

Public CaaS Service Description – MCP 1.0

This Public CaaS Service Description – MCP 1.0 (this “**Service Description**”) describes generally the features of Dimension Data’s public CaaS offering on the MCP 1.0 infrastructure (“**Public CaaS (MCP 1.0)**”). Information on Dimension Data’s Public CaaS (MCP 1.0) pricing, including pricing for the features described in this Service Description, can be found at <https://www.dimensiondata.com/en/legal/cloud-rate-card>. Capitalised terms used but not defined herein have the meanings set forth in the Public CaaS Terms of Service (the “**Terms**”), available at <https://www.dimensiondata.com/-/media/dd/corporate/global/pdf/public-caas-terms-of-service-2015.pdf?la=en>.

Dimension Data may amend this Service Description from time to time by posting the updated version of this Service Description at this URL or otherwise providing notice to Client.

Note: This Service Description may provide links to documents and web pages that contain additional detail on matters described herein, such as technical specifications and documentation for specific Public CaaS (MCP 1.0) features (each, a “**Supplemental Document**”). All Supplemental Documents are provided on an “AS IS” basis and for reference purposes only, and are subject to change from time to time by Dimension Data (for example, when Dimension Data modifies Public CaaS (MCP 1.0) features). Nothing in any Supplemental Document creates or comprises, or is intended to create or comprise, a representation, warranty, covenant or obligation of Dimension Data, and except as otherwise expressly provided herein, no Supplemental Document is deemed to be part of or incorporated by reference into this Service Description or the Terms.

1. Public CaaS (MCP 1.0) Summary

1.1 Public CaaS (MCP 1.0) is comprised generally of servers, storage and network elements coupled with virtualisation technology and operating system (OS) software. Public CaaS (MCP 1.0) seeks to provide Client with a segmented hosting environment with virtual servers, virtual storage and virtual network elements that are logically isolated from those of other Dimension Data clients and customers, even though such elements may be running on the same physical infrastructure. Public CaaS (MCP 1.0) is intended to allow Client to create separate “accounts” for Client’s internal departments (each, a “**Department**”), allowing such Departments to be logically separate and enabling Client to take advantage of separate metering and usage tracking for charge-back purposes.

2. Public CaaS (MCP 1.0) Details

Elements

2.1 Public CaaS (MCP 1.0) is comprised of the following:

(a) Cloud Networks

Public CaaS (MCP 1.0) provides Client with the ability to provision Client-specific layer 2 virtual Local Area Networks (VLANs) (each, a “**Cloud Network**”). Client can then use Dimension Data’s Cloud Control software to automatically deploy virtual cloud servers (“**Cloud Servers**,” described in more detail below) on Client’s Cloud Network(s). Client may deploy multiple Cloud Networks using Public CaaS (MCP 1.0). Each Cloud Network is initially isolated from other Cloud Networks from a network perspective, but can be configured to communicate with other Cloud Networks and the public Internet by an Authorised User. Each Cloud Network includes firewall and load balancing capabilities, and can be independently customised based on Client’s specific needs. Public CaaS (MCP 1.0) can be used to build multi-tier Cloud Network architectures to separate data tiers from front-end web tiers, thereby providing an additional layer of firewall rules to help protect sensitive data.

Cloud Networks are deployed and managed either through the Service Portal or through corresponding functions of the Representational State Transfer (REST)-based application programming interface (API) provided by Dimension Data (the “**Cloud REST API**”).

Each Cloud Network is provided with its own range of private IP addresses with the goal of isolating the Cloud Servers deployed within such Cloud Network from the public Internet. Cloud Servers are assigned private IP addresses from within such range by Authorised Users when they are deployed within a Cloud Network, and can be made accessible to the public Internet when the Authorised User specifically enables such access. All private and public IP addresses for Cloud Networks and Cloud Servers are provided by Dimension Data, and, as between Dimension Data and Client, are solely the property of Dimension Data.

Additional features available from Dimension Data include:

- (i) One primary administrative account (the Administrator, as described in clause 6.1 of the Terms).
- (ii) The ability to create multiple sub-administrator accounts (Sub-Administrators, as described in clause 6.2 of the Terms). Client can create unlimited Sub-Administrators, however, only one hundred (100) Sub-Administrators can log in concurrently.
- (iii) Private IP addresses for each Cloud Server, with the ability to enable communication across Cloud Servers located on the same Cloud Network.
- (iv) Two (2) public IP addresses per Cloud Network, with the ability to add additional public IP addresses.
- (v) Virtual private network (VPN) access to manage Cloud Servers on Client’s Cloud Networks.
- (vi) Customizable ACL-based firewall rules to help control access into each Cloud Network.
- (vii) NAT and VIP functions to expose private IP addresses to the public Internet.
- (viii) VIP functions to help support load balancing and port translation across multiple Cloud Servers, with the ability to take Cloud Servers in and out of service based on Client-defined monitoring probes.
- (ix) Layer 2 multicast support.

(b) Cloud Servers

Each Cloud Server is required to be provisioned with one (1) OS. Client can elect to have Dimension Data provide OS images for its Cloud Server deployments, and to provide corresponding OS licenses, within the Public CaaS (MCP 1.0) infrastructure. The complete list of operating systems currently supported by Cloud Servers on Public CaaS (MCP 1.0) is available at <https://docs.mcpservices.net/pages/viewpage.action?pageId=3015255>. Client is responsible and liable for all Client-provided software, including Client Applications, that are loaded, installed and/or operated by or on behalf of Client on Cloud Servers.

Public CaaS (MCP 1.0) seeks to provide Client with granular control over the configuration of Client’s Cloud Servers. Client can control the number of virtual central processing units (CPUs), the amount of random access memory (RAM), and the amount of local storage allocated to each Cloud Server. As with Cloud Networks, Cloud Servers are deployed and managed either through the Service Portal or through corresponding functions of the Cloud REST API.

Public CaaS (MCP 1.0) also gives Client the ability to implement a rule set within the Service Portal or Cloud REST API that ensures two Cloud Servers do not reside on the same physical host (“**Anti-Affinity**”). Each Cloud Server may only be associated with one Anti-Affinity rule set.

Additional features available from Dimension Data include:

- (i) Cloud Server management capabilities, including start, shutdown, reboot, power off, restart, delete, add local storage and change CPU/RAM.

- (ii) Static private IP addresses assigned to each Cloud Server, accessible via VPN. These private IP addresses can be mapped to static public IP addresses if an Authorized User makes the applicable Cloud Server(s) accessible to the public Internet.
- (iii) Role-based administration control, through which Sub-Administrators can manage Cloud Servers, Cloud Networks, images and reports.
- (iv) The ability to duplicate (clone) Cloud Servers to create images that can be used to deploy copies of Cloud Server configurations.
- (v) Capability to import/export Cloud Server images.

(c) Cloud REST API

Public CaaS (MCP 1.0) provides Client with Cloud REST APIs, which are intended to allow Client to control most aspects of Client’s Cloud Servers and Cloud Networks. The Cloud REST API is described in further detail in Dimension Data’s Cloud REST API specification, available at <https://docs.mcp-services.net/display/CCD/API+0.9>.

Additional Public CaaS (MCP 1.0) Features

2.2 In addition to the features discussed above, Public CaaS (MCP 1.0) provides the following features:

(a) Reporting

Public CaaS (MCP 1.0) provides metering, usage tracking and reporting for Client on a per-Department basis.

(b) Security

Public CaaS (MCP 1.0) is designed to grant Client the flexibility to configure an environment to its needs, and several elements described elsewhere in this Service Description (e.g., the initial isolation of Client’s Cloud Network) are intended to support security. However, Client remains responsible for overall security, including Client’s network configurations for the underlying Cloud Network and Cloud Servers.

(c) Optional Services

Client may elect to separately purchase any available Optional Services as part of Public CaaS (MCP 1.0). The available Optional Services, and certain additional terms and conditions governing any such Optional Services, are described in further detail in the Service Descriptions for Optional Services (“SDOS”), available at <https://www.dimensiondata.com/en/legal/optional-services-service-descriptions> (hereby incorporated herein by this reference), as updated by Dimension Data from time to time.

Geographies

2.3 Subject to Section 2.4 below, Public CaaS (MCP 1.0) is available in the Geographies and Locations listed in the table below. Client’s initial Geography is indicated in the applicable Order and Client may use any Location that is available in such Geography when Client logs into the Service Portal. Thereafter, Client may elect to enable additional Geographies and use additional Locations as described in and subject to Sections 3.10 and 3.11 of the Terms.

Geography	Location(s)
North America	Santa Clara, CA
	Ashburn, VA (2)
Canada	Toronto
Europe	Amsterdam
	London
Australia; New Zealand	Sydney

	Melbourne
	Auckland
MEA	Johannesburg
Asia Pacific	Japan
	Hong Kong

2.4 As of June 22, 2017, unused Public CaaS (MCP 1.0) Locations will no longer be available to Client and future expansion into any such previously unused Locations will only be permitted on the Public CaaS (MCP 2.0) infrastructure. For the purposes of this Section 2.4, a Location shall be considered “unused” if Client has no cloud resources or assets deployed on the MCP 1.0 infrastructure at the Location on June 22, 2017.

Service Levels for Public CaaS (MCP 1.0)

2.5 The Service Levels and Service Level Credits applicable to Public CaaS (MCP 1.0) are described in the Public CaaS Service Level Terms, available at <https://www.dimensiondata.com/insights/-/media/dd/corporate/content-images/pdfs/legal/2-public-caas-service-level-terms-2015> (hereby incorporated herein by this reference), as updated by Dimension Data from time to time.

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