

The terms contained in this Service Attachment apply to all Orders for the provision of Private Cloud Hosting Services by DragonTek International, Inc. (sometimes referred to as “DragonTek”, “we,” “us” or “our”) to a Client (sometimes referred to as “you” or “your”). All Orders are subject also to the terms of the Master Services Agreement (“MSA”) between DragonTek and the Client. Capitalized terms used and not otherwise defined herein shall have the respective meanings set forth in the MSA.

1. SERVICE DESCRIPTION

1.1. Private Cloud Hosting Services

The Private Cloud Hosting Services to be provided by DRAGONTEK consist of Infrastructure-as-a-Service (“IaaS”). IaaS includes the provision of a CPU, RAM and storage that the Client may access remotely and use as a private virtual server. The Services include maintenance of the underlying hardware and environment (as more particularly described in Section 1.2); but do not include server management, monitoring, administration or back up unless contracted for separately (see Section 1.3).

Connectivity (“Hosting Bandwidth”) between the Client’s network and the data center or other location where the virtual server is hosted is provided via either the Internet (“Universal Transfer”) or a T1 line or other dedicated connection (“IP Services”). Under the Universal Transfer model, Client will be billed for Hosting Bandwidth on the basis of Client’s usage of the shared Internet connection at the data center or other hosting location (e.g. per megabyte/gigabyte of data transferred); and under the IP Services model, Client will be billed for Hosting Bandwidth on the basis of the cost of the T1 line or other dedicated connection (usually a fixed monthly fee but subject in each case to such other or additional billing terms as may be set forth in the applicable Order). If Hosting Bandwidth is provided under the IP Services model, then any T1 line or other dedicated connection, and any related communications products or services, are provided as Third-Party Products and Services. If the basis for the provision of Hosting Bandwidth is not specified in an Order, then Client is subject to the Universal Transfer billing and service model.

DRAGONTEK hereby grants you the right to access and use the Private Cloud Hosting Services specified in the Order during the term, and for the fees, set forth in the Order. Such access and usage shall be subject to the Usage Parameters and/or other terms set forth in the Order. The Services may be hosted on servers operated by one or more third parties

1.2. Scope of Support

The Private Cloud Hosting Services include support in the form of initial set-up of each virtual server and ongoing support with respect to the hardware (i.e. the physical server upon which the virtual server is hosted) and the hypervisor (i.e. the software running on the physical server that emulates the functionality of a separate server and is used to create the virtual server). Ongoing support with respect to the hardware and the hypervisor will be provided upon Client’s submission to DRAGONTEK of a support request in accordance with Section 3.3.

1.3. Services Excluded

Services not specifically described in this Service Attachment are excluded from Service Contracts for Private Cloud Hosting Services. The types of services that are excluded include, but are not limited to, the types of services described in this Section 1.3.

1.3.1. Managed IT Support Services

The Private Cloud Hosting Services do not include:

- a) support for the operating system, business applications and/or other software that is installed on a virtual server by the Client;
- b) management, monitoring or administration of a virtual server once it has been put into use by the Client; or
- c) support for other computers or components of Client’s network or with respect to matters which otherwise go beyond assistance with the hardware and hypervisor themselves.

DRAGONTEK shall be obligated to provide services of these types only pursuant to a separate written agreement, which, if other than a formal Service Contract for Managed IT Support Services, shall, except as otherwise specifically stated, be deemed to incorporate all of the terms and conditions set forth in DRAGONTEK’ Service Attachment for Managed IT Support.

1.3.2. Data Backup Services

The Private Cloud Hosting Services do not include offsite backups, backups of active databases such as MS-SQL, or any other backing up of data, software or other information of any type that might have been stored, installed or otherwise transmitted to a virtual server by the Client. DRAGONTEK shall be obligated to provide backup services only pursuant to a separate written agreement, which, if other than a formal Service Contract for Data Backup Services, shall, except as otherwise specifically stated, be deemed to incorporate all of the terms and conditions set forth in DRAGONTEK’ Service Attachment for Data Backup Services.

2. FEES

2.1. Implementation Fee

Prior to the delivery of the Services, DRAGONTEK may require the payment of a one-time fee in order to deploy and configure the Private Cloud Hosting Services. DRAGONTEK will identify any such fee in the applicable Order, and Client shall pay the fee in accordance with the payment terms set forth in the Order. DRAGONTEK shall have no obligation to continue with the delivery of the Private Cloud Hosting Services until it receives payment of such fee.

2.2. Service Fee

For the ongoing Private Cloud Hosting Services, Client agrees to pay all monthly service charges, Hosting Bandwidth and/or other usage-based charges, and other charges and fees (collectively, "Monthly Service Fees") agreed to in each Order. Monthly Service Fees are payable in advance (i.e. at the beginning of the monthly service period to which they apply), except that Client will be invoiced in arrears for Hosting Bandwidth and/or other usage-based charges, unless otherwise indicated in the Order. The fixed, recurring portion of the Monthly Service Fees, exclusive of any fees for Hosting Bandwidth under the IP Services model, is referred to as the "Base Monthly Service Fee."

2.3. Client Delay

If DRAGONTEK is unable to commence delivery of the Private Cloud Hosting Services on the start date set forth in the applicable Order or otherwise agreed upon by the parties because of any failure on your part, including but not limited to the failure to provide access to your resources in a timely manner, you nonetheless will begin to incur Monthly Service Fees, which you shall pay beginning on the agreed-upon start date.

3. SERVICE TERMS

3.1. System Requirements

Use of the Private Cloud Hosting Services requires Internet connectivity.

3.2. Client Requirements

Client agrees that:

- a) Unless otherwise agreed in accordance with Section 1.3.1, Client is responsible for licensing, installing and obtaining support for the software that Client wishes to use on the virtual servers that are provided in connection with the Private Cloud Hosting Services and for managing, monitoring and administering the use and operation of such servers.
- b) Unless otherwise agreed in accordance with Section 1.3.2, Client is responsible for backing up the data, software and/or other information that is stored, installed or otherwise transmitted to the virtual servers.
- c) Client is responsible for implementing such security measures, including without limitation the encryption of data and the issuance and oversight of passwords or other access credentials, as might be determined by Client to be necessary or desirable in connection with Client's use of the virtual servers.

3.3. Support

DRAGONTEK will use commercially reasonable efforts to respond to requests for assistance with respect to the use of the Private Cloud Hosting Services within a time period commensurate with the severity or significance of the problem or question at issue. All support requests must be instituted by contacting the HelpDesk in accordance with the procedures set forth in Section 1.4 of the MSA.

3.4. Service Level Objectives

DRAGONTEK will use commercially reasonable efforts to ensure that the Data Center Network will be available 100% of the time, subject to allowances for circumstances beyond DRAGONTEK's control and required network maintenance as set forth in Section 3.6 below. "Data Center Network" means the hardware, hypervisors and other aspects of the environment at the data center or other facility at which the Services are physically hosted, from the border with the Internet inward. In the event of "Service Downtime," which means unavailability of the Services due to a problem with the Data Center Network, DRAGONTEK will provide Client with a Service Level Credit as set forth in the following Section 3.5. To be eligible for a Service Level Credit in connection with a Service Downtime Event, Client must open a ticket with DRAGONTEK's HelpDesk.

3.5. Service Level Credits

If Service Downtime Events are properly reported to DRAGONTEK's HelpDesk, you will be entitled to a Service Level Credit in an amount equal to 5% of the Base Monthly Service Fee for the Private Cloud Hosting Services for each full 60 minute increment of Service Downtime, which will be applied to your next monthly invoice. The maximum Service Level Credit that will be granted with respect to a monthly billing period is 100% of the Base Monthly Service Fee for that billing period.

Apart from the right to terminate a Service Contract that is provided for in Section 4.1, such Service Level Credit shall be Client's sole remedy for any failure by DRAGONTEK to meet the Service Level objectives set forth in Section 3.4.

3.6. Exceptions

- a) Client will not be entitled to a Service Level Credit for Service Downtime due to power failure, Internet failure, Force Majeure, failure of Client's network, systems or equipment, changes made by Client to the Services, Client's refusal to cooperate, or any other event beyond the reasonable control of DRAGONTEK.
- b) Without limiting the generality of Section 5.3 of the MSA, Service Level Credits shall not be payable in connection with planned maintenance, i.e. commercially reasonable repairs, upgrades or modifications to the Data Center Network that are scheduled in advance.
- c) If emergency maintenance is necessary to avoid imminent harm, prevent further or repeated interruptions of the Services or in other emergency circumstances, DRAGONTEK may interrupt the Services on such limited notice, including no notice, as is reasonably feasible under the circumstances and such an interruption shall not give rise to an entitlement to a Service Level Credit.

4. TERMINATION

4.1. Early Termination by Client for Failure to Meet Service Levels

Client may terminate a Service Contract prior to its scheduled expiration date if there are four (4) Service Downtime Events (as defined in Section 3.4 and subject to the exceptions in Section 3.6) during a monthly billing period. In order to exercise such right to terminate, Client must provide DRAGONTEK with written notice of its intention to terminate within ten (10) business days after the end of such monthly billing period, in which case the Service Contract shall be deemed to have been terminated as of the end of such monthly period.

4.2. Effect of Termination

Upon the termination for any reason of a Service Contract for Private Cloud Hosting Services the provisions of Section 4.5 of the MSA, including without limitation the provisions of Section 4.5.3 (pursuant to which DRAGONTEK shall have the right to delete Client Data following the effective date of the termination of a Service Contract), shall apply. The Client Data that will be deleted includes all data, software and other information of any type that might have been stored, installed or otherwise transmitted to a virtual server by the Client.

5. LIMITATIONS & RESTRICTIONS

5.1. Data Center Acceptable Use Policy

If the Private Cloud Hosting Services are provided by means of servers located at a third-party data center, then any Acceptable Use Policy or similar rules governing the use of such data center posted on DRAGONTEK' Third Party Agreements page (www.DragonTek.co/tpa) shall be deemed to be an AUP within the meaning of Section 4.3 of the MSA and Client shall comply with the terms of such AUP as a condition of its continued use of the Services.

6. WARRANTY

We warrant that the Private Cloud Hosting Services (other than any components which are Third-Party Products or Services) shall conform to the description and specifications set forth in the applicable Order or elsewhere in the Service Contract. With respect to any claimed defects concerning the Data Center Network, Client's sole remedies shall consist of the Service Level Credits provided for in Section 3.5 and the right to terminate the Service Contract provided for in Section 4.1.

THE FOREGOING WARRANTY IS SUBJECT TO ALL OF THE LIMITATIONS, DISCLAIMERS AND OTHER RESTRICTIONS CONTAINED IN THE MSA, INCLUDING WITHOUT LIMITATION THOSE SET FORTH IN SECTIONS 10.2 AND 10.3 OF THE MSA.

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