NTT DATA

NTT DATA Service Description

NTT DATA Custom Hosting Services

Introduction to Your Service

NTT DATA Custom Hosting Services (the "Service") includes the following service offerings: Hosted Exchange Service (Dedicated and Shared), Dedicated Hosting Service and Dedicated Backup Service.

This Service Description ("Service Description") together with your sales order form ("Order Form") describes the Service being provided to you ("Customer" or "you").

Offer Description

Listed below are the various service offerings and related features that comprise the NTT DATA Custom Hosting Service. Your Order Form will list the specific service offerings (and additional add-on features, if any) that comprise your Service.

Hosted Exchange Service

The Hosted Exchange Service provides a platform for email and collaboration based on Microsoft® Exchange software and, depending on the Hosted Exchange Service purchased, can be hosted on either a dedicated server configured specifically for the customer (the "Dedicated Hosted Exchange Service") or in a shared server environment (the "Shared Hosted Exchange Service"). The Hosted Exchange Service includes mail migration to the platform, firewall protection, threat detection and alerting as well as:

Hosted Exchange Service – Included Features:

- **Mailbox size** – Customers select the size of the message store (general mailbox size)

- **24/7 Technical Support** – Dedicated support via phone and email 24/7.

- **High Performance Storage** – Each user's mailbox is stored on a high-performance SCSI-based file system. Additional storage capacity is available for an additional fee.

- **Anti-spam & Antivirus** – Every mailbox is protected with anti-spam and antivirus filtering (Spam Assassin). Microsoft System Center 2012 Endpoint Protection is available for an additional fee.

- **Active Directory & Control Panel Service** – Active Directory to handle all user access controls as well as the Exchange control panel to help ensure your users have proper configuration.

- **Web-Based Access** – For Web-client access, Outlook Web App provides a premium browser-based experience that matches the look and feel of the full Outlook client.

- **Mobile Access & ActiveSync** – Mobile access is available from all phones capable of receiving e-mail, including iPhone, Android, Palm, Blackberry, Symbian and Windows phone devices.

- **Calendar and Contacts** – Users can compare calendars to schedule meetings and have access to collaboration features like shared calendars, groups, global address list, external contacts, tasks, conference rooms, and delegation.

- **Outlook Service** – Users can utilize their own copies of Microsoft Outlook 2007 or later versions or NTT DATA can provide them for an additional per user fee.

- **Attachments** – Users have the ability to send attachments.

- **Journaling** – Records inbound and outbound e-mail communications to help your organization respond to legal, regulatory, and organizational compliance requirements.

- **Automatic backup and restore** – Allows you to restore individual emails, individual users, or entire mailstores in the event of a problem. The Service stores backups in the local storage to the machine.

Hosted Exchange Service – Optional Add-on Features (subject to additional fees):

- **Advanced Archiving for Microsoft Exchange** – Allows users to archive inactive email into a secure environment where it can be retrieved for later use. This service uses various storage formats such as SAS, SATA and SSD to tier data storage for efficiency and performance. NTT DATA can custom design a retention policy that meets operational requirements as well as compliance archiving with standard increments of 3 year, 5 year and 7 year. A web interface allows for easy review and retrieval of archived emails.

- **Encrypted Storage Service** – Allows customers to store critical emails in an encrypted format. This Encrypted Storage Service uses industry standard 256-bit AES encryption to provide an additional layer of protection from outside attacks.

- **Blackberry Support** – For Blackberry users, NTT DATA offers Blackberry Enterprise Server Support Services. This service offers full Microsoft Exchange support for the Blackberry platform with "push email", calendaring and collaboration features. Blackberry services run as a transparent layer on top of Microsoft Exchange services.

- **Offsite Backup Service** – Adds an extra layer of protection in addition to the backup services included in the Hosted Exchange Service by providing the transmission of a redundant copy of the backed up data to a remote datacenter. Data can be retrieved easily upon request.

Shared Hosted Exchange Service – Optional Add-on Features (subject to additional fees):

- Outlook can be added on a per user basis

- SharePoint Service with 5 GB of storage can be added

Dedicated Hosting Service

Included features:

- Windows or Linux OS
- Virtualization platforms including VMware, Microsoft and Citrix
- Setup
- Full backups captured weekly, with incremental backups captured nightly. More frequent backups can be scheduled, based on customer requirements.
- Full server monitoring every 5 minutes

- Munin reporting (daily, weekly, monthly and year real time reports on server statistics such as hard drive usage and CPU usage)
- Proactive and preventative alert notices (via Munin)
- 100 megabit/s full duplex fast Ethernet
- Access to on-site duplicative spare hardware in case of failure
- Intrusion detection system
- Dell PowerEdge hardware
- RAID file system
- Management portal
- System monitoring
- Performance tuning

Optional add-on features (subject to additional fees):

- Managed firewall service provides safety and protection for your hosting environment
- Load balancing service provides a high-performance load balancing technology for multi-server environments

Dedicated Backup Service

NTT DATA's Dedicated Backup Service includes backup snapshots that are kept for 24 hours and 48 hours. One backup is retained for 2 -3 weeks. Backup reports are provided daily. Data transport is 256 AES encrypted and storage is kept in the original format. Backups are not performed on live binary applications or data stores and, prior to backups being performed, all live binary data (such as databases or exchange stores) must have dumps created.

Dedicated Backup Service:

Included features:

- Support for cloud-based backup
- Custom backup start and stop times
- Custom retention periods
- Custom RAID scheme
- Backup review by a backup specialist
- SSH user access available

Client Control Portal

In connection with your purchase of the Service, you will be given access to the Client Control Portal (the "Portal"), which provides a comprehensive view of your hosting environment, makes it easy to keep track of server performance and application statistics and provides tools for server tuning and remediation. Customer also has access to account information and user administration tools for server access and email. In addition, the Portal enables the following functions:

- Munin and Nagios monitoring view
- DNS management

- User management
- Email management

Onboarding Process

NTT DATA's or NTT DATA's partner's Onboarding Team will collaborate with designated Customer-contacts to provide standardized onboarding of the Service, which will include:

Installation

- A Welcome email will be sent providing an overview and possible request for additional information required
- A phased project management process with defined project deliverables (kick off, provisioning, validation testing, training, handoff)
- An assigned Project Manager and Technical Consultant for the duration of the onboarding project
- Provisioning ("Provisioning") is considered complete when the core infrastructure and Service setup is available to Customer or when the primary tasks within NTT DATA's control are complete
- Enabling one administrator
- Working with Customer to set up any dedicated VPN links over the Internet or dedicated WAN links
- Providing Customer virtual access to its selected Service
- Providing Customer access to its Portal
- A 30 minute Customer walk-through training session on its Portal delivered by pre-recorded video

Migration

- A phased project management process with defined project deliverables established during installation
- Gain access to old servers/services as needed or receive archive of files/databases
- Migrate files and databases to new server(s)
- Confirm migration through QA process

Installation Timelines

Service setup and installations times are set forth below. Custom quoted environments may require custom installation timelines.

Dedicated Hosted Exchange - 5 to 10 business days

Shared Hosted Exchange - 3 to 5 business days

Dedicated Hosting - 5 to 10 business days

Dedicated Backup Service - 5 to 10 business days

Billing

Billing is done on a monthly basis in arrears. The Activation Date of this Service Description is the date on which the related order form is executed by the Customer and accepted by NTT DATA. The Billing Start Date will begin at the conclusion of Provisioning. Billing amounts will be set forth on your Order Form.

Exclusions

For the avoidance of doubt, the following activities are not included in the scope of this Service Description:

- Any services, tasks or activities other than those specifically noted in this Service Description.
- The development of any intellectual property created solely and specifically for the Customer.
- By offering this Service, NTT DATA makes no claims that this Service meets federal or state data privacy and security requirements, such as HIPAA or PCI. While this Service may assist Customer in meeting some certification or compliance requirements, it is the Customer's responsibility, not NTT DATA's, to determine whether the Service is appropriate for the Customer.

This Service Description does not confer on Customer any warranties which are in addition to the warranties provided under the terms of your master services agreement or Agreement, as applicable.

Offer Specific Customer Responsibilities

- Attend kickoff and subsequent meetings as requested and required for provisioning, setup, troubleshooting, testing, etc.
- Assign appropriate resource(s) as point(s) of contact for communication or required follow-up
- Provide access to old servers/services or send archive of files/databases as needed
- Participate in QA process

General Customer Responsibilities

Authority to Grant Access. Customer represents and warrants that it has obtained permission for both Customer and NTT DATA to access and use, whether remotely or in-person, Customer-owned or licensed software, hardware, systems, the data located thereon and all hardware and software components included therein, for the purpose of providing these Services. If Customer does not already have that permission, it is Customer's responsibility to obtain it, at Customer's expense, before Customer asks NTT DATA to perform these Services.

Customer Cooperation. Customer understands that without prompt and adequate cooperation, NTT DATA will not be able to perform the Service or, if performed, the Service may be materially altered or delayed. Accordingly, Customer will promptly and reasonably provide NTT DATA with all cooperation necessary for NTT DATA to perform the Service. If Customer does not provide reasonably adequate cooperation in accordance with the foregoing, NTT DATA will not be responsible for any failure to perform the Service and Customer will not be entitled to a refund.

Data Backup. Customer will complete a backup of all existing data, software and programs on all affected systems prior to and during the delivery of this Service. Customer should make regular backup copies of the data stored on all affected systems as a precaution against possible failures, alterations, or loss of data. NTT DATA WILL HAVE NO LIABILITY FOR:

- ANY OF YOUR CONFIDENTIAL, PROPRIETARY OR PERSONAL INFORMATION;
- LOST OR CORRUPTED DATA, PROGRAMS OR SOFTWARE;
- DAMAGED OR LOST REMOVABLE MEDIA;
- THE LOSS OF USE OF A SYSTEM OR NETWORK; AND/OR
- FOR ANY ACTS OR OMISSIONS, INCLUDING NEGLIGENCE, BY NTT DATA OR A THIRD-PARTY SERVICE PROVIDER.

NTT DATA will not be responsible for the restoration or reinstallation of any programs or data.

Third Party Warranties. These Services may require NTT DATA to access hardware or software that is not manufactured by NTT DATA. Some manufacturers' warranties may become void if NTT DATA or anyone else other than the manufacturer works on the hardware or software. Customer will ensure that NTT DATA's performance of Services will not affect such warranties or, if it does, that the effect will be acceptable to Customer. NTT DATA does not take responsibility for third party warranties or for any effect that the Services may have on those warranties.

Terms & Conditions

This Service Description is entered between you, the customer ("you" or "Customer"), and the NTT DATA entity identified on your invoice for the purchase of this Service. This Service is provided subject to and governed by Customer's separate signed master services agreement with NTT DATA that explicitly authorizes the sale of this Service. In the absence of such agreement, depending on Customer's location, this Service is provided subject to and governed by either NTT DATA's Cloud Solutions Agreement or NTT DATA's standard Customer Master Services Agreement (as applicable, the "Agreement").

Please see the table below which lists the URL applicable to your Customer location where your Agreement can be located. The parties acknowledge having read and agree to be bound by such online terms.

Customer Location	Terms & Conditions Applicable to Your Purchase of NTT DATA Services	
	Customers Purchasing NTT DATA Services Directly From NTT DATA	**Customers Purchasing NTT DATA Services Through an Authorized NTT DATA Reseller**
United States	www.nttdataservices.com/en-us/contracts	www.nttdataservices.com/en-us/contracts
Canada	Available on request	Available on request
Latin America & Caribbean Countries	Mexico: Your terms and conditions of sale will be sent to you along with your quote	Not applicable
Asia-Pacific-Japan	Available on request	Service Descriptions and other NTT DATA service documents which you may receive from your seller shall not constitute an agreement between you and NTT DATA but shall serve only to describe the content of Service you are purchasing from your seller, your obligations as a recipient of the Service and the boundaries and limitations of such Service. As a consequence hereof any reference to "Customer" in this Service Description and in any other NTT DATA service document shall in this context be understood as a reference to you whereas any reference to NTT DATA shall only be understood as a reference to NTT DATA as a service provider providing the Service on behalf of your seller. You will not have a direct contractual relationship with NTT DATA with regards to the Service described herein. For the avoidance of doubt any payment terms or other contractual terms which are by their nature solely relevant between a buyer and a seller directly shall not be applicable to you and will be as agreed between you and your seller.
Europe, Middle East, & Africa	Available on request	Service Descriptions and other NTT DATA service documents which you may receive from your seller shall not constitute an agreement between you and NTT DATA but shall serve only to describe the content of Service you are purchasing from your seller, your obligations as a recipient of the Service and the boundaries and limitations of such Service. As a consequence hereof any reference to "Customer" in this Service Description and in any other NTT DATA service document shall in this context be understood as a reference to you whereas any reference to NTT DATA shall only be understood as a reference to NTT DATA as a service provider providing the Service on behalf of your seller. You will not have a direct contractual relationship with NTT DATA with regards to the Service described herein. For the avoidance of doubt any payment terms or other contractual terms which are by their nature solely relevant between a buyer and a seller directly shall not be applicable to you and will be as agreed between you and your seller.

Customer further agrees that by renewing, modifying, extending or continuing to utilize the Service beyond the initial term, the Service will be subject to the then-current Service Description available for review at www.nttdataservices.com/en-us/contracts.

To the extent that any terms of this Service Description conflict with any terms of the Agreement, the terms of this Service Description will prevail, but only to the extent of the specific conflict, and will not be read or deemed to replace any other terms in the Agreement which are not specifically contradicted by this Service Description.

By placing your order for the Services, receiving delivery of the Services, utilizing the Services or associated software or by clicking/checking the "I Agree" button or box or similar on the nttdataservices.com website in connection with your purchase or within a NTT DATA software or Internet interface, you agree to be bound by this Service Description and the agreements incorporated by reference herein. If you are entering this Service Description on behalf of a company or other legal entity, you represent that you have authority to bind such entity to this Service Description, in which case "you" or "Customer" shall refer to such entity. In addition to receiving this Service Description, Customers in certain countries may also be required to execute a signed Order Form.

Supplemental Terms & Conditions Applicable to Cloud & SaaS Services

1. **Term of Service.** This Service Description commences on the date listed on your Order Form and continues through the term ("**Term**") indicated on the Order Form. As applicable, the number of systems, licenses, installations, deployments, managed end points or end-users for which Customer has purchased any one or more Services, the rate or price, and the applicable Term for each Service is indicated on Customer's Order Form. Unless otherwise agreed in writing between NTT DATA and Customer, purchases of Services under this Service Description must be solely for Customer's own internal use and not for resale or service bureau purposes.

2. **Important Additional Information**

   A. **Payment for Hardware Purchased With Services.** Unless otherwise agreed to in writing, payment for hardware shall in no case be contingent upon performance or delivery of cloud or SaaS services purchased with such hardware.
   B. **Optional Services.** Optional services (including point-of–need support, installation, consulting, managed, professional, support, security or training services) may be available for purchase from NTT DATA and will vary by Customer location. Optional services may require a separate agreement with NTT DATA. In the absence of such agreement, optional services are provided pursuant to this Service Description.
   C. **Assignment.** NTT DATA may assign this Service and/or Service Description to qualified third party service providers.
   D. **Geographic Limitations and Relocation.** This Service is not available at all locations. Service options, including service levels, technical support hours, and on-site response times will vary by geography and certain options may not be available for purchase in Customer's location, so please contact your sales representative for these details.