



PUBLIC CLOUD SERVICE LEVEL AGREEMENT

This Public Cloud Service Level Agreement (“SLA”) is incorporated into the Quote executed by C Spire Business and Customer for Public Cloud Service and sets forth the specific terms and conditions under which C Spire Business shall supply the Public Cloud Service described herein to Customer. The general terms applicable to such Services are contained in the Master Terms and Conditions (“MTC”) and the Master Service Level Agreement (“MSLA”) incorporated into the Quote by reference. Capitalized terms used but not defined herein shall have the meanings set forth in the MTC and MSLA.

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SERVICE DESCRIPTION

Public Cloud allows the Customer to purchase cloud resources from Microsoft Azure and/or Amazon Web Services (AWS). Management services are not included and must be purchased separately.

SERVICE OFFERINGS

C Spire Business offers a suite of Infrastructure, Platforms and Software available through Microsoft Azure and Amazon Web Services. The service does not include management functions unless the customer additionally purchases C Spire Business’s Public Cloud Management Service(s).

TERMS OF RESPONSIBILITY

Customer agrees to all terms and conditions set forth by the Public Cloud provider.

COST RESPONSIBILITY

The Customer acknowledges and agrees to be solely responsible for the entire cost associated with any instance subscription (including Reserved Instances) purchased in AWS or Azure. This responsibility applies regardless of the duration or termination date of their C Spire Business contract.

INSTANCE SUBSCRIPTIONS

Includes Reserved Instances

Customer acknowledges and understands that the terms for instance subscriptions are determined by the Public Cloud provider, and any changes to subscriptions may result in additional charges above and beyond any estimates provided by C Spire Business. The Customer is responsible for understanding the terms and conditions set forth by the Public Cloud provider and will be responsible for any charges or fees applicable to the Customer subscriptions.

Superseding Contract Terms

The Customer understands and agrees that the terms of the instance subscriptions will supersede any conflicting terms in the C Spire contract. This means that the Customer's obligation to pay for any reserved instance continues for the full term of the reserved instance subscription, irrespective of any changes, termination, or expiration of the C Spire contract.

SERVICE LEVEL METRIC

Availability dependencies and requirements are determined by Microsoft Azure and/or AWS. Please refer to the respective vendor SLAs for details.

C Spire Business will use commercially reasonable efforts to assist Customer through Customer's authorized contact(s) with resolving issues related to Public Cloud environments. Only Customer's authorized account contact(s) may request technical support.

C Spire Business will provide support for services at the following Tiers

PUBLIC CLOUD BASIC SUPPORT (INCLUDED)

- Initial tenant account creation and configuration
- User Adds/Removes and Password Resets
- AzurePlan Service Add/Remove
- Billing Change Requests
- Tier 1 Troubleshooting

PUBLIC CLOUD RESOURCE MANAGEMENT & SUPPORT

Requires additional Public Cloud Resource Management Fee as quoted by C Spire Business.

C Spire Business's Expanded Support Tier requires Public Cloud Resource Management, which is a monthly fee determined by C Spire Business, typically based on the average number of servers in a customer's environment. C Spire Business reserves the right to re-evaluate the Management Fee every six months, and to adjust the monthly fee based on, but not limited to, the following factors:

- Deployment of new infrastructure, applications, networking, or environments not scoped in the original service agreement.
- The volume or scope of service ticket requests.

Infrastructure Provisioning and Configuration: We will assist in the setup and configuration of public cloud resources tailored to your specific requirements, including virtual machines, databases, storage accounts, networking components, and more. Subject to additional infrastructure, service, and management charges and fees.

Monitoring and Performance Optimization: Continuous monitoring of your public cloud environment to detect and address performance issues, ensuring optimal resource utilization and application responsiveness. We will fine-tune configurations and scaling parameters to meet your performance goals. Subject to additional infrastructure, service, and management charges and fees.

Security Management: Implementation and management of robust security measures to safeguard your public cloud environment against threats and vulnerabilities. This includes access control, encryption, network security, threat detection, and compliance enforcement. Subject to additional infrastructure, service, and management charges and fees.

Backup and Disaster Recovery: Establishment of backup and disaster recovery strategies to protect your data and applications against unforeseen outages or data loss events. We will configure and manage backup schedules, replication, failover processes, and recovery testing. Subject to additional infrastructure, service, and management charges and fees.

Patch Management: Regular application of security patches to keep your Azure environment secure and up to date, minimizing the risk of vulnerabilities and ensuring compliance with regulatory requirements. Adheres to C Spire Business's standard patch policies. Subject to additional infrastructure, service, and management charges and fees.

Cost Optimization: Analysis of your resource usage and spending patterns to identify opportunities for cost savings without compromising performance or functionality. We will provide recommendations for rightsizing resources, leveraging reserved instances, and optimizing resource utilization. Subject to additional infrastructure, service, and management charges and fees.

Technical Support: Access to our certified support team for assistance with troubleshooting, issue resolution, and technical guidance. Subject to additional infrastructure, service, and management charges and fees.

In addition to the above support Tiers, C Spire Business may provide additional services through Professional Services with hourly rates:

PROJECTS AND HOURLY RATES

The following items encapsulate the types of engagements that C Spire will fulfill with hourly professional services charges or via Scoped Projects:

Application Development: While we provide support for public cloud infrastructure and services, application development, coding, and customization are considered out of scope. However, we can offer recommendations and guidance on best practices for integrating applications with public cloud services.

Third-Party Service Management: Management of third-party services and applications deployed within your public cloud environment, including licensing, configuration, and support, is not included in our managed service offering.

Data Entry and Content Creation: Data entry, content creation, and management tasks within services such as Storage or SQL Database fall outside the scope of our managed services.

End-User Support: Support for end-users interacting with applications or services hosted on the public cloud service is not included. Our services are focused on managing the underlying infrastructure and platform components.

Alternative Environment Management: Management of on-premises or other cloud environments outside of Azure or AWS is not covered by our managed service offering unless explicitly agreed upon separately.

Other services not listed here as determined by C Spire Business.

SERVICE DELIVERY

It is Customer's responsibility to ensure that all Users can connect to the Service and are properly configured. This includes, but is not limited to, networking configurations, routers, switches, cabling, workstations, servers, operating systems, and software.

Upon receipt of the signed Quote, C Spire Business will provision the appropriate cloud resources. Details and billing will be based on the initial estimations provided during the sales process and actuals provisioned within the appropriate cloud platform. Billing varies based on actual cloud consumption during the billing period.

If additional configuration work is required due to limitations of the Customer network, Customer must purchase C Spire Business Professional Services hours.

C Spire Business is not responsible for, and will not be obligated to provide, any support or assistance in configuration, installation, administration, troubleshooting, maintenance, repair, or integration of customer equipment, software, network, or applications into the Customer's internal and/or public network unless specified in another C Spire Business signed agreement.

ADDITIONAL SERVICE OFFERINGS

C Spire Business fully manages certain services provided through public cloud platforms and infrastructure.

The below services require additional quoting of C Spire Public Cloud Service Management alongside the associated components of service.

C SPIRE MANAGED VIRTUAL DESKTOPS

Our Managed Virtual Desktop service offers comprehensive management and support for customers' Azure Virtual Desktop (AVD) environment, ensuring seamless virtual desktop deployment, optimization, and maintenance. With our expertise, organizations can leverage AVD to enable secure remote access to desktops and applications from any device, anywhere.

Requires the purchase of C Spire Public Cloud Service Management.

C Spire Business reserves the right to review and revise the Management Fee charged to the end customer and to adjust the fee based on any of the below factors on a monthly basis:

- Deployment of new infrastructure, applications, or environments not scoped in the original service agreement.
- The volume or scope of service ticket requests.
- Customer requirements for changes in AVD user, session host, or infrastructure count.
- Licensing cost increases for any of the management software C Spire uses in delivering the Managed AVD solutions will be passed on to the customer.

SERVICE LEVEL METRIC

- **Initial Setup and Configuration:** We will assist in the setup and configuration of your Azure Virtual Desktop environment, including deployment of session hosts, creation of host pools, configuration of user access, and integration with existing Azure services.
- **Desktop Image Management:** Management of virtual machine images used as desktops within the AVD environment, including image creation, customization, patching, and updating to ensure consistency and security across desktop deployments. Includes Tier 1 support for applications.
- **User Profile Management:** Configuration and management of user profiles and settings within the AVD environment, including profile roaming, folder redirection, and user environment management to provide a consistent and personalized desktop experience.
- **Resource Monitoring and Performance Optimization:** Continuous monitoring of AVD resources to detect and address performance issues, ensuring optimal user experience and resource utilization. We will fine-tune configurations and scaling parameters to meet your performance requirements.
- **Security and Compliance:** Implementation and management of security measures to protect AVD resources against threats and vulnerabilities, including access control, network security, encryption, and endpoint protection.
C Spire Business follows all reasonable security best practices; however specific compliance requirements are not necessarily included and will be subject to additional service charges and fees.
- **Patch Management:** Regular application of security patches and fixes to AVD infrastructure and virtual desktop images to mitigate security risks and ensure compliance with regulatory requirements. Patching will conform to C Spire Business' standard patch policy & schedule. Subject to additional service charges and fees.

- **Technical Support:** Access to our Azure-certified support team for Tier 1 and Tier 2 assistance with troubleshooting, issue resolution, and technical guidance related to the AVD environment. C Spire Business reserves the right to escalate issues related to the service to Microsoft at its sole discretion.

SERVICE LIMITATIONS

- **Availability & SLA:** Azure Availability SLAs for Azure Virtual Desktops apply.
- **Multi-Factor Authentication:** C Spire Business requires multi-factor authentication for users to access this service. If it is determined that Multi-Factor Authentication has been disabled or is not active, C Spire Business will immediately terminate service and revoke all user access.
- **Network Connectivity:** Proper WAN configuration between customer environments, applications, and the Managed Virtual Desktop environment are required. C Spire Business is not responsible for the support or configuration of customer's WAN connectivity unless outlined in a separate signed agreement or unless contracted through Professional Services hourly rates.
- **Latency and Networking Performance:** C Spire Business cannot guarantee latency metrics or networking performance for remote access to the service or to application servers.
- **Shared Responsibility:** This SLA adheres to the principles outlined in the Azure shared responsibility model. The model delineates the division of responsibilities between the cloud provider (Microsoft Azure) and the customer.
- **Licensing:** Customer must provide or purchase eligible licensing for Azure Virtual Desktops, including but not limited to Microsoft 365 Business Premium, Microsoft 365 E3 or higher, Windows VDA per user, etc.