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SCHEDULE R: SERVICE DEFINITION FOR REPORTING SERVICE

1. Reporting Service Description

Exponential-e's Reporting Service is a network monitoring system which provides reports to customers through a self-service web portal on their network and Virtual Data Centre environments (if applicable), detailing both service and site performance based on regular polling of devices/services at the Sites. It should not be seen as a real time network/cloud management system. The Reporting Service provides visibility into the performance of the Partner / End User's network.

Exponential-e's Reporting Service is accessible to the Partner / End User on a Read-Only basis via Exponential-e's Single Sign-on portal.

The Partner / End User will be provided with multi-factor authentication-based access to Exponential-e's Reporting Service on a read only basis, with the number of users specified on the Order Form.

Exponential-e's Reporting Service has three offerings:

- Essentials Plus
- Premium
- Premium-Cloud

Essentials Plus:

The Essentials Plus option can be purchased as an add-on to Exponential-e managed End User Premise Equipment (EUPE) (EDDs, routers etc) and can provide metrics on these devices, subject to the vendor. These devices must be directly connected to Exponential-e's management domain, in order to collect this data. The number of licences for devices included will be stated on the Order Form.

Premium:

The Premium option is designed to provide Exponential-e with the means to securely monitor a number of managed or unmanaged devices and can provide metrics on these devices, subject to the vendor. The number of devices covered by the Service is as set out on the Order Form. Devices are onboarded into the Reporting platform via direct connection or are regularly polled from one or more virtualised collector servers. The number of collectors will be specified on the Order Form.

The collector (s) can:

(i) be deployed on a dedicated appliance or within a virtual environment hosted by the Partner / End User; or

(ii) be deployed within a virtual environment hosted by Exponential-e in its Virtual Datacentre (VDC); or

(iii) be deployed within a virtual environment hosted by a Public Cloud provider.

Where the collector is deployed on a dedicated appliance or within a virtual environment hosted by the Partner / End User or by a Public Cloud Provider unmanaged by Exponential-e, the management of the resources the collector needs will be the responsibility of the Partner / End User. This is how the Reporting Service will be provided unless the Order Form specifies that Exponential-e will provide VDC resource for the collector(s).

Where the collector is hosted by Exponential-e in its VDC: VDC Resource for Collector will appear on the Order Form. It should be noted that this is not a VDC Service being provided to the Partner / End User.

Premium-Cloud:

The Premium-Cloud option can be purchased as an add-on for Exponential-e managed Azure services. This option enables monitoring and provides metrics for supported Azure resources, subject to their compatibility with Exponential-e's management platform. Exponential-e will collaborate with the Partner/End User to enable the integration of Azure resources with Exponential-e's management domain to facilitate data collection. The number of licences or monitored resources included will be specified on the Order Form.

The Premium-Cloud variant of the Exponential-e Reporting Service requires the Partner also contracts for Professional Services resource from Exponential-e to complete the below:

(i) Azure subscription access with the required permissions to enable monitoring (e.g., read and diagnostic log access).

(ii) Supported Azure resources must be identified and configured for monitoring.

(iii) Diagnostic settings must be enabled on applicable Azure resources to send telemetry and metrics to the Exponential-e monitoring platform.

(iv) Network connectivity between Azure resources and Exponential-e's management domain must be established.

(v) Any additional configurations or credentials required for integration will be agreed upon during onboarding.

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Such Professional Services will be provided for the number of Man Days set out on the Order Form and be subject to the stated Charges on the Oder Form.

In the event Reporting Services is deployed to monitor Public Cloud Services (Azure), there is no requirement for a collector as this will be integrated into an Azure Enterprise Application.

2. Target Service Commencement Date

Reporting Service　　　　25 Working Days*

* from order acceptance

3. Service Level Agreement

Service Availability

Exponential-e's Reporting Service availability is defined as the ability to access the portal.

Target Availability

	Target Availability
Reporting Service	99.9%

Service Credits

	Measure	Service Credit*
Availability	>0.1 Below Target	5%
	>1 Below Target	10%

* The Service Credit is applied as a percentage of the Monthly Charge for the Reporting Service.