Service Definition Pricing for the Provision of Services Provided via G-Cloud
Our mission is to deliver industry leading cloud services that empower our customers.

Our vision is to be your reliable, trusted and valued partner of choice.
1 Pricing

1.1 Cloud Delivery and Support Services Pricing

EAS Cloud Services are able to offer a number of flexible pricing models to suit the needs of our customers, including Time and Materials based pricing or Fixed based pricing.

All pricing will be based on the customers Statement of Requirements and constructed using the published SFIA Rate Card, using our discounts where they apply.

This enables us to provide pricing in line with the desired outcomes of our customers, whether they be product based or service based.

1.2 Cloud Hosting Services Pricing

EAS Cloud Services Cloud Hosting Service pricing depends upon the service and support model that is selected, this will be charged monthly and there is no minimum contract length.

As a Microsoft CSP Partner, EAS Cloud Services can offer Cloud Hosting Services at a lower price point. These prices are updated monthly so please contact us for the latest pricing.

For guidance CSP is ~20% below Microsoft pay-as-you-go pricing.

<table>
<thead>
<tr>
<th>Support Services</th>
<th>License Only</th>
<th>Basic</th>
<th>Standard</th>
<th>Premium</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cloud Hosting Services Pricing</td>
<td>CSP + 12% ~92% of market price</td>
<td>CSP + 18% ~98% of market price</td>
<td>CSP + 28% ~98% of market price Plus, 10% for standard support</td>
<td>CSP + 38% ~98% of market price Plus, 20% for premium support</td>
</tr>
</tbody>
</table>

Further discounts are available for volume purchases, see discount section for details.

1.3 Cloud Software Services Pricing

EAS Cloud Services Cloud Software Service pricing depends upon the service and support model that is selected. This will be charged monthly and there is no minimum contract length.

Through our strategic partnerships with a variety of software companies EAS Cloud Services can offer software licenses at a lower than market prices.

Please be aware the market price of these licenses are subject to change. Please contact us for the latest pricing information.

<table>
<thead>
<tr>
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<th>License Only</th>
<th>Basic</th>
<th>Standard</th>
<th>Premium</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cloud Software Services Pricing</td>
<td>~92% of market price</td>
<td>~98% of market price</td>
<td>~98% of market price Plus, 10% for enhanced support</td>
<td>~98% of market price Plus, 20% for enhanced support</td>
</tr>
</tbody>
</table>

Further discounts are available for volume purchases, see the discounts section for details.
1.4 Cloud Hosting and Software Support Services

Cloud Support Services

<table>
<thead>
<tr>
<th>Basic</th>
<th>Standard</th>
<th>Premium</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Hours</td>
<td>08:00-18:00 Monday to Friday excluding UK Public Holidays</td>
<td></td>
</tr>
<tr>
<td>Service Availability</td>
<td>99.5%</td>
<td>99.7%</td>
</tr>
<tr>
<td>SLAs Resolution Targets</td>
<td>P1 – 12 hrs \nP2 – 24 hrs \nP3 and P4 – 85% within 5 working days</td>
<td>P1 – 8 hrs</td>
</tr>
<tr>
<td>Telephone Support</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Email Support</td>
<td>✗</td>
<td>✓</td>
</tr>
<tr>
<td>Self-service Portal</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>
2 Discounts

2.1 Cloud Delivery and Support Services Discounts

EAS Cloud Services are able to offer the following discounts for Technical Delivery and Support Services:

- 1.5% for work packages greater than 6 months,
- 2.5% for work packages greater than 12 months.

EAS Cloud Services are also able to offer, on top of our standard discounts, an additional 1.5% discount to educational sector customers.

2.2 Cloud Hosting Services Discounts

EAS Cloud Services are able to offer a 3% rebate discount applied at 1% after 6 months and 2% after a further 6 months. This applies to all 12-month agreements over £100,000.

Therefore for our basic support service outlined in section 1.4 our customers may pay ~95% of market price for Cloud Hosting Services and a basic support service.

Education pricing discounts may be available across our Cloud Hosting Services. Further discounts are available based on several factors, including number of users and service usage metrics, this is determined on a case by case basis.

2.3 Cloud Software Services Discounts

EAS Cloud Services are able to offer a 3% rebate discount applied at 1% after 6 months and 2% after a further 6 months. This applies to all 12-month agreements over £100,000.

Therefore, for our basic support service outlined in section 1.4 our customers may pay ~95% of market price for Cloud Software Services and a basic support service.

Education pricing discounts may be available across our Cloud Software Services. Further discounts are available based on several factors, including number of users and service usage metrics, this is determined on a case by case basis.
3 Payments

For Time and Materials based contracts invoices will be raised monthly and submitted to the customer for payment, subject to customer approval as defined in our Terms and Conditions of Business, in full within thirty (30) days of the date of invoice.

For Fixed based contracts a payment schedule will be agreed as part of the contract. Invoices will be raised in accordance with the agreed schedule and submitted to the customer for payment, subject to customer approval as defined in our Terms and Conditions of Business, in full within thirty (30) days of the date of invoice.

For Cloud Hosting and Software Services a payment schedule will be agreed as part of the contract. Invoices will be raised in accordance with the agreed schedule and submitted to the customer for payment, subject to customer approval as defined in our Terms and Conditions of Business, in full within thirty (30) days of the date of invoice.
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