



Cloud Direct: Access, Backup and Collaboration Service Level Agreement

Revision 2.0

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Direct: ABC Pro Plus comes 5 users, 3 connections and 1TB of storage. Cloud Direct: ABC Enterprise includes 10 users, 3 connections and 5TB of storage. With Cloud Direct: ABC Pro, Pro Plus and Enterprise you are able to add users, connections and storage. All packages except of Cloud Direct: Enterprise are upgradeable to a higher package. To discuss adding to your existing package or upgrading to another please contact the Cloud Direct Sales team on 0800 0789 437.

Members: Members (also called users) are people you work with internally at your company. Members can access, edit and create Projects. Each Member has a storage quota controlled by the Team administrator. **Connections:** Connections allow collaboration with guests who are people you work with outside your company, typically clients, partners and suppliers. Your Guests can access Projects created by Members but they cannot create their own Projects. Guests do not have their own storage quota. **Devices:** The Service can be installed on any number of devices per user with the appropriate storage quota being shared across. Your storage quota takes into account you're backed up files as well as your project content. **Public Links:** Can be sent to third-parties permitting them to access shared files and upload new documents. There are no limits to the number of Public Links that can be used.

If the Service Agent has been disconnected from the data centres for 7 days the service will send you a reminder email that the computer is no longer covered by automatic backup and will continue to do so until backup is resumed or you turn off the reminder. For this reason it is important that you ensure you have the correct email address stored in the Service. You will not receive email reminders if the collaboration service has not synchronised but desktop notifications will show; the Cloud Direct: ABC icon in your notification area on your taskbar will show red and a synchronised status is available from the Devices Dashboard on the web portal.

7 Scope of Support

Cloud Direct are pleased to provide support for technical issues and troubleshooting. This is where the product or service itself, or individual or multiple features can be demonstrated as not operating correctly, or where users are unable to access the services through approved platforms. Furthermore, Cloud Direct will assist with a range of administrative functions and activities that typically require an experienced administrative user.

As examples, we have provided some typical supported and unsupported scenarios.

7.1 Examples of Supported Scenarios

Examples of typically supported scenarios are:

- Agent connection and synchronisation issues.¹
- User account recovery
- Login portal not active
- Investigating and addressing an instance of a service outage
- Data recovery

¹ Excluding issues associated with internet access, other network problems or device issues affecting Cloud Direct: ABC performance where those services have not been provided by Cloud Direct.

If you wish to make a claim for non-conformance against this SLA you should do so in writing to support@clouddirect.net citing your reasons in full, the duration of the downtime, the number of users affected and relevant Cloud Direct Support Case numbers within 10 calendar days of the online service interruption.

Our Directors will review any incident raised by evaluating all the information reasonably available to them and make a good faith judgment on whether a Rebate is owed. You must be in compliance with our contractual agreement and this SLA in order to be eligible for a Rebate. If we determine that a Rebate is owed to you, we will apply the Rebate to your next invoice; you may not offset the Rebate yourself from any payments owed. If you receive an SLA Rebate this is your sole and exclusive remedy for any performance or availability issues for any Cloud Direct: ABC service covered by this SLA.