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SERVICE SPECIFIC TERMS – CLOUD HOSTING
Effective starting: 2 April 2020

1. **Defined terms**
2. **Cloud hosting offers**
3. **Service level agreement (SLA)**

1. DEFINED TERMS

1.1 "µVM" or "micro VM" is Moro Hub's fine-grained unit of measurement designed to accurately measure the actual consumption of cloud resources. A µVM is a unit of computing resources, its components are comprised of CPU, memory, storage input/output operations per second (IOPS) and associated local network bandwidth. The usage of each µVM resource component is measured at five-minute intervals - one unit each for 200MHz of CPU, 768MiB of memory, 40 storage fabric IOPS and 2Mbps of local network bandwidth. The highest of the four is averaged per hour and the hour values averaged across the month to determine the overall µVM usage for the month. **1.2 "our", "we"** or **"us"** means Data Hub Integrated Solutions Owned By DEWA LLC (**Moro Hub**).

2. CLOUD HOSTING OFFERS

2.1 Introduction. Moro Hub's cloud service offers you the ability to provision a virtual machine in the form of "Compute" and "Storage" utilising its mission critical enterprise managed cloud within its Tier III facility. The cloud offers secured, scalable and redundant nodes. Services available include backup, disaster recovery, VPN access for remote connections as well as a myriad of additional optional services available upon request. The cloud offering includes required and optional services:

Service Type	#	Service	
Basic Virtual Machine	1	Compute	Required
	2	Storage	
	3	VPN Connectivity	
Internet Access	4	Bandwidth	Optional
	5	Firewall	
	6	Load Balancer	
Enterprise Protection Services	7	Disaster Recovery	
	8	Backup/Archive	
Onboarding & Migration Professional Services	9	Onboarding	
	10	Advanced Migration	

2.2 Basic virtual machine. This is a required offering. The virtual machines allocated per below components/services:
a) Compute – Required Allocated compute is based on CPU (MHz), RAM (MB), storage I/Ops and VM network bandwidth (Mbps); **b) Storage** – Required. All virtual machines are provisioned with data storage offered on "ALL FLASH" fibre accessed solid state disks (GB); **c) VPN Connectivity** – Required. Cloud is accessed through site-to-site IPsec VPN (Mbps bandwidth) provided by Moro Hub. Alternatively, you can optionally opt to access the Cloud through dedicated site-to-site MPLS provided by your ISP.
2.3 Internet Access. This is an optional offering. Internet access implies the transformation of the Basic Virtual Machines (VM) into internet facing virtual machines (aka DMZ Virtual Machines or DMZ VM) which have similar components/services of the Basic VM with additional offerings: **a) Bandwidth** – Optional: Internet access for the virtual machine with dedicated bandwidth (Mbps) from Moro Hub's existing internet circuit. **b) Firewall** – Optional: Perimeter fencing firewall for access protection; **c) Load balancing** – Optional: Used for multiple DMZ virtual machines.
Although all options listed are optional, selecting either "bandwidth" or "firewall" implies selecting both.
2.4 Disaster Recovery. This is an optional offering. Disaster Recovery (DR) implies a virtual machine (VM) which is maintained as a passive replica in warm standby state located in a remote data centre. The replica virtual machine is activated in the case of a disaster event or major outage in the primary virtual machine site.
2.5 Backup/Archive. This is an optional offering. Maintain a protected copy of data or virtual machine on-site or off-site in scheduled basis. The unit of measurement is allocated storage space (GB) per site.
2.6 Onboarding. This is an optional offering. Onboarding is the process of creating and activating a single virtual machine to be available for Client's use.
2.7 Advanced Migration. This is an optional offering. Where existing virtual machine(s) are used in different environment or installed on different platform, Moro Hub can extract, convert, migrate and integrate the deployment in future state setup.
2.8 Charges. a) One-Time Charge (OTC): You are required to pay a one-time setup fee upon signing a Proposal (onboarding/migration and connectivity channel); **b) Monthly Recurring Charges (MRC):** Post the welcome pack being received and signed by you, monthly recurring charges will be scheduled for the duration of the contract (minimum of 24

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months) in alignment with the contents of a Proposal. **c) Zero Capital Upfront (ZCU):** Moro Hub can distribute OTCs over the course of the commitment duration as a contribution to the MRC for a nominal fee.

2.7 Amendments. If there is an addition to, omission from or other change in: (a) the technical parameters for the project; (b) the works and services to be provided by Moro Hub; or (c) the obligations, allocation of responsibility and criteria set in our Proposal, Moro Hub shall provide you with notice of the impact of such change on the project schedule and the charges; and Moro Hub reserves the right to adjust the Proposal to take into account such change. All costs and expenses incurred by Moro Hub because of such addition, omission or change shall be for your account.

2.8 Moro Hub shall have the right to make any changes to its services that are necessary to comply with a change in applicable law (including a change in any health, safety or environmental law, or regulatory governing the provision of cloud services, datacentres and/or ICT services). Moro Hub shall notify you of any change in applicable law as soon as reasonably practicable. Any costs and expenses incurred by Moro Hub as a direct result of such change in law shall be for your account.

3. SERVICE LEVEL AGREEMENT (SLA)

3.1 Moro Hub will guarantee the following service levels to its you:

Service Availability	Target
Basic VM	99.500%
Basic VM with DR	99.999%
DMZ VM (implies Internet Access)	99.400%
DMZ VM with DR (implies Internet Access)	99.900%

3.2 Availability – Virtual Machine. The service is "available" when the virtual machine, as a hypervisor instance, is active (UP) and accessible to the meet-me-point. Operator availability (Etisalat/du) is out of Moro Hub's scope.

3.3 Exclusions. The following causes are excluded from the monthly calculation of service availability: a) Scheduled service downtime; b) Problems occurring outside of Moro Hub's network; c) Anything inside your internal network, including, but not limited to, firewall configuration and bandwidth to internet, local area workstations, servers, software, and configuration; d) Any interruptions, delays or failures caused by you including, but not limited to inaccurate configuration, password changes, non-compliant use of any software installed on the server; Client initiated server over-utilisation; e) Any hardware, software or other product of a third-party or Customer equipment; f) Your local area network (LAN).

3.4 Scheduled Maintenance. To enable Moro Hub to provide a high-quality service, it will be necessary for Moro Hub to occasionally conduct pre-planned. This maintenance may impact one or more You or services and as such, it is necessary to coordinate any maintenance activity proactively, Moro Hub plans maintenance work in advance to minimise any service disruption and will notify You in advance via the Moro Hub Service Centre. Typically a minimum of 14 days' notice will be given for planned maintenance. Moro Hub will ensure any maintenance activity is completed outside of normal working hours or during your weekends.

3.5 Credits. Service credits will be payable to you if the service availability target is not met in any calendar month. The reimbursed amount is calculated using the following table:

Availability Basic VM	DMZ VM	Basic VM w/ DR	DMZ VM w/ DR	Credit
> 99.95%	> 99.94%	> 99.999%	> 99.90%	No credit – within target level
99.94% - 99.00%	99.93% - 99.00%	99.998% - 99.00%	99.89% - 99.00%	05% of current MRC
98.99% - 98.00%	98.99% - 98.00%	98.99% - 98.00%	98.99% - 98.00%	10% of current MRC
97.99% - 97.00%	97.99% - 97.00%	97.99% - 97.00%	97.99% - 97.00%	15% of current MRC
96.99% - 95.00%	96.99% - 95.00%	96.99% - 95.00%	96.99% - 95.00%	20% of current MRC
< 95.00%	< 95.00%	< 95.00%	< 95.00%	25% of current MRC

3.6 Service Credit Conditions. To receive a service credit: a) Your account must be in good standing with Moro Hub; b) You must open an incident reporting the services interruption within seventy-two (72) hours of the event; c) You must send an email or written service credit request to Moro Hub's service desk in the month immediately following the month for which you wish to apply for a service credit.

3.7 Validation. Service availability credit requests must include the dates and specific times that the service availability was below the target levels. Moro Hub will compare information provided by you to the monitoring data Moro Hub maintains. A service credit is issued only if Moro Hub confirms from the monitoring data warranting the service credit.

3.8 Total Service Availability. Notwithstanding anything set forth in this Schedule, the service availability credit process shall be your sole and exclusive remedy in connection with any issues with service availability or breach by Moro Hub of the agreement related to the service availability provided under this Schedule.

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