

Table of contents

1	Introduction	3
	Abbreviations and definitions	3
1.	General.....	5
1.1	Relevance	5
1.2	Changes to the SLA.....	6
1.3	Conditions.....	6
2	Availability of Platform and/or Cloud Services	6
2.1	Cloud Services & Platform Service Level Objectives	7
3	Support	8
3.1	Support by the Partner (Level 1 Support).....	8
3.2	Support by Copaco through the Support Team (Level 2 Support)	8
3.3	Support by the Service Provider (Level 3 Support)	9
3.4	Additional support.....	10
3.5	Managed Services and/or extended support hours	10
3.6	Support process.....	10
3.7	Proactive or reactive management.....	11
3.8	Vulnerability management	11
4	Exit arrangement.....	11
5	Obligations under the applicable laws and regulations concerning privacy.....	12
6	Final provisions.....	12
	Annex 1: Platform SLA	14
1	Introduction	14
2	Support	14
3	Service Availability	14
4	Data Security & information lifecycle management	14
5	Security	15
6	Monitoring	15
7	Maintenance & updates.....	15
7.1	Maintenance window.....	15
8	Communication	16
8.1	Maintenance annunciations.....	16
8.2	Outages Notifications	16
9	Compensation regulation.....	16

1 Introduction

Copaco Nederland B.V. ('Copaco') manages a Platform for provisioning/delivery, management and invoicing of Cloud Services. The Platform is licensed by Copaco and the Cloud Services are marketed, distributed and sold by Copaco through the Platform in a multitier sales system: Copaco – Partners – Customers in a B2B environment.

This SLA contains general service levels and provides for delivery, Availability, Maintenance and support of (i) the Platform and (ii) the Cloud Services. A separate and Cloud Service specific Platform SLA is attached to this SLA as [Annex 1](#), which forms an integral part of this SLA. Separate and cloud service specific SLA's for Cloud Services ordered by the Partner and the Customers (SLA per Cloud Service) are part of the Cloud Services Related Documents.

All services with regard to the Platform and the Cloud Services will be settled between the Partner and the Customer respectively between Copaco and the Partner. The Customer may not make direct claims against Copaco. Service will be provided on the basis of the Cloud End User Agreement between the Partner and the Customer, respectively the Cloud Partner Agreement between Copaco and the Partner, this SLA and the Cloud Services Related Documents.

With regard to the Platform, Level 1 Support is performed by the Partner and Level 2 Support by Copaco. As regards the Cloud Services, Level 1 Support is performed by the Partner, Level 2 Support by Copaco and Level 3 Support by the Service Provider who provides the Cloud Service. Level 1 and 2 Support of Cloud Services are covered in this SLA. Level 3 Support of Cloud Services is covered by a SLA between Copaco and the Service Provider as part of the Cloud Services Related Documents.

Incident reporting will occur by the Customer to the Partner, after which the corresponding service under the SLA is performed by the Partner, Copaco or the Service Provider respectively in accordance with the foregoing. This SLA therefore manages the commitments and service levels which Copaco provides to the Partners in the context of granting licenses for the Platform and selling Cloud Services by the Partner to their Customers.

Abbreviations and definitions

Various terms are used frequently in this SLA. In the following overview you will find these terms and, unless the context clearly indicates otherwise, their meaning:

Level 1 Support	Support from the Partner to all its Customers for all support requests, with exception of Issues or Problems that according to an initial assessment are related directly to the Platform and/or the Cloud Services and are outside of the Partner's responsibility.
Level 2 Support	Support from Copaco to the Partner for Customers that are activated by the Partner in case of Issues or Problems that according to an initial assessment are directly related to the Platform and/or the Cloud Services and are outside of the Partner's responsibility.
Level 3 Support	Support from the Service Provider of the Cloud Services to Copaco in case of Problems directly relating to the Cloud Services that cannot be solved by Level 2 Support.
Additional Support	All activities which are not covered by this SLA and for which a surcharge is applicable.

Master Service Level Agreement

Availability	The extent to which the Customer can access the Platform and/or the Cloud Services in an agreed manner. Availability is expressed as a percentage of time within a given measurement period.
Cloud End User Agreement	The agreement between the Partner and the Customer for the use of the multi-tier platform for provisioning and billing of cloud services.
Cloud Partner Agreement	The agreement between the Copaco and the Partner for the use of the multi-tier platform for provisioning and billing of cloud services.
Cloud Services	Services provided by Copaco through the Control Panel.
Cloud Services Related Documents	All documents related to the Cloud Services, supplied by Copaco to the Partner and/or provided by the Partner to the Customer via the Platform, enforced and used by the Service Provider, included, but not limited to service level agreements (SLA's), terms & conditions, end user license agreements, etc., which documents are available via the Control Panel.
Control Panel	The part of the Platform, made available by Copaco to the Partner and its Customers, through which (i) the Cloud Services may be ordered, managed and cancelled, subject to the user login name and password being entered, (ii) the Customer or the Partner can view the status of orders, (iii) the most recent version of essential information, including, but not limited to the Service Level Agreement, the Cloud Service Related Documents, etc. can be consulted, and (iv) all invoicing of fee's for the Platform and for the Cloud Services will be provided.
Copaco	Operator of the Platform and provider of the Cloud Services. Copaco Nederland BV or one of its subsidiaries or group companies.
Customer	A customer of the Partner using the Cloud Services.
Emergency Response	Priority support in case the Partner raises a call ticket to the highest level, after the Support Team determined the definitive priority. Charged at the same rate as Additional Support.
Issue	Incident which is directly related to the Platform and/or the Cloud Service
Incident	An operational occurrence that is not part of the standard operation of the system and that affects the level of service of the Platform and/or the Cloud Services.
Maintenance	(Planned) maintenance, preventive maintenance or corrective maintenance to guarantee and/or improve the performance of the Platform and/or the Cloud Services, or to adjust functionalities such as, but not limited to, software- updates and installing.
Malfunction	The unavailability of the Platform and/or a Cloud Service.
Managed Services Agreement	The separate agreement which provides the services to the Customer on behalf of the Partner described in a statement of work.

Master Service Level Agreement

Notification	Notification from the Partner or automatically generated notification to Copaco that there is an Incident.
Out of Plan Services	Those Services that are not explicitly included in this SLA.
Partner	The reseller of Copaco, who licenses the Platform from Copaco and distributes and sells the Cloud Services via the Platform to the Customers.
Platform	The separate or joint use of the Cloud Services Delivery Platform, which is a combination of hardware, software and networking components, together forming an Information Technology System, provided by Copaco to the Customer through the Partner. The Platform consists of operations automation & billing automation, where Operations automation delivers the Cloud Services (provisioning) and billing automation provides the invoicing of the Cloud Services (billing).
Partner Support Fee	Fee payable by the Partner to get access to Level 2 Support by Copaco through the Support Team.
Response time	The time between the moment the Partner submits a request for support and the moment Copaco acts upon this request.
Security	The extent to which the authenticity, confidentiality and integrity of processes and information is ensured.
Service Provider	Third party supplier of Cloud Services marketed, distributed and sold by Copaco through the Platform in a multitier sales system: Copaco – Partners – Customers.
SLA	This Service Level Agreement between Copaco and the Partner.
Support Team	The organizational unit responsible for Emergency Response, operationalizing the Platform & Cloud Service backend and receiving and processing support requests from the Partner among which questions related to invoices, license types, license rules and quotations.
Urgent maintenance	Unplanned maintenance to the Platform and/or the Cloud Services, necessary to guarantee performance and Security.
User	(i) User of the Cloud Service or (ii) synonym for Customer.

1. General

This SLA is an agreement between Copaco and the Partner. In the SLA agreements and goals are formulated with regard to delivery, Availability, Maintenance and support of (i) the Platform and (ii) the Cloud Services. Copaco will exert best efforts to continuously and consistently meet the agreed quality standards and service levels. Furthermore, Copaco will endeavour to continuously improve the services with regard to the Platform and the Cloud Services.

1.1 Relevance

The SLA can only be invoked if there is a Cloud Partner Agreement between Copaco and the Partner respectively a Cloud End User Agreement between the Partner and the Customer. The SLA applies,

where relevant, to the use of the Platform and to Cloud Services purchased through the Platform. The SLA is valid from operating delivery of the Platform and the Cloud Services.

1.2 Changes to the SLA

Copaco is entitled at all times to adjust this SLA when considered necessary, acting justly and fairly in this respect.

1.3 Conditions

1. The most recent version of the SLA is applicable to all services and service levels. This SLA can be downloaded through the Control Panel. The version as shown in the Control Panel is the leading SLA at all times. It is the responsibility of the Partner and the Customer to ascertain the latest version of the SLA.
2. The Customer is not permitted to file claims under the SLA directly with Copaco. The SLA is an agreement between Copaco and the Partner. If the Partner receives a claim from the Customer, Copaco will, in cooperation with the Partner, try to find a solution based on the SLA.
3. The Partner is responsible for Level 1 Support to the Customer. Copaco is responsible for Level 2 Support to the Partner. Copaco can invoke Level 3 Support from the Service Provider with regard to the Cloud Services (i) where the service levels are directly dealt with by the Service Provider or (ii) the Issue cannot be solved by Level 2 Support.
4. All measurements and the resulting research findings that are performed by Copaco or the Service Provider based on this SLA respectively the Cloud Service Related Documents and/or claims of the Partner respectively the Customer, serve as conclusive evidence between parties.
5. Copaco reserves the right to perform (unannounced) audits at the Partner and the Customer to check correct use of the Platform, the Cloud Services, the Control Panel and licenses. Improper use of the Platform, the Cloud Services, the Control Panel and/or licenses can lead to suspension of this SLA and unilateral termination of the Cloud Partner Agreement between Copaco and the Partner respectively the Cloud End User Agreement between the Partner and the Customer.

2 Availability of Platform and/or Cloud Services

When calculating the Availability of the Platform or the Cloud Services that is/are provisioned and/or terminated during a calendar year, it is assumed that the Platform or the Cloud Services was/were Available before introduction and/or after termination. The Platform and the Cloud Services each operate independently.

A Malfunction on the Platform does not affect the operation of the Cloud Services. In case of a Malfunction status updates related this Malfunction will be posted on <https://partner.2tcloud.com/> or <https://2tcloud.supportcenter.services/>

Availability is calculated on a yearly basis, from January 1st 0h00 up to and including December 31st 24h00.

There is no Malfunction if the Platform or the Cloud Services is/are unavailable as a result of:

1. Planned, corrective or preventive Maintenance or Urgent Maintenance.

➤ Master Service Level Agreement

2. Disruptions caused by the Partner or the Customer, including failure of hardware or software of the Partner or Customer, or by actions of Copaco performed at the request of the Partner. If it is likely that the non-availability of the Platform and/or Cloud Services can be attributed to the Partner or Customer, and Partner turns to Copaco for support, Copaco reserves the right to charge the Malfunction at then applicable hourly rate for providing Out of Plan Services.
3. Disruptions due to factors outside Copaco's reasonable control (for example, natural disaster, war, acts of terrorism, riots, government action, or a network or device failure external to our data centers, including at the Partner or Customers' site or between the Customers' site and our data center).
4. DNS problems or internet disruptions that are beyond the control of Copaco.
5. Damage as a result of fire, explosions, or any other event involving force majeure.
6. Causes which Copaco reasonably cannot influence, as described in the final provisions.

Furthermore, there is no Malfunction of the Cloud Services if there are disruptions in the Platform or the Control Panel.

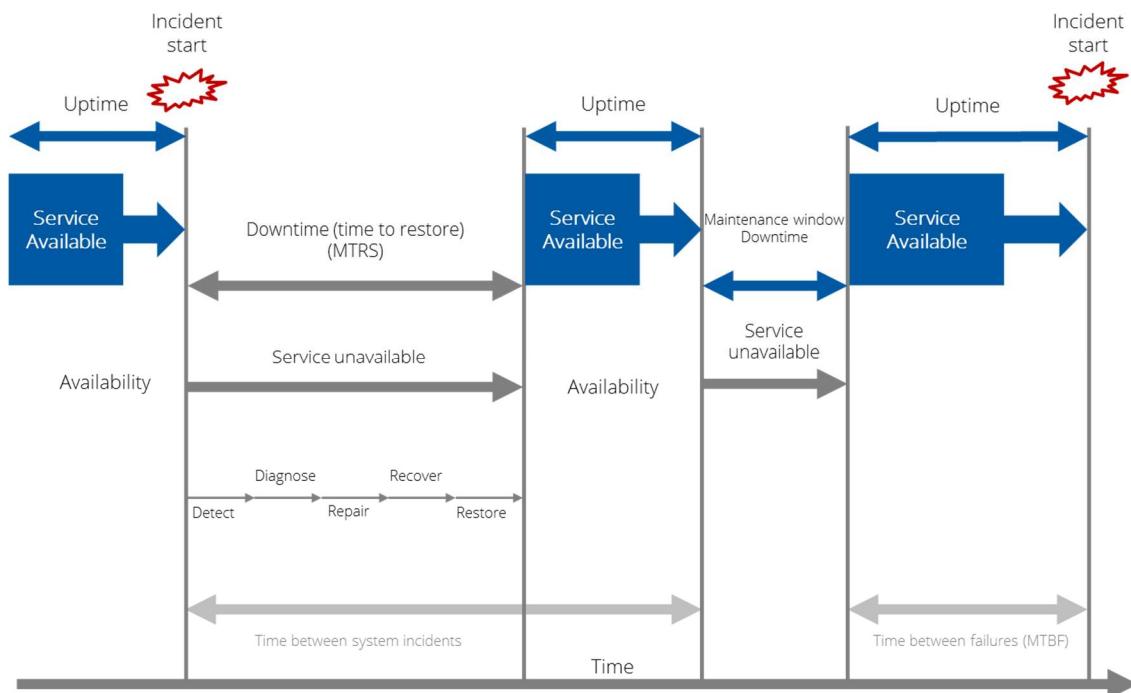


Figure 1: overview Availability, Downtime. Service Downtime is from the moment of a Malfunction detection until the moment Service production is restored.

2.1 Cloud Services & Platform Service Level Objectives

Cloud Service specific provisions and Service Level Objectives (SLO's) are included in the separate and Cloud Service specific SLA (Cloud Services Related Document). In the separate and Cloud Service, specific SLA the following topics are handled: cloud service description, availability, uptime and SLO's, data security & information Lifecycle Management, backup & recovery, monitoring, maintenance and updates and compensation regulation.

Above mentioned topics for the Platform are described in the Platform SLA as provided in [Annex 1](#) to this SLA.

3 Support

The Partner provides Level 1 Support to the Customer. If necessary, the Partner can call in Level 2 Support by Copaco. Copaco can at its own discretion scale up to Level 3 Support from the Service Provider with regard to the Cloud Services. Level 1 and Level 2 Support are covered in this SLA.

3.1 Support by the Partner (Level 1 Support)

The Partner provides Level 1 Support to the Customer. All Issues that according to an initial assessment are not related directly to the Platform and/or the Cloud Services should be resolved at the level of Level 1 Support.

Copaco agreed with the Partner that the Partner organizes Level 1 Support in accordance with industry standards determined by Copaco at its own discretion, acting justly and fairly in this respect.

'False' Notifications as a result of unannounced activities by the Customer or third parties on behalf of the Customer can be charged by Copaco against the Additional Support rate. It is the Partner's responsibility to inform the Support Team in time of any maintenance that affects or can affect the operation of the Platform and/or the Cloud Services.

3.2 Support by Copaco through the Support Team (Level 2 Support)

Copaco provides Level 2 Support to the Partner for Customers of the Partner. All Issues that according to an initial assessment are directly related to the Platform and/or the Cloud Services should be resolved at the level of Level 2 Support, through the Support Team. If the Issue cannot be solved by the Level 2 Support, Copaco can at its own discretion scale up to Level 3 Support of the Service Provider.

The Support Team is the primary contact for the Partner. The Support Team deals with all incoming support requests. The Support Team classifies the support request, registers the support request and deals with the support request. The Partner is required to file support requests electronically - via the <https://2tcloud.supportcenter.services/> - to ensure a quick and correct handling and to make sure that the support request is logged in the support system immediately. When requesting support, the Partner will submit the following information:

1. Partner name in Platform & reporting person and information for the ticket;
2. Customer name, customer subscription and subscription ID;
3. If applicable, User, User name & password;
4. A priority that matches the Issue that is being experienced by the Customer
5. A detailed description of the Issue that is being experienced by the Customer;
6. If applicable, a description of the ways to reproduce the Issue;
7. Findings from Level 1 Support of the Partner;
8. If applicable, diagnostics files, error messages and/or screenshots.

After submitting a support request, the Partner will receive an automated message with a ticket number between brackets. This ticket number between brackets must be used in all communications about the support request. The responsible Support Team member will update the Partner on the

Master Service Level Agreement

progress of resolving the ticket. When asked by the Support Team or when the ticket has been solved, the Partner is obliged to provide (additional) information or to update the status of the ticket.

Contact details and business hours Support Team:

Web form: 2tcloud.supportservices.services
Phone number: +31 (0) 40 2 306 205 (only after registering ticket with all requested information)
Monday to Friday: 08h00 – 18h00 CET

Contact details Emergency Response:

Web form: 2tcloud.supportcenter.services
Phone number: +31 (0) 88 2 306 150 (only when the issue impacts all users, preventing them from performing critical daily activities and after registering ticket with all requested information)
Monday to Friday: 18h00 – 08h00 CET
Friday to Monday: 18h00 – 08h00 CET

Level 2 Support includes (exhaustive list):

1. Resolving outages on the Copaco hosted Platform and Cloud Service back end
2. Execute management and maintenance on Copaco hosted Cloud Service back end and components which cannot be managed by the Partner, except for software installation and updates on desktop online
3. Questions related to invoices
4. Questions regarding license types, license rules and quotations
5. Maintenance and Security of the Copaco hosted back end
6. Keeping the knowledgebase up to date
7. Proactively inform Partners on (scheduled) maintenance and/or outages
8. Refer to relevant Knowledge Base articles
9. Support with regards to failed Platform tasks, such as provisioning or cancellation tasks
10. 24/7 availability of an Emergency Response number for Issues due to the Platform and/or Cloud Service backend being unavailable (Copaco hosted back end and Cloud Service backend outages)¹
11. Escalation of issues to Level 3 Support

3.3 Support by the Service Provider (Level 3 Support)

Copaco can at its own discretion scale up to Level 3 Support from the Service Provider with regard to the Cloud Services.

¹ Please note that improper use of the emergency number will be charged to your organisation according to the applicable rates for **Out of Plan Services**

3.4 Additional support

In addition to Level 2 Support, the Partner can request Additional Support of Copaco at a surcharge. Copaco reserves the right to refuse these requests. The rates for Additional Support will be published on the Control Panel, and may vary in- and outside business hours.

Amongst others, the following actions are considered to be Additional Support (non-exhaustive list):

1. Support with regard to the ordering of services and configuration of services, with the exception of activities which cannot be executed by the Partner as a result of limitations set by Copaco;
2. Support with regard to the migration of services and/or data, with the exception of setting up FTP accounts for data migration to Desktop Online;
3. Support with regard to the management of Cloud Services if these activities can be performed by the Partner;
4. Support with regard to the use of the Cloud Service;
5. Support with regard to the cancellation of Cloud Services, with the exception of the cancellation of the partnership;
6. Restoring backups;
7. Generating SLA reports;

with the exception of activities which are agreed upon in a Managed Services Agreement defined in a Statement of Work, and if the Partner pays a monthly fee for these activities.

3.5 Managed Services and/or extended support hours

If the Partner is not able or willing to provide Level 1 Support to the Customer, the Partner may enter into a Managed Services Agreement with Copaco to shift Level 1 Support to a Copaco support center. Furthermore, if the Partner requires extended support hours, the Partner may enter into an agreement with Copaco to determine extended support hours.

3.6 Support process

Customer -> Partner Level 1 Support -> Copaco Level 2 Support -> Service Provider Level 3 Support

The Level 2 Support process starts with a Notification.

3.6.1 Classification, prioritizing and response times Level 2 Support

To ensure good service in which important tickets take priority over minor tickets, Copaco uses a prioritizing system. Reported Issues or Service Requests will be categorized using the following guidelines.

Priority	Expected Response time for Platform and/or Cloud Service
Emergency	Any issue that impacts all users, preventing them from performing critical daily activities
Critical	Any issue that impacts most users, and/or prevents a single critical activity
Normal	Any issue that impacts a single user, and/or impacts the performance of a critical business activity
Cosmetic	Any issue that does not relate to a critical business activity
Inquiry	Questions that are not generated as an Incident from an unexpected service delay or disruption

> Master Service Level Agreement

The definitive priority is determined by the Support Team at its sole discretion, acting justly and fairly in this respect. Depending on the priority attached to a ticket, Copaco will exert best efforts to achieve the following response target times.

Priority	expected Response time for Platform and/or Cloud Service
Emergency	No later than one hour after Notification 24/7
Critical	No later than four hours after Notification during business hours
Normal	No later than twelve hours after Notification during business hours
Cosmetic	No later than twenty-four hours after Notification during business hours
Inquiry	No later than forty-eight hours after Notification during business hours

Should it be possible to handle call tickets sooner, this will be done. For quick and correct processing of tickets, the cooperation and feedback of the Partner is required. By accepting this SLA, the Partner commits to assist Copaco with solving Issues or Problems as best as possible and free of charge. The objective is to resolve Issues or Problems within the shortest possible time.

The Partner can make use of the priority lane for Incidents and Additional Support. The priority lane gives access to Emergency Response. The priority lane can be chosen after Notification, and for use of the priority lane for other reasons than Malfunction an Out of Plan surcharge is applicable.

Copaco will continue to work on a solution, unless this will not reasonably reduce the solving time. Guarantees for target resolution times cannot be offered since the solution in some cases will depend on the Partner, the Customer or the Service Provider and/or can be out of the reasonable control of Copaco. Directly after an Emergency incident is solved, Copaco will report this to the Partner.

3.7 Proactive or reactive management

Incident management is performed proactively or reactively. Copaco's infrastructure is automatically monitored 24/7. Incidents are reported automatically and proactive management is performed by the Support Team.

Customer specific Issues can only be managed reactively, because the Support Team will only act upon receiving a Notification from the Partner. Copaco manages Cloud Services provided by external Service Providers reactively, whereas in many cases the external Service Provider will provide proactive management.

3.8 Vulnerability management

In case the Partner or the Customer discovers a vulnerability in the Service Provider's systems or configuration, we expect and encourage the Partner to inform Copaco of this vulnerability. Copaco will further investigate the vulnerability with the Service Provider and communicate with Partner the research findings and measures and corrections taken to mitigate the vulnerability in a vulnerability/incident report.

4 Exit arrangement

In case of termination of the Cloud Partner Agreement respectively the Cloud End User Agreement, Copaco will in reasonableness and fairness assist and participate in the possible migration of the Partner or the Customer to another (cloud) infrastructure. In case such migration involves additional work for Copaco, it will be entitled to charge a reasonable compensation for the work. Copaco is willing to make data, to which Copaco has access to, available for the Partner in different ways,

including, but not limited to, through FTP or by disk. Copaco cannot suspend this obligation in case of a conflict about termination of the agreement. The actual costs incurred for making the data available for the Partner will be charged to the Partner. These costs include wages (charged at the same rate as Additional Support) and any additional costs for storage, transport and Security. Copaco can never be held responsible for Customer data and is not required to provide the data in the way the Partner requires, if Copaco cannot reasonably comply with this.

5 Obligations under the applicable laws and regulations concerning privacy

The Partner respectively the Customer acknowledges that information processed in the course of performing the Cloud Services may contain personally identifiable information of individuals and associated metadata and that the processing of such information may therefore involve the processing of personal data. The Partner respectively the Customer shall take all necessary measures to ensure that it, and all its employees respectively Users, are aware of any responsibilities they have in respect of applicable privacy laws and/or regulations. The Partner respectively the Customer understands and agrees that Copaco has no control or influence over the content of the data and that the Cloud Services are performed on behalf of the Partner respectively the Customer. Reference is made to the applicable Cloud Services Related Documents.

In the Cloud End User Agreement between the Partner and the Customer, the Customer guarantees to fully comply with the applicable laws and regulations concerning privacy. The Customer takes note of the technical and organizational Security measures taken by the Partner, will evaluate these measures in the context of the intended data processing and the risks associated therewith, and considers these measures to be adequate.

As processors, Copaco and/or the Partner are/is only responsible for:

1. the application of the Security measures agreed upon in this SLA;
2. the processing of the data from the Customer in accordance with the instructions of the Customer, which are crucial for both the delivery of Cloud Services as well as for storing the confidential data of the Customer.

If the Customer at any time requests from Copaco or from the Partner information regarding the internet history or the email traffic from one or more Users, the Customer guarantees beforehand to fully comply with the applicable laws and regulations and the Cloud End User Agreement between the Partner and the Customer. In this agreement, the Customer indemnifies the Partner of claims by employees of the Customer or third parties based on non-compliance or incomplete compliance of the applicable laws and regulations concerning privacy by the Customer. This indemnification by the Partner shall apply accordingly to Copaco.

6 Final provisions

This SLA constitutes the entire agreement between Copaco, the Partner and the Customer concerning the subject stated above and supersedes and cancels any prior agreements or any contemporaneous oral agreement between Copaco, the Partner and the Customer relating to this subject.

Should any provision of this SLA, or the implementation thereof, be void or unenforceable, the other provisions will not be affected by this and remain in full force and effect. In this case, within the limits

Master Service Level Agreement

of the applicable law, a new stipulation will be drafted that meets the objectives intended by the void or unenforceable stipulation, and this stipulation will be included as an appendix to this Agreement.

This SLA shall be binding upon and inure to the benefit of Copaco, the Partner and the Customer, their legal representatives, successors and assignees. Each party is strictly prohibited from transferring the rights and obligations arising from this SLA, in part or in whole, to a third party, without the other party's express prior written consent, with the exception of Copaco, who will be entitled to transfer the SLA to a subsidiary, group company or participation.

Each party shall bear the costs associated with establishing and implementing of this SLA for their own account.

The failure of either party to enforce at any time one or more of the terms or conditions of this SLA shall not be a waiver of them or of the right at any time subsequently to enforce all terms and conditions.

This Agreement is in the English language only, which language shall be controlling in all respects, and all versions in any other language shall be for accommodation only and shall not be binding upon the parties.

A failure in the performance of their obligations under this SLA cannot be attributed to a party if the failure is caused by circumstances beyond the reasonable control of said party such as fire, flood, strikes, labour unrest or other disruptions of the economy, unavoidable accidents, embargos, blockades, legal restrictions, riots, government measures, non-availability of means of communication, terrorist attacks, war, etc.

In case of temporary force majeure, the mutual obligations of the parties shall be suspended until the hindrance is eliminated. Where force majeure persistently prevents fulfilment, by which the parties also understand a force majeure situation which lasts for more than 90 days, the SLA shall end by right. The parties shall then have no right to fulfilment, compensation for this reason and/or postponement.

Annex 1: Platform SLA

1 Introduction

The Platform is provided to the Partner as a service. Via the Platform, Partner may order and manage Cloud Services via this Platform.

2 Support

If Partner pays a monthly Partner Support fee, Partner may request support from Copaco with regards to the use of the Platform and the invoices generated by the Platform. The Platform is a self-service portal, which means Copaco will support the Partner, but Copaco shall not process changes, orders or other tasks with regard to the Platform for the Partner Support free of costs. In principle, all support should help the Partner to learn and develop skills to become self-supporting with regard to the Platform.

3 Service Availability

Availability Service Level Objectives	expected Response time for Platform and/or Cloud Service
Platform	99,9%

Uptime is calculated based on the following criteria:

Capacity Service Level Objectives	Description
Systems that should have IP-connectivity and an active power supply	Operations automation & Billing automation
Communication between the following systems should be operational	Operations automation & Billing automation
Customer can contact the Customer Portal	https://cp.#customer_number#.cloudnet.services

4 Data Security & information lifecycle management

Data Service Level Objectives	
Primary data location	Amsterdam, The Netherlands
Backup (operations automation & billing automation)	Daily
Retention period	30 days
Backup data location	Amsterdam, The Netherlands (Secondary location)
Recovery	Additional support rate
Data retrieval period after subscription termination	30 days

Copaco cannot give any guarantees regarding the availability of backups because Copaco can never be held responsible for Reseller or Customer data. Recovery of data may be requested at the cost of Additional Support. Copaco cannot give guarantees regarding the maximum time for data recovery, because the time required to restore the data, among other things, depends on the quantity of data to be recovered.

Data management Service Level Objectives	
Residual data terminated partners	Partner and Customer contact details, purchased subscriptions history and billing details
Deletion type other data	Hard delete

5 Security

Security Service Level Objectives	
Important datacentre certifications	Among others: ISO 9001, ISO 27001
Firewalling	Redundant (active-passive) firewalling included.
Secure SSL connection (https)	Yes
Platform Username & Password encryption	Yes

6 Monitoring

Monitoring Service Level Objectives	
Timeframe	24/7/365
Monitoring system	Microsoft System Center Operations Manager
Automatic alerts to Support Team	Yes

7 Maintenance & updates

Copaco is entitled to perform Maintenance. Maintenance includes, but is not limited to, the following activities: identifying trends, solving frequent Problems and connected relations and causes of Problems and optimization of the service in response to these signals, installing upgrades and patches and performance optimization.

7.1 Maintenance window

Copaco strives to perform maintenance within the specified maintenance windows.

Maintenance Service Level Objectives	
Category 1: Maintenance with no expected impact on availability and performance on the Platform	Monday to Sunday 00h00 – 24h00 CET
Category 2: Maintenance with expected impact on availability and performance on the Platform	Monday to Sunday 23h00 – 06h00 CET
Category 3: emergency Maintenance	Preferably within the category 1 or 2 timeframes, but Copaco may deviate from this if considered necessary.
Maintenance annunciation	https://partner.2tcloud.com or https://2tcloud.supportcenter.services/

It is at Copaco's sole discretion to determine the category of the maintenance activities.

Should the Partner have important reasons not to have the Maintenance performed at the announced date and timeslot, Partner can submit a request for postponement to the Support Team. Copaco will take the request into consideration, but reserves the right to still perform the maintenance according to the announced planning.

Downtime caused by Maintenance and Urgent Maintenance is not included in the downtime calculation (Availability and compensation).

8 Communication

Communications are sent from the Support Team to the Partner:

8.1 Maintenance announcements

These announcements provide information to the Partners technical contact about upcoming Maintenance. Details about the nature of the Maintenance and the category are provided as well as the scheduled window that will be used. If applicable the estimated downtime is given. According to the category, Maintenance is announced in advance if possible. Follow up notifications are sent at the end of Maintenance to let the technical contact know Maintenance has concluded. Information about scheduled Maintenance is also visible at: <https://partner.2tcloud.com/> or <https://2tcloud.supportcenter.services/>. Subscribers do not receive the directed email notifications like those sent to technical contact. Instead, subscribers see a browser based Maintenance announcement.

8.2 Outages Notifications

Support Team will promptly notify Partners technical contact, via multiple communication channels (2tCloud support center portal web page, push notifications (subscription based), SMS text messages (subscription based), and regular and frequent email messages), on the status of service recovery. These notices are generally sent when the Support Team confirms the issue, during the incident to let technical contacts know we are working on the issue, and at the conclusion of the incident signaling "pending customer confirmation". Notifications are sent to technical contacts for incidents with service-wide impact i.e. Emergency tickets. Support Team does not send notifications for minor issues or issues impacting a single user or if it has impact on the performance.

9 Compensation regulation

Not applicable. The Platform is provided on a best effort basis. Downtime of the Platform does not affect the availability or performance of any Cloud Service used by Customers.