer Request
Reactive check of logs for one or more backup sets to identify any potential issues	Per Customer Request.
Backup solution architecture and deployment of tools and upgrades	Per Customer Request
Setup, configuration and design of backups	Per Customer Request

10.3.3. Where services are (a) outside the scope of this Service Schedule, (b) relate to BaaS exclusions, (c) are rendered outside of Coverage Hours, or (d) are provided by a Work Role other than BaaS support, or (e) is rendered by BaaS support onsite, SP may levy additional fees together with an Uplift per the Work Type and Work Roles described below:

Work Types	
Pro-Active Services	+0%
After-hours support Weekdays 18h00-08h00	+25%
After-hours support Weekends & Public Holidays	+50%
Escalation to Microsoft / Citrix / McAfee / VMware / Cisco or another Vendor	+50%

BaaS Support Work Roles	Uplift	Reserved Support Units
BaaS Support	+0%	1300

10.3.4.   **Measurement Increments -** Labour rendered telephonically or remotely will be measured in increments of 15 minutes and rounded UP to the nearest quarter-hour.

10.3.5.   All services outside this Service Schedule's terms will be considered separate and billable.

11.   Customer Success Plan Entitlements

11.1.   Depending on the Customer's Master Services SLA / Success Plan (Bronze, Silver, Gold or Platinum), Customers may have access to the following:

SLA / Success Plan	Bronze, Silver and Gold	Platinum
Backup Set Monitoring Pack	Optional Paid-for Subscription	2 Included