

Public CaaS Service Description – MCP 2.0

This Public CaaS Service Description – MCP 2.0 (this “**Service Description**”) describes generally the features of Dimension Data’s Public CaaS offering on the MCP 2.0 infrastructure (“**Public CaaS (MCP 2.0)**”). Information on Dimension Data’s Public CaaS (MCP 2.0) pricing, including pricing for the features described in this Service Description, can be found at <https://www2.dimensiondata.com/-/media/dd/corporate/content-images/pdfs/rate-cards/public-cloud-regional-rate-plan-pricing-options-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://www2.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 2.0) 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 2.0) 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 2.0) Summary

1.1 Public CaaS (MCP 2.0) is comprised generally of servers, storage and network elements coupled with virtualisation technology and operating system (OS) software. Public CaaS (MCP 2.0) seeks to provide Client with a segmented hosting environment with virtual server, virtual storage and virtual network elements that are logically isolated from those of other Dimension Data clients, even though such elements may be running on the same physical infrastructure. Public CaaS (MCP 2.0) 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 2.0) Details

Elements & Features

2.1 Public CaaS (MCP 2.0) is comprised of the following:

(a) Cloud Networks

Public CaaS (MCP 2.0) provides Client with the ability to provision Client-specific network domains (each a “**Cloud Network**”). For the purposes of Public CaaS (MCP 2.0), each Cloud Network consists of either an Essentials Network Domain (as defined below) or an Advanced Network Domain (as defined below), as selected by Client, as well as any Client-specific layer 2 virtual Local Area Networks (“**VLAN(s)**”) that the Client provisions within the applicable network domain. 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 and multiple VLANs within those Cloud Networks. Each Cloud Network is initially isolated from other Cloud Networks, but an Administrator or Sub-Administrator can configure a Cloud Network to communicate with other Cloud Networks and the public Internet. Private IP traffic is also routable between Cloud Servers attached to VLANs on the same Cloud Network.

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

Each VLAN in a Cloud Network is provided with its own range of publically routable IPv6 and private IPv4 addresses. Client may choose to either utilize the private IPv4 addresses that are provided by Dimension Data or provide its own private IPv4 addresses. Additionally, a Cloud Server can be made accessible to the public Internet if the Administrator or Sub-Administrator specifically enables such access. All publically routable IP addresses for Cloud Networks are provided by Dimension Data. As between Dimension Data and Client, all publically routable IP addresses (both IPv6 and public IPv4) are solely the property of Dimension Data.

Client may provision either an (i) Essentials Network Domain or (ii) Advanced Network Domain when provisioning a Cloud Network, and each Cloud Network can be independently customised based on Client’s specific needs. An “Essential Network Domain” means a network domain with the features and functionality indicated in Column A of Table 2.1(a) below. An “Advanced Network Domain” means a network domain with the features and functionality indicated in Column B of Table 2.1(a) below

TABLE 2.1(a)		
	COLUMN A	COLUMN B
<u>Features and Functionality</u>	Essentials Network Domain	Advanced Network Domain
Client defined private IPv4 addressing for all Cloud Servers, with the ability for Cloud Servers located on separate VLANs to communicate across this private IP space within the same Cloud Network.	x	x
Client-to-site (C2S) virtual private network (VPN) access to manage Cloud Servers across IPv6 on Client’s Cloud Network(s).	x	x
Customizable ACL-based firewall rules administered at the Cloud Network level with the ability to help control traffic associated with each included VLAN.	x	x
IPv6 enabled , whereby IP traffic (secured via firewall) is directly routable from the Public Internet to the Cloud Servers.	x	x
Multi Network Interface Card (NIC) supported , allowing any Cloud Server to access up to 10 separate VLANs within the same Cloud Network.	x	x
Layer 2 Multicast supported , enabling one-to-many communication inside a VLAN.	x	x
VIP functions to help support port translation and load balancing across multiple Cloud Servers, with the ability to take Cloud Servers in and out of service based on Client-defined monitoring probes.		x
SSL offload , allowing Client to upload and administer SSL certificates.		x
Anti-affinity capabilities , allowing Client to set rules that ensure designated pairs of Cloud Servers are		x

not provisioned on the same physical host.		
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(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 2.0) infrastructure. The complete list of operating systems currently supported by Cloud Servers on Public CaaS (MCP 2.0) is available at <https://docs.mcp-services.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 2.0) 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 (vCPUs), 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.

Additional features available from Dimension Data include:

- (i) Cloud Server management capabilities, including start, shutdown, reboot, power off, restart, delete, and modification of local storage and vCPU/RAM.
- (ii) Different classes of vCPU and tiers of disk, allowing Client to address specific performance needs when configuring Cloud Servers.
- (iii) Role-based administration control, through which Sub-Administrators can manage Cloud Servers, Cloud Networks, images, tagging, backups 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.
- (vi) Accessibility via client-to-site VPN for all Cloud Servers.
- (vii) In those Locations enabled by Dimension Data, as indicated in the Service Portal, Cloud Server snapshot capabilities, allowing Client to save a copy of a Cloud Server configuration and associated disks as it exists at a moment in time ("**Cloud Server Snapshots**"). Client may manually control the functionality of Cloud Server Snapshots, including enabling, disabling, viewing and deleting any snapshot, as well as creating a new Cloud Server from such snapshot or migrating a Cloud Server from preview state to normal state. Client may also automate certain functions of Cloud Server Snapshots. The Essentials Plan for Cloud Server Snapshots allows Client to store up to 10 manual snapshots at one time and all snapshots are subject to a maximum retention policy of 31 calendar days.

(c) Cloud REST API

Public CaaS (MCP 2.0) 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+2>.

(d) Sub-Administrators

The primary administrator for Client (the "**Administrator**", as further described in the Terms) may designate multiple Sub-Administrators as set forth in Section 3.5 of the Terms. There is no limit on how many Sub-Administrator accounts Client can create, but only one hundred (100) Sub-Administrators can log in concurrently.

(e) Reporting

Public CaaS (MCP 2.0) provides metering, usage tracking and reporting for Client on a per-Department basis. Client can view its reports and retrieve its reporting data through the Service Portal.

(f) Security

Public CaaS (MCP 2.0) 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 Networks and Cloud Servers.

(g) Optional Services

Client may elect to separately purchase any available Optional Services as part of Public CaaS (MCP 2.0). 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://www2.dimensiondata.com/en/legal/optional-services-service-descriptions> (hereby incorporated herein by this reference), as updated by Dimension Data from time to time.

Geographies

2.2 Public CaaS (MCP 2.0) 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	Ashburn, VA, United States (NA9)
	Santa Clara, CA, United States (NA12)
Europe	Frankfurt, Germany (EU6)
	Amsterdam, The Netherlands (EU7)
	London, United Kingdom (EU8)
Australia	Sydney, Australia (AU9)
	Melbourne, Australia (AU10)
	Hamilton, New Zealand (AU11)
Asia Pacific	Singapore (AP3)
	Tokyo, Japan (AP4)
	Hong Kong (AP5)
Middle East and Africa	Johannesburg, South Africa (AF3)
Canada	Toronto (CA2)

Service Levels for Public CaaS (MCP 2.0)

2.3 The Service Levels and Service Level Credits applicable to Public CaaS (MCP 2.0) are described in the Public CaaS Service Level Terms document, available at <https://www2.dimensiondata.com/-/media/dd/corporate/content-images/pdfs/legal/2-public-caas-service-level-terms-2015.pdf?la=en> (hereby incorporated herein by this reference), as updated by Dimension Data from time to time.