e2e Managed Test and Development Cloud (IaaS) – Terms and Conditions Document

e2e assure

e2e Managed Test and Dev Cloud (IaaS) Service – Terms and Conditions

Service Specific Terms and Conditions

On-boarding	On-boarding is included. Optionally we can also migrate the data into the service on a time and material basis
Off-boarding	Off-boarding is included. Optionally we can also migrate the data out of the service on a time and material basis.
Backups	Managing server backups is not included by default, but is an option.
Disaster recovery	Disaster recovery is not included by default.
Service lead time	Typically 1 day from acceptance of order
Minimum term	One month
Early exit charge	None
Termination charge	None
Consumer responsibilities	The operating system and application running on the IaaS Service
Technical requirements	Windows or Linux device that supports Cisco AnyConnect VPN client. A mobile phone capable of receiving text messages or running two-factor authentication apps.
Networks and Connectivity	e2e services are designed and assured to connect to the following networks. Please contact e2e for further details. • Public Services Network (PSN) • Government Secure intranet (GSi) • Police National Network (PNN) • New NHS Network (N3) • Joint Academic Network (JANET)
Ordering and Invoicing	Monthly in arrears by Purchase Order or Direct Debit
Data restoration/service migration	Data can be migrated into the service by the customer using the VPN access methods provided. e2e can assist with this process on a time and materials basis if required. Data can also be migrated out of the service as and when required by the customer. e2e can assist with this process on a time and materials basis if required.
Financial recompense model	If the service level falls below the stated availability (excluding planned or emergency maintenance and excluding any fault that is not the responsibility of e2e or e2e components), consumers will be eligible for a service credit. Service credits are provided as professional service credits that can be used

	for any support, design or security activities and are calculated at a value of 10% of service spend on the particular service.
Training	There is no training provided.
Trial Service	Yes
Service Management	e2e provide a service desk to manage this service.
Service Maintenance	Planned maintenance periods are agreed per customer but default to periods after 8pm Mon-Fri or at weekends.

More information and contact details

For more details on this service and to see the other services we offer visit

www.e2e-assure.com

Enquiries, and more information is available on request, email info@e2e-assure.com with any queries.