NTT DATA Service Description

NTT DATA Managed Virtual Workspace Services

Introduction to Your Service

The NTT DATA Managed Virtual Workspace Services (the "Service") is a remote management service where NTT DATA maintains and manages a customer's hosted virtual desktop and application delivery environment. This Service Description is entered between you, the Customer ("you" or "Customer" shall refer to the customer entity identified in the applicable Order Form), and the NTT DATA entity identified on your Order Form or invoice for the purchase of this Service (in case you did not buy from NTT DATA directly, "NTT DATA" shall refer to your respective reseller). Your quote, order form or other mutually agreed upon form of invoice or order acknowledgment (as applicable, the "Order Form") will include the name of the service(s) and available service options that you purchased. This Service Description and the attached appendices (collectively, the "Service Description") describe the Service as well as what to expect during the Activation Process (see below).

Definitions and terms:

Change Management Process: means a customized, ITIL-based process that combines NTT DATA and Customer change management processes for changes that affect the Virtual Desktop environment.

Customer contact: means one of the contacts designated by the Customer who are authorized to submit incidents, Service Requests, and Change Management Process requests using the Request and Incident Management Tool. Five (5) Customer Contact licenses will be allotted in the NTT DATA Request and Incident Management tool for up to 10,000 seats in the Virtual Desktop environment and for every 10,000 seats thereafter.

Desktop Pool: a group of identical virtual desktops that are assigned to a user who has permissions to use the desktops. A single desktop cannot be used concurrently by multiple users. A user may or may not receive the same virtual desktop, depending upon how the pools and desktops assignments are defined, but will see their assigned applications and data storage regardless of desktop assignment.

Hosted Virtual Desktop Infrastructure (HVDI): means a Virtual Desktop infrastructure deployed and delivered from a Customer or NTT DATA datacenter.

ITIL: Information Technology Infrastructure Library

Standard Size Virtual Desktops: Standard virtual machine profile configuration of 1 vCPU and 2GB of RAM. Other configurations are optionally available. Additional Charges may apply.

Non-Persistent Virtual Desktops: Virtual Desktops that are created when a user connects to the virtual machine and are destroyed upon exit of the virtual machine (typically shared by multiple users).

Non-Persistent Users: These are users configured to use a Non-Persistent Virtual Desktop.

Persistent Desktops: Virtual Desktops that run from a separate disk image. Changes and personalization are saved within the disk image and appear each time at login.

Persistent Users: End users assigned to a specific persistent Virtual Desktop.

Request and incident management tool: The NTT DATA service management tool used to submit technical support related incidents and Service requests (as described in Appendix A, "Operational Response Targets").

Virtual Desktop: Memory, processing and storage allocated to run a single desktop that exists within the Hosted Virtual Desktop Infrastructure

Hosted Virtual Workspace: Infrastructure deployed in a customer or NTT DATA Data Center used to deliver virtual desktops, session desktops, and/or applications to a wide variety of customer endpoints.

Offer Description

The NTT DATA Managed Virtual Workspace Service is a remote management service where NTT DATA maintains and manages a Customer's Hosted Virtual Workspace environment. NTT DATA's global team will remotely manage your hosted Virtual Desktop infrastructure 24/7. The service comprises four primary elements:

Delivery Management: ITIL based Delivery and Service Management to provide governance and accountability for the Service.

Infrastructure Management: Remote management, monitoring, and software level maintenance of the infrastructure (which includes servers, storage, and networking components, the "Hardware Infrastructure")

Virtual Desktop Management: Administration and maintenance of the Virtual Desktop software and policies. This includes user setup and Virtual Desktop provisioning for Non-Persistent and Persistent Users.

Image and Application Management: Deployment of desktop images and application packages into the environment and the baseline maintenance required for them to perform effectively.

Delivery Management

NTT DATA will assign a Delivery Manager who will be your primary point of accountability for the Service. The Delivery Manager will coordinate the NTT DATA resources required for the management of your Virtual Desktop environment. The Delivery Manager may be leveraged across multiple customers.

The Service is governed through ITIL-based service management practices. The leveraged Service Manager governs incident, problem management, request management, change management, and service level management.

The designated Customer Contacts will have access to NTT DATA's Request and Incident Management Tool to submit requests and incident management tickets.

NTT DATA's automated monitoring processes will detect most incidents and open associated tickets, and requests should be submitted through the Request and Incident Management Tool. Designated Customer

Contacts will have access to NTT DATA's Service Desk, which can assist in opening incidents or requests, if needed. This service desk is not a replacement for your end-user service desk. If you would like for NTT DATA to provide a service desk for end user support, please contact your NTT DATA representative or Reseller.

Features and Monthly reporting provided by your Delivery Manager:

Report	Description
Request and Incident Management Tool access and training	The configuration and deployment of up to 5 Request and Incident Management Tool licenses. The Request and Incident Management Tool allows the Customer to submit Service Requests online.
Monthly Service Management Report	Patches and updates applied to the Virtual Desktop environment
Monthly Service Management Report	All open Service Requests and status
Monthly Service Management Report	Incident activity and status

The following are out of scope for NTT DATA's Managed Virtual Workspace Service and are Customer responsibilities. If you would like NTT DATA to perform these services for you, please contact your NTT DATA representative or reseller.

- End User transition or migration related activities
- End User service desk and desk-side support
- Initial deployment and configuration of the desktop virtualization environment

Infrastructure Management

Infrastructure Management is the remote management, monitoring, and software level maintenance of the Hardware infrastructure NTT DATA will monitor and proactively respond to detected or reported issues.

Infrastructure Managed Services includes management and support for the following components and features:

Supported Hardware Components
Top of Rack Network Switches (Data and Storage)
Physical Servers
Blade Chassis
Blade Network Switches (as applicable to VDI-related services)
Blade Servers
Server DRAC's
Load Balancers (excluding Netscaler, F5 which is available on request, for an additional fee)
Storage Controllers

Storage Disk Arrays (as applicable to VDI-related services)

Feature	Description
Remote monitoring of Hardware & Infrastructure	Proactive 24/7 monitoring of the desktop virtualization environment. When an incident is detected by NTT DATA, NTT DATA personnel are notified and appropriate remediation methods are deployed.
Firmware updates	Critical firmware updates to desktop virtualization environment will be applied as needed.
Hypervisor patches	Critical patches to the hypervisor used on the desktop virtualization environment will be applied as needed.
Operating system patches	Critical patches for the server operating system will be applied on a monthly basis.
Storage management	On-going support and maintenance of the storage infrastructure.
Review and monitor event logs	NTT DATA will continually monitor event logs within the desktop virtualization environment servers via manual or automated systems.

The following are out of scope for NTT DATA's Managed Virtual Workspace Service and are Customer responsibilities. If you would like NTT DATA to perform these services for you, please contact your NTT DATA representative or reseller.

- Datacenter facilities, security, space, power, cooling, cabling
- Core network management
- Firewall management
- All bandwidth and networking from the core network to end users
- Backing up of infrastructure data unless otherwise contracted to NTT DATA
- Management of hardware or storage systems outside of the virtual workspace infrastructure
- Security management, including vulnerability assessments, security log collection and correlation, antivirus, and intrusion detection

Virtual Desktop Management

The Virtual Desktop Management Service includes the administration and maintenance of the Virtual Desktop software and policies. This includes Virtual Desktop provisioning for Non-Persistent and Persistent Users.

Virtual Desktop Management Service includes the following features:

Feature	Description
Virtual Desktop software infrastructure upgrades	NTT DATA will maintain at a minimum an n-1 version of the applicable major software releases only (based on applicable Customer's license agreement). For example, Citrix XenDesktop or VMware Horizon View. No other desktop virtualization-related

	software is maintained (for example, XenApp or end user client software).
Review and monitor event logs	NTT DATA will continually monitor event logs within the desktop virtualization environment servers via manual or automated systems.
Maintain SQL databases	On-going monitoring and maintenance of platform required SQL databases.
Create and maintain server, user and desktop group policy objects ("GPOs") for Customer's Virtual Desktop environment	Maintain and update all Active Directory GPOs required to support and manage the desktop virtualization environment.
Maintain Citrix Web Interface or VMware View Connection Server	Help ensure and monitor that web interface or connection server is online and operational along with applicable sites.
Deploy virtual workspace Support Tools	NTT DATA may utilize NTT DATA and 3rd Party software to monitor and manage the Service. NTT DATA will configure and deploy virtual workspace support toolset
Add and Remove Virtual Desktop Pools	Deploy or remove Virtual Desktops pools upon request

The following are out of scope for NTT DATA's Managed Virtual Workspace Service and are Customer responsibilities. If you would like NTT DATA to perform these services for you, please contact your NTT DATA representative or reseller.

- Procuring and managing Antivirus software designed for Virtual Desktops.
- All management of the end user endpoint devices
- All end user profile or persona management
- All management of end user data
- All Active Directory Management activities not outlined as "In Scope" within the "Active Directory management" support table located in Appendix B

Image and Application Management

Image and Application Management includes the deployment of desktop images and application packages into the environment and the baseline maintenance required for them to perform effectively.

Feature	Description
Deploy Virtual Desktop Images	Deployment of Customer-provided desktop images into the applicable virtual desktop environment, Ex., a Citrix XenDesktop or VMware Horizon View environment. Limited to five (5) Gold Images per order of up to 1,000 virtual desktops (additional images can be added and will be subject to an additional fee).
Monthly patching of the nonpersistent Virtual Desktop Image	On a monthly basis the images used by Non-Persistent User's Virtual Desktops are patched and updated with the latest critical

	and security updates from Microsoft for Windows operating systems.
Quarterly patching for persistent Gold image	On a quarterly basis the Gold image used by Persistent User's Virtual Desktops are patched and updated with the latest critical and security updates from Microsoft for Windows operating systems.
Support test image	NTT DATA will provide a base image optimally configured for Virtual Desktop environments to use in confirming Service availability.

The following are out of scope for NTT DATA's Managed Virtual Workspace Service and are Customer responsibilities. If you would like NTT DATA to perform these services for you, please contact your NTT DATA representative or reseller.

- Desktop Image Creation
- Application Packaging
- Application Performance optimization
- Application Support for end users
- End Point performance monitoring
- End Point client updates
- Persistent Desktop patching and updates: Customer should patch their Persistent Desktops with the same tools and processes used to patch their traditional desktop environment

For an additional fee NTT DATA can provide management of additional commercial off the shelf software components that compliment a Virtual Desktop environment. These typically include:

- AppSense: Application Manager, Environnent Manager, Performance Manager
- VMware ThinApp
- Microsoft App-V
- Citrix XenApp
- Citrix Netscaler Gateway

Activation Process

Activation activities occur after receipt by NTT DATA of the Order Form ("Activation"). Activation will include:

- NTT DATA will initiate contact with you to gather the necessary information to complete a successful Activation and confirm that you satisfy the prerequisites (listed below).
- Customer will establish the secure VPN connection to NTT DATA to provide a path for NTT DATA to monitor the Virtual Desktop environment. Requirements for VPN connectivity can be found in the DVS VPN Connectivity Guide, a copy of which is provided at the beginning of Activation.
- NTT DATA will connect and activate remote monitoring tools.
- NTT DATA will provide an Active Directory requirements document to you.
- NTT DATA will load up to five (5) images per 1,00 Virtual Desktops under management. (Additional images can be added via the service request process and will be subject to an additional fee.)
- NTT DATA will setup and provision the requested number of Virtual Desktops.
- NTT DATA will provide relevant support documentation.

- NTT DATA will provide a training session for Customer Contacts on how to use the Request and Incident Management Tool and how to submit Service Requests.

Activation pre-requisites:

This Service assumes the following activities have been completed by the Customer or by NTT DATA under a separate services contract prior to Activation.

- The Virtual Desktop architecture has been defined to meet the required performance objectives.
- NTT DATA service team startup up recommendations have been implemented.
- All Hardware and software is certified by NTT DATA to meet the requirements necessary to deliver the Service to the Customer.
- The virtual workspace infrastructure (built in accordance with Citrix, VMware, or applicable vendor's best practices) has been procured and deployed in the production environment.
- The Virtual Desktop software has been configured.
- The Virtual Desktop image(s) have been created and validated.
- Testing/POC has been completed and the Virtual Desktop environment is functioning as designed.

If the preceding pre-requisites have not been fully completed, NTT DATA can perform them for you under a separate services contract. For more information, please contact your NTT DATA representative or reseller.

Billing and Term

Billing is performed on a monthly or annual basis in advance, as specified in your Order Form. NTT DATA will invoice Customer an upfront fee for implementation of the Service upon receipt of the Order Form. The monthly billing for the Service will begin at the conclusion of Activation (the "Billing Start Date") or 4 weeks after the beginning of Activation, whichever is earlier.

Customer will be billed for the supported infrastructure capacity based on the number of "Standard Size Virtual Desktops" that can be accommodated (as specified on customer Order Form) regardless of the number of Virtual Desktops or Virtual Desktop sizes in use.

The term for the Service begins on the date you submit an executed Order Form to NTT DATA and NTT DATA accepts such Order Form and extends for the period indicated in the Service Description or Order Form (the "Term"). Unless (i) you decline auto-renewal in writing at least thirty (30) days prior to the expiration of the Term, (ii) auto-renewal is explicitly disclaimed in your Order Form or (iii) auto-renewal is prohibited by local law, we may automatically renew this Service Description and the related Service for a successive Term at our then-current list price.

This offer is targeted for customers who plan to deploy 500+ Virtual Desktops. NTT DATA understands many customers start with fewer desktops during the initial pilot/rollout. NTT DATA will manage environments with 300 Virtual Desktops for the first six months. After six months, if the Customer is below 500 Virtual Desktops the monthly Charge will increase to the equivalent of 500 Virtual Desktops.

Support

Support is available through the Request and Incident Management Tool, which is available 24x7x365. Only Customer Contacts are authorized to submit support requests, which must be submitted through the Request and Incident Management Tool unless the Customer Contact is temporarily unable to access the Internet, in which case the Customer Contact can contact NTT DATA's Service Desk. Support requests that come from anyone other than a Customer Contact will not be accepted. Support may be provided outside of the country or region in which Customer or Customer's end users reside. Customer acknowledges and agrees that NTT DATA will only provide support in English.

All NTT DATA-initiated changes to the NTT DATA-managed Virtual Desktop environment will follow ITIL best practices and the Change Management Process.

Incident/Request and Change Management: Customer may update Customer Contacts at any time; Customer will communicate such updates to NTT DATA through the Request and Incident Management Tool. Any changes to Customer's infrastructure including network, data center and dependent services that would affect the Virtual Desktop environment or NTT DATA's ability to perform the Service must be scheduled between NTT DATA and the Customer and follow the established Change Management Process. Customer Contacts should submit request tickets through the Request and Incident Management Tool.

Customer responsibilities

General Responsibilities:

- Prior to Activation, Customer will obtain all licenses necessary in connection with all software and applications subject to the Service, including Microsoft Server, Citrix XenDesktop or VMware View, and VMware hypervisor Licenses.
- The desktop virtualization software, Citrix XenDesktop or VMware Horizon View, must be at the latest or immediately previous version compatible with Customer requirements.
- Prior to Activation, Customer will supply to NTT DATA contact details for the Customer Contacts.
- Customer will inform NTT DATA of all access requirements and security measures, and provide access to all necessary hardware, software and facilities as needed.
- Customer shall ensure payment for any and all hardware is made when due.
- Customer agrees that payment for hardware is separate from, and in no event contingent upon, performance or delivery of the Service purchased with such hardware.
- Customer is responsible for network connectivity and bandwidth from the virtual workspace environment to the Customer's end users and back-end application services.
- Customer will ensure that Customer Contacts have authority to order/change Service and submit incidents.
- Customer is responsible for providing its end users with a service desk and for supporting end users using Virtual Desktops.
- Customer is responsible for application support and application related incidents and issues.
- Customer will manage and support endpoint device(s) including any necessary software required to support the Services.
- Customer will provide onsite support and assistance in Customer data center, as needed for diagnosis and possible resolution to incidents.

- Customer will maintain Active Directory environment as outlined in the Active Directory requirements document, which will be provided to Customer during Activation.
- Desktop virtualization security and all security policies and tools are the responsibility of Customer.
- Prior to Activation, Customer will satisfy all prerequisites.
  - Authority to grant access. Customer represents and warrants that it has obtained permission for both Customer and NTT DATA to access and use Customer-owned or licensed software, hardware, systems, the data located thereon and all hardware and software components included therein (collectively, the "Supported Products"), for the purpose of providing these Services. If Customer does not already have that permission, it is Customer's responsibility to obtain it, at Customer's expense, before Customer asks NTT DATA to perform these Services.
  - Cooperate with phone analyst and on-site technician. Customer will cooperate with and follow the instructions given by any NTT DATA phone analyst or on-site technicians. Experience shows that many system problems and errors can be corrected over the phone with close cooperation between the user and the analyst.
- Customer also has the following responsibilities during the course of the Services:
  - Customer should have valid maintenance and technical contracts from the appropriate vendor for infrastructure, network devices, operating systems, 3rd party applications, and anti-virus products. The lack of technical support agreements and products in "End of Life" or "End of Support" status, place limits on our Services and will be restricted to reasonable commercial efforts only.
  - SLAs involving 3rd party hardware, infrastructure, and software providers are as per the technical support contract with the vendor. Customer must authorize NTT DATA to act on their behalf when coordinating with the vendor's support organization, should the need arise. This will not change the relationship between you, the customer, and your 3rd party vendor. As such, contact with 3rd parties will require joint NTT DATA and customer communications.
  - All 3rd party infrastructure licensing is the Customer's responsibility.
- Complying with, and ensuring compliance by your end users with your Agreement.

If you would like NTT DATA to perform these services for you, please contact your NTT DATA representative or reseller.

  - Third party warranties. These Services may require NTT DATA to access hardware or software that is not manufactured by NTT DATA. Some manufacturers' warranties may become void if NTT DATA or anyone other than the manufacturer works on the hardware or software. Customer will ensure that NTT DATA's performance of Services will not affect such warranties or, if it does, that the effect will be acceptable to Customer. NTT DATA does not take responsibility for third party warranties or for any effect that the Services may have on those warranties.
  - The Service is not intended to replace the need for Customer to maintain regular data backups or redundant data archives. It is the Customer's responsibility to regularly perform complete backups of all existing data, software and programs.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN TO THE CONTRARY, AND TO THE FULLEST EXTENT PERMITTED BY LOCAL LAW, NTT DATA WILL HAVE NO LIABILITY FOR

O ANY OF YOUR CONFIDENTIAL, PROPRIETARY OR PERSONAL INFORMATION

O LOSS OF, CORRUPTION OF, OR DAMAGE TO DATA OR SOFTWARE

O THE RECOVERY OF DATA OR PROGRAMS OR

O LOSS OF USE OF SYSTEM(S) ARISING OUT OF OR IN CONNECTION WITH THE SERVICE OR ANY ACT OR

O OMISSION, INCLUDING NEGLIGENCE, BY NTT DATA OR A THIRD-PARTY SERVICE PROVIDER.

Activation-related responsibilities:

- Customer will cooperate with respect to Activation activities, including assisting with Active Directory setup and validation. Customer acknowledges that any failure to cooperate may result in NTT DATA's inability to perform the Service, for which NTT DATA will not be liable.
- Customer will provide contact information to the NTT DATA Delivery Manager.
- Customer will follow guidelines in the VPN connectivity guide.
- Customer will provide remote access connectivity to the virtual workspace environment to enable NTT DATA to perform the Service.
- Customer is responsible for all implementation of network settings and security requirements on Customer-managed infrastructure including Customer-side VPN, infrastructure, and configuration.

Exclusions

The excluded services described below are outside the scope of this Service Description:

- The purchase of any hardware, or any deployment, installation or implementation services related to such hardware or any image creation services.
- Managing incident maintenance for non-NTT DATA hardware or hardware not covered under warranty.
- Any activities other than those specifically noted in this Service Description.
- NTT DATA does not guarantee the end user performance of the Virtual Desktop environment.
- NTT DATA does not guarantee the capacity or density of the Virtual Desktop environment.

This Service Description does not confer on Customer any warranties which are in addition to the warranties provided under the terms of your Agreement.

Miscellaneous

A. Cancellation. NTT DATA may cancel this Service at any time during the Term for any of the following reasons:

Customer fails to pay the total price for this Service in accordance with the invoice terms; or Customer is abusive, threatening, or refuses to cooperate with the assisting analyst or on-site technician; or Customer commits a material breach of the terms and conditions of this Service Description and fails to remedy such breach within an appropriate grace period set by NTT DATA, if a grace period is necessary.

If NTT DATA cancels this Service, NTT DATA will send Customer written notice of cancellation at the address indicated on Customer's invoice. The notice will include the reason for cancellation and the

effective date of cancellation, which will be not less than thirty (30) days from the date NTT DATA sends notice of cancellation to Customer, unless local law requires other cancellation provisions that may not by varied by agreement. If NTT DATA cancels this Service pursuant to this paragraph, Customer shall not be entitled to any refund of fees paid or due to NTT DATA.

B. Assignment. NTT DATA may assign this Service and/or Service Description to qualified third party service providers.

C. Modifications. NTT DATA may modify the Service (including modifications to the software and other elements of the NTT DATA infrastructure) at any time, without prior notice, provided the modification does not materially denigrate the functionality of the Service.

Terms & Conditions

This Service Description is entered between you and the NTT DATA entity identified on your invoice for the purchase of this Service. This Service is provided subject to and governed by Customer's separate signed master services agreement with NTT DATA that explicitly authorizes the sale of this Service. In the absence of such agreement, depending on Customer's location, this Service is provided subject to and governed by NTT DATA's Cloud Solutions Agreement (as applicable, the "Agreement") which can be accessed via the following link: https://www.nttdataservices.com/en-us/contracts.

Please see the table below which lists the URL applicable to your Customer location where your Agreement can be located. The parties acknowledge having read and agree to be bound by such online terms.

Customer Location	Terms & Conditions Applicable to Your Purchase of NTT DATA Services	
	Customers Purchasing NTT DATA Services Directly From NTT DATA	Customers Purchasing NTT DATA Services Through an Authorized NTT DATA Reseller
United States	www.nttdataservices.com/en-us/contracts	www.nttdataservices.com/en-us/contracts
Canada	Available on request	Available on request
Latin America & Caribbean Countries	Available on request	Available on request
Asia-Pacific-Japan	Available on request	Service Descriptions and other NTT DATA service documents which you may receive from your seller shall not constitute an agreement between you and NTT DATA but shall serve only to describe the content of Service you are purchasing from your seller, your obligations as a recipient of the Service and the boundaries and limitations of such Service. As a consequence hereof any reference to "Customer" in this Service Description and in any other NTT DATA service document shall in this context be understood as a reference to you whereas any reference to NTT DATA shall only be understood as a reference to NTT DATA as a service provider providing the Service on behalf of your seller. You will not have a direct contractual relationship with NTT DATA with regards to the Service described herein. For the avoidance of doubt any payment terms or other contractual terms which are by their nature solely relevant between a buyer and a seller directly shall not be applicable to you and will be as agreed between you and your seller.
Europe, Middle East, & Africa	Available on request	Service Descriptions and other NTT DATA service documents which you may receive from your seller shall not constitute an agreement between you and NTT DATA but shall serve only to describe the content of Service you are purchasing from your seller, your obligations as a recipient of the Service and the boundaries and limitations of such Service. As a consequence hereof any reference to "Customer" in this Service Description and in any other NTT DATA service document shall in this context be understood as a reference to you whereas any reference to NTT DATA shall only be understood as a reference to NTT DATA as a service provider providing the Service on behalf of your seller. You will not have a direct contractual relationship with NTT DATA with regards to the Service described herein. For the avoidance of doubt any payment terms or other contractual terms which are by their nature solely relevant between a buyer and a seller directly shall not be applicable to you and will be as agreed between you and your seller.

Customer further agrees that by renewing, modifying, extending or continuing to utilize the Service beyond the initial term, the Service will be subject to the then-current Service Description available for review at www.nttdataservices.com/en-us/contracts.

To the extent that any terms of this Service Description conflict with any terms of the Agreement, the terms of this Service Description will prevail, but only to the extent of the specific conflict, and will not be read or deemed to replace any other terms in the Agreement which are not specifically contradicted by this Service Description.

By placing your order for the Services, receiving delivery of the Services, utilizing the Services or associated software in connection with your purchase or within a NTT DATA software or Internet interface, you agree to be bound by this Service Description and the agreements incorporated by reference herein. If you are entering this Service Description on behalf of a company or other legal entity, you represent that you have authority to bind such entity to this Service Description, in which case "you" or "Customer" shall refer to such entity. In addition to receiving this Service Description, Customers in certain countries may also be required to execute a signed Order Form.

Appendix A: Operational Response Targets

Although NTT DATA endeavors to achieve the below-listed operational response targets with respect to Incident Response Times and Service Requests, unless explicitly agreed upon separately in writing, these targets are not legally binding obligations.

"Incident Response Times" is defined as the elapsed time between submission of an Incident to NTT DATA and the acceptance by a technician of an assignment to address the Incident

"Service Requests" are defined as requests for fee-based Services (for example, the purchase of additional seats). NTT DATA's target completion of these services is 5 business days.

"Severity Level 1" is defined as a problem where the majority of end users who use the Service are severely affected which severely affects the Customer's ability to conduct its business operations, and there is no workaround for the applicable problem.

"Severity Level 2" is defined as a problem where the majority of end users who use the Service are affected which moderately affects the Customer's ability to conduct its business operations because performance is degraded or functionality of the affected item is limited.

"Severity Level 3" is defined as a problem where a reasonably limited number of end users who use the Service are affected and the effect on Customer's ability to conduct its business is limited.

"Severity Level 4" is defined as a problem where a single end user is affected and the effect on Customer's ability to conduct its business operations is minimal.

NTT DATA will not be liable or responsible for payment of any type of service credits to the Customer for failure to meet any operational targets at any time during the Term of the Service purchased by the Customer for 3rd party infrastructure-based systems and any such failure will not be considered a breach of Incident Response Times under this Service Description. The Customer must inform NTT DATA of any device addition/deletion, or changes your environment that might impact our services and operational response targets.

Operational Response Targets

Incident Response Times	Severity Level 1 – 98% within 60 minutes Severity Level 2 – 98% within 60 minutes Severity Level 3 – 98% within 8 business hours Severity Level 4 – 98% within 16 business hours
Service Requests	OLA
Image Deployment	Event 60 business days from submission
New Desktop Pool	24 business hours
Expand Desktop Pool	8 business hours
Critical Server OS Patch Updates	Recurring monthly
Critical Firmware Updates	As Needed

Critical Hypervisor Updates	Updates As Needed	
	<5% of the population or <100 end users	>5% of the population or >100 end users
Increase end users	2 business days	Custom planning effort
Delete end users	2 business days	Custom planning effort

Appendix B: In scope Active Directory management

Target Device Active Directory computer object creation and management	Creation, deletion, and management of Active Directory computer objects used for Virtual Desktop target devices.
Active Directory Group Policy Objects (GPO)	Group Policy used to provide configuration information to Virtual Desktop and virtual server objects.
Infrastructure-side Active Directory Sites and Services Configuration (optional configuration)	Integrate Active Directory site with existing Customer Active Directory site(s).
Active Directory Security Group Management (optional configuration)	User population, deletion and management of domain security groups used to provide access to virtual workspace resources via established trust configuration.

Appendix C: Optional Services

Application Delivery Support

The Virtual Application Delivery Service includes the administration and maintenance of application delivery software and policies in support of the Virtual Desktop environment managed with NTT DATA Managed Virtual Workspace Services.

Application Delivery Support includes the following features:

Feature	Description
Citrix XenApp, Microsoft App-V or VMware ThinApp	NTT DATA will maintain one of the following application delivery software packages: Citrix XenApp, Microsoft App-V or VMware ThinApp (based on applicable Customer's license agreement). No other application delivery software is maintained or supported.
Review and monitor event logs	NTT DATA will continually monitor event logs within the application delivery environment infrastructure via manual or automated systems.
Maintain SQL databases	On-going monitoring and maintenance of platform required SQL databases in support of the App Delivery environment.
GPO Management for App Delivery environment	Maintain and update all Active Directory Group Policy Objects required to support and manage the application delivery platform.
Delivery of up to 20 applications	NTT DATA will support the delivery of up to 20 application packages into the virtual workspace environment. Support for additional application packages, in increments of 10, is available for an additional monthly fee
Application deployment	NTT DATA will deploy Customer provided application packages into the application delivery environment
Application Package Updates	NTT DATA will update Customer owned application packages at Customer's request to a maximum of one update per application package per month. Requests should be entered using the NTT DATA Request and Incident Management Tool.

The following are out of scope for NTT DATA's Application Delivery Support and are Customer responsibilities. If you would like NTT DATA to perform these services for you, please contact your NTT DATA representative or reseller.

- Application Packaging
- Application Testing
- Application Performance optimization and monitoring
- End Point client updates and support

Netscaler Support

The Netscaler Support Service includes the administration and maintenance of Citrix Netscaler physical or virtual network appliance in support of a NTT DATA Managed Virtual Workspace Services implementation.

Netscaler Support Service includes the following features:

Feature	Description
Netscaler Gateway	NTT DATA will configure and support Netscaler Gateway (Access Gateway) and provide secure access to XenDesktop and XenApp resources.
Traffic Management/Load Balancing	NTT DATA will configure and support load balancing of XenDesktop/XenApp related services with service status monitoring.
Web Interface on Netscaler	NTT DATA will configure and support the deployment of Netscaler based Citrix Web Interface for XenApp / XenDesktop access.
Dual factor authentication through Netscaler Gateway	If desired NTT DATA will configure Netscaler to support dual factor authentication for Netscaler Gateway via Client Certificate or Secure Token authentication.

The following are out of scope for NTT DATA's Netscaler Support and are Customer responsibilities. If you would like NTT DATA to perform these services for you, please contact your NTT DATA representative or reseller.

- SSL Offloading
- GSLB
- Cache Redirection
- Content Switching

Data Replication

The Data Replication Service includes the administration and maintenance of storage based replication between two sites on the NTT DATA approved storage platform used within a NTT DATA Managed Virtual Workspace Services infrastructure.

Data Replication Service includes the following features:

Feature	Description
Storage replication	NTT DATA will maintain storage replication between two sites hosting a NTT DATA managed virtual workspace platform
Review and monitor event logs	NTT DATA will continually monitor event logs within the replication environment via manual or automated systems.
Replication Configuration	NTT DATA will configure the initial storage for site to site replication and perform test on initial replication sets.
Replication Changes	NTT DATA will allow 2 replication change requests per month for: adding or removing replication volumes

The following are out of scope for NTT DATA's Data Replication Service and are Customer responsibilities. If you would like NTT DATA to perform these services for you, please contact your NTT DATA representative or reseller.

- Data consistency checks
- Application or file level recovery and/or consistency checks
- Site-to-Site network connectivity
- Site-to-Site network performance

Appendix D: Service Level Agreement

The service levels and associated Credits described below apply to the Service when that Service is purchased directly from NTT DATA, and when one of the following requirements has been met:

- The Service consists of a new infrastructure deployment, either in Customer's datacenter or a third-party datacenter where NTT DATA is primarily responsible for the installation, build process, and configuration of the virtual desktop / virtual application infrastructure

  Or

- The Service applies to an existing virtual desktop / virtual application infrastructure deployment, either in Customer's datacenter or a third-party datacenter where NTT DATA has certified in writing that the deployment is supportable and qualifies for SLA coverage.

NTT DATA Managed Virtual Workspace Services SLA (the "SLA"):   During the Term, NTT DATA will use commercially reasonable efforts to achieve a Monthly Uptime Percentage of at least 99.5% for the Service for any calendar month. If NTT DATA does not meet this SLA during the Term, and so long as your account with NTT DATA is current and not suspended, you may be eligible to receive the below-referenced credits.

Definitions: The following definitions apply to this SLA.
- Infrastructure: The infrastructure includes the components of the Virtual Desktop environment subject to the Service that is either part of a Service developed infrastructure or has been evaluated by service engineers and deemed within the support scope of the Service.
  - o As set forth in the exclusions below, the Infrastructure definition will not include any hardware not part of the scope of this Service including servers, networking components, storage, HVAC, power systems, and communication equipment (for example VoIP, Internet, and internal Customer networking).
- Network Communications: Network communications extends to the interface between the Customer network and the internal networking of the Virtual Desktop environment.
- Virtual Desktop: a user desktop that provides the user with data and applications from a virtual machine in a data center.
- Incident Downtime Minutes: Total number of minutes per incident multiplied by the percentage of Customer's end users affected by the incident where the Virtual Desktop is no longer operating on the Infrastructure.
- Monthly Downtime Minutes: The sum of all Incident Downtime Minutes in a calendar month.
- Monthly Uptime Percentage: Total Monthly Minutes for the calendar month less Monthly
- Downtime Minutes for the calendar month; the balance is then divided by the Total Monthly
- Minutes for the calendar month.
- Total Monthly Minutes: The total number of minutes in the applicable month multiplied by the number of Customer's end users for that month.
- Image: The client operating system and applications for Virtual Desktop.

Exclusions from Incident Downtime Minutes: The following are not counted toward Incident Downtime Minutes for the purpose of calculating the Monthly Uptime Percentage.
- Any Services prior to completion of Activation;
- Infrastructure hardware not part of the scope of this Service including servers, networking components, storage, HVAC, power systems, and communication equipment (for example VoIP, Internet, and internal Customer networking);

- Service unavailability caused by maintenance of the platform used to provide the Service which does not exceed the pre-determined unavailability window for such maintenance (NTT DATA will endeavor to provide seven (7) business days' advance notice of Service affecting planned maintenance);
- Service unavailability caused by events outside the reasonable control of NTT DATA or its subcontractors, including hacking, a failure or unavailability of Customer's systems, endpoint devices, the Internet, internal networking or any other service or third-party used by Customer to use, connect to, or access the Service;
- Activities by Customer resulting in the inability to use the Service including but not limited to:
  o Image failure and incompatible applications,
  o Any failure resulting from an Image, including the client operating system, applications or settings contained with the Image,
  o Hardware failure is not included in the coverage of this SLA;
- The SLA is only applicable to NTT DATA approved Virtual Desktop Hardware configurations.

Credits: If NTT DATA does not meet the SLA for a particular calendar month during the Term, NTT DATA will provide the applicable credit ("Credit") set forth below with respect to charges billed for the Service in the month of occurrence for approved Credit claims:

Monthly Uptime Percentage	Incident Downtime Minutes / Month	Credit Percentage Amount
100% - 99.5%	0–219	0% of charges billed for the Service in month of occurrence
99.49% - 99.11%	220-390	10% of charges billed for the Service in month of occurrence
99.10% - 98.67%	391-581	15% of charges billed for the Service in month of occurrence

Fractions of a minute will be rounded-up to the next highest minute.

Example: 225 minutes of outage time means the Uptime Percentage was 99.43%, which results in a 10% Credit toward the amount due for the calendar month of occurrence.

Incidents: Incidents are submitted through NTT DATA's Request and Incident Management Tool and are the sole source of data for determining and calculating downtime based on duration of outage.

Maximum Credit: The maximum Credit available to Customer if NTT DATA is unable to meet the SLA is up to 15% of the monthly fees for the calendar month of the occurrence. Any "Credit" that NTT DATA may owe you, such as a Credit for a failure to meet the SLA, will be applied to fees due from you for the Service, and will not be paid to you as a refund. All claims for Credit are subject to review and verification by NTT DATA, and all Credits will be based on NTT DATA's measurement of its performance of the Service and will be final.

Example: As noted above, if there is an SLA breach of 225 minutes of outage time this means the Uptime Percentage was 99.43%, which results in a 10% Credit toward the amount due for the month of occurrence. If Customer's monthly fees for Service equal $2,500 during the month of the occurrence then Customer will receive a credit for $250 on the next invoice. In this case, the maximum Credit allowed would be up to $375 for monthly fees during the month of the occurrence.

Customer's sole remedy, and NTT DATA's sole liability, with respect to NTT DATA's inability to meet any SLA is the Credit described above and Customer explicitly disclaims any and all other remedies, whether in law or equity.

Claim Procedure: To receive a Credit, a Customer is responsible for making a claim alleging NTT DATA's failure to achieve the SLA within 30 days of the last date of the reported Downtime. The claim must include the Incident ticket numbers reporting the failure. The claim must be made via the Service Delivery Executive assigned to the Customer account.. The communication must include the following information:

- Customer name,
- Customer account number (if applicable),
- Name of the Service to which the claim relates: (e.g. Managed Virtual Workspace Services),
- Customer Contact name,
- Customer Contact e-mail address,
- Customer Contact telephone number,
- Date(s) & time(s) for each claim for downtime,
- Incident Ticket Numbers,
- Number of end users affected per Incident.