



Private Cloud Service Description Document

Cloud and Managed Services

This document sets out the obligations of Interactive Pty Ltd (“Interactive”) and the customer receiving services from Interactive (“Customer”), to the extent there is a signed agreement between Interactive and the Customer (“Agreement”) that requires Interactive to perform the services set out in this document.

Interactive may modify this document at any time without notice to the Customer, provided, however, there is no material adverse effect to the Customer. If there is a material adverse effect to the Customer, Interactive will notify the Customer about the changes. The Customer is encouraged to periodically check this document for any updates.

This document was last updated on 30 March 2020.

Schedule 1 Microsoft Office 365

This Schedule applies if Interactive provides Office 365 Licenses to the Customer.

1 Billing and Subscription

- Assistance for billing and subscription management issues is available online or by telephone during local business hours, Monday through Friday. The Customer may access billing and subscription management support by using the same phone number and online service request process as with technical support.
- Some examples of billing and subscription management issues are:
 - (a) Purchasing a subscription
 - (b) Understanding the bill
 - (c) Renewing a subscription
 - (d) Adding or removing licenses
 - (e) Cancelling a paid subscription

2 On boarding

- **Design and Consulting**

This clause applies if Interactive provides the Customer with Design and Consulting Services in connection with the Microsoft Office 365 licenses.

The Design and Consulting service assists the Customer with requirements gathering, solution design and “as built” documentation. Interactive and the Customer are each responsible for the items attributed to them in Table A.

Table A Design and Consulting

Task	Interactive	Customer
Provide User information		✓
Provide Network and Environment Information		✓
Create Service Design	✓	
Provide Service recommendations	✓	
Provide Security Requirements		✓

- Messaging On-boarding Services (EOL SfB)**

This clause applies if Interactive provides the Customer with Messaging On-boarding Services in connection with the Microsoft Office 365 licenses.

The Messaging On-Boarding Service assists the Customer by automating on-boarding to Microsoft Exchange Online. Unless otherwise agreed in writing between the parties, Interactive will migrate from one source environment only. Migration from more than one source environment is available for an additional fee. Interactive and the Customer are each responsible for the items attributed to them in Table B.

Table B Messaging On-boarding

Task	Interactive	Customer
Configure Tenancy	✓	
Configure Directory Sync	✓	
Configure Federation	✓	
Configure Licenses	✓	
Perform Test Migrations	✓	
Validate Test Migrations		✓
Configure DNS in Office 365	✓	
Configure External DNS Records	✓	
Perform Migrations	✓	
Configure Mail Clients post Migration	✓	
Configuration of on-prem Directory		✓

3 Support

Interactive will provide the Customer with either Licence Only Support, Standard Support or Premium Support, as set out in the Agreement and for up to the hours set out in item 4.

If the Customer requires support for any items that are excluded from a level of support, the Customer must either work with its internal team or request Interactive provide support on a time and materials basis to resolve the issue. Additional support hours can be purchased from Interactive.

Table C sets out inclusions for the levels of support.

- **Licence Only Support**

- (a) Interactive provides technical guidance for issues that are related to Office 365. Troubleshooting and guidance for issues that originate in the Customer's networks or related and connected third parties are not included in Licence Only Support.
- (b) Only the Customer's authorised Office 365 administrators may submit requests for support, due to the access required to resolve the issue. The Customer's administrator shall make support requests to Interactive by providing information about a specific issue with its Microsoft Office 365 service, accompanied by an error, which results in the loss or degradation of service.

Some examples of Office 365 issues that may be included in Licence Only Support are:

- (i) Provide technical guidance for Customer issues and escalations.
- (ii) Gather and validate information related to specific service requests.
- (iii) Provide issue coordination and resolution management.
- (iv) Maintain communication with the Customer administrators to help ensure that issues are addressed on an ongoing basis.
- (v) Escalation to Microsoft for Office 365 service issues.

- **Standard Support**

- (a) Interactive troubleshoots issues that are related to Office 365. Issues that originate in the Customer's networks or related and connected third parties are not included in Standard Support.
- (b) Only the Customer's authorised Office 365 administrators may submit requests for support, due to the access required to resolve the issue. The Customer's administrator shall make any support requests to Interactive by providing information about a specific issue with its Microsoft Office 365 service, accompanied by an error, which results in the loss or degradation of service.

Some examples of Office 365 issues that may be included in Standard Support are:

- (i) Working with the Customer administrator to troubleshoot issues and escalations.
- (ii) Issues covered by Licence Only Support.

- **Premium Support**

- (a) Interactive will provide a fully managed service for the Office 365 solution and Hybrid connections from on premise services. Premium Support excludes support for issues stemming from the actual operational function of the on premise application.
- (b) The Customer administrator or registered end users shall make any support requests to Interactive by providing information about a specific issue or any requested updates and changes to the service via a service request. Some examples of these issues can be:
 - (i) Troubleshoot customer issues and escalations.
 - (ii) Gather and validate information related to specific service requests.
 - (iii) Provide issue coordination and resolution management.
 - (iv) Maintain communication with the administrators to help ensure that issues are addressed on an ongoing basis.
 - (v) Escalation to Microsoft for Office 365 service issues

- (vi) Cloud user account management (Moves, Adds changes)
- (vii) Security investigations
- (viii) Day to day administration and running of the Office 365 cloud service

Table C Levels of Support

	License Only	Standard	Premium
Products Supported	Office 365 Cloud	Office 365 Cloud	Office 365 Cloud & Hybrid Connections
Billing Support	✓	✓	✓
Billing & Licensing Self Service	✓	✓	✓
Technical Account Manager	-	-	✓
Guided Technical Support	✓		
Technical Troubleshooting	-	✓	✓
Architecture and Configuration advice		✓	✓
Security Support and Response			✓
Service Management and Administration	-	-	✓
Service Moves, Adds and Changes	-	-	✓

4 Support Hours

- Interactive will provide Support (Standard or Premium) for the amount of hours as set out in Table D:

Table D Support Hours

Users	Support – Hours per Year	
	Standard Support	Premium Support
0-99	NA*	NA*
100-199	16	32
200-299	32	64
300-399	48	80
400-499	64	96
500+	As set out in clause 1 of the Statement of Work	

- The Support hours expire and renew each year on the anniversary date of the first date the Office 365 Licenses are provisioned. Unused hours do not accrue.

Support is included for Standard and Premium Support only, and only where the Customer has 100 or more licenses. If Interactive provides Licence Only Support, or less than 100 Microsoft Office 265 licenses, any support will be charged on a time and materials basis.

Schedule 2 DBA as a Service

1 Application

This Schedule applies if Interactive provides the Customer with DBA as a Service. The agreement between Interactive and the Customer will set out if the Customer receives Gold, Silver or Bronze level of services. Interactive and the Customer are each responsible for the items attributed to them in the below table.

2 Definitions

High Availability means a set of technologies built-in to SQL Server, including Always On availability groups, database mirroring, replication and synchronisation between databases to maintain consistency, and failover-clustering.

Maintenance Plan means a collection of tasks that perform maintenance on database objects to maintain those objects in a good state.

3 DBA as a Service

Pre-On boarding Tasks						
Task	Bronze		Silver		Gold	
	Interactive	Customer	Interactive	Customer	Interactive	Customer
SQL Server Audit + Report	✓		✓		✓	
On boarding Tasks						
Task	Bronze		Silver		Gold	
	Interactive	Customer	Interactive	Customer	Interactive	Customer
Installation of local Interactive database	✓		✓		✓	
Configure Interactive DB Maintenance Plans	✓		✓		✓	
Configure Interactive DB backup plans			✓		✓	
General Administration Tasks						
Task	Bronze		Silver		Gold	
	Interactive	Customer	Interactive	Customer	Interactive	Customer
Advise of application database requirements		✓		✓	✓	✓
Installation of SQL Server Components		✓	✓		✓	
Creation of new databases and tables	✓		✓		✓	
SQL Server configuration changes	✓		✓		✓	
Management of DB User Accounts and roles	✓		✓		✓	
Management of DB service start/stop/restart operations at Customer request	✓		✓		✓	
Management of DB index maintenance	✓		✓		✓	
Management of DB integrity checks	✓		✓		✓	
Database performance monitoring		✓	✓		✓	
Database performance alerting		✓	✓		✓	
24 x 7 DB support	✓		✓		✓	
Quarterly SQL Server health report	✓					
Monthly SQL Server health report		✓	✓		✓	

Database backup, recovery and high availability						
Task	Bronze		Silver		Gold	
	Interactive	Customer	Interactive	Customer	Interactive	Customer
Manage DB Backups		✓	✓		✓	
Database level restoration		✓	✓		✓	
Table level data restoration		✓	✓		✓	
Monthly database recovery test & reporting		✓		✓	✓	
High Availability configuration		✓		✓	✓	
High Availability management		✓		✓	✓	
Patch Management						
Task	Bronze		Silver		Gold	
	Interactive	Customer	Interactive	Customer	Interactive	Customer
Patching operating system		✓		✓		✓
Notification of SQL Server patches available	✓		✓		✓	
Patching SQL Server on request		✓		✓	✓	
Premium Services						
Task	Bronze		Silver		Gold	
	Interactive	Customer	Interactive	Customer	Interactive	Customer
Database schema design review		✓		✓	✓	
Database query performance tuning		✓		✓	✓	

Schedule 3 CMS Recover Services– Essentials

1 Application

This Schedule applies if Interactive provides the Customer with CMS Recover Services - Essentials.

2 Service Description

CMS Recover- Essentials is a Self-Managed, hosted, offsite Backup as a Service (Baas) offering provided by Interactive. The CMS Recover Platform is hosted within the Interactive Facility specified in the Statement of Work or Proof of Concept Agreement. The Customer utilises its Veeam Backup Software to schedule and manage their offsite backup copy.

- CMS Recover- Essentials Features:
 - a) Service setup and Customer activation;
 - b) Veeam Backup Repository Licence;
 - c) 24 x 365 Australian Service Desk and National Operations Centre (NOC) support for CMS Recover Platform;
 - d) 24 x 365 platform health monitoring and management;
 - e) Service Level Agreements – Platform Availability; and
 - f) Dedicated Relationship Manager.

3 Interactive Responsibilities

- Interactive will:
 - a) Monitor and manage the availability, security and the capacity of the CMS Recover Platform;
 - b) Provide the Customer with information to setup the Service to initiate offsite backup;
 - c) Provide CMS Recover Platform storage capacity to support the Customer's subscription;
 - d) Notify the Customer of maintenance activities where appropriate; and
 - e) Provide support to the Customer for issues related to the CMS Recover Platform.
- Interactive will NOT:
 - a) Support any issues related to the Customer's systems, networks, applications and infrastructure.

4 Customer Responsibilities

- The Customer will:
 - a) Securely store the CMS Recover username and password and protect it from unauthorised use;
 - b) Own and install the Veeam Software on their environment;
 - c) Manage their Veeam Backup and Replication environment;
 - d) Setup the Veeam Software to target CMS Recover Platform for backup;
 - e) Schedule and manage all the backup and recovery of its data via the Veeam Software;
 - f) Provide appropriate network connectivity (except those detailed in the CMS Recover Statement of Work) to connect to CMS Recover Platform;
 - g) Configure their network and firewall to enable connectivity to the CMS Recover Platform.

- h) Monitor success of the Customer's backup jobs on the CMS Recover Platform;
 - i) Test the Customer's data recovery from the CMS Recover Platform;
 - j) Provide Interactive with the initial seed data to enable the first backup of the Customer's data. The seeding will occur via the Customer's internet link; and
 - k) Provide their own antivirus and antimalware services within its internal environment and within the Customer data stored in the CMS Recover Platform.
- The Customer will NOT:
 - a) Attempt to use, or knowingly permit the use of the Services to store or transmit illegal material or in connection with any illegal, abusive or inappropriate behaviour.