Cloud Services for Microsoft

Dimension Data

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1. Cloud Services for Microsoft - General

1.1. Overview

Cloud Services for Microsoft is intended to support Clients who are looking for a robust, secure, and configurable Microsoft Business Productivity cloud platform. CSfM allows Clients to move one or more Microsoft workloads to a single tenant private cloud instance on the Dimension Data Managed Cloud Platform in over 18 Locations.

The Services are based on the Microsoft Business Productivity applications. The Services are:

● **Cloud Services for Microsoft Exchange** ("**CSfM Exchange**"). Currently built on Microsoft Exchange Server 2013.

● **Cloud Services for Microsoft SharePoint** ("**CSfM SharePoint**"). Currently built on SharePoint Server 2013.

● **Cloud Services for Microsoft Skype for Business** ("**CSfM Skype for Business**"). Currently built on Skype for Business Server 2015.

1.2. Service Elements

Each of the Services is made up of service components ("**Service Elements**") which define the features of the Service:

● **Core.** Standard features that are built into the base price. Some Core Service Elements have features that can be turned on or off. The Usage Fees paid by Client permits Client to use all Core Service Elements.

● **Options.** Can be selected to meet Client specific requirements. Options incur additional Fees.

1.2.1. Common Service Elements

The following table lists the Service Elements common to all Services and are explained in the text that follows.

Ref	Service Element
1.3	Multi-Agencies and Affiliates
1.4	Authentication
1.5	Service Delivery Manager
1.6	Service Portal
1.7	Cloud Support Community

Ref	Service Element
1.8	Service Reporting
1.9	Service Security
1.10	Data Redundancy and Retention

1.3. Multi-Agencies and Affiliates

The Multi-Agencies and Affiliates ("**MAA**") feature allows Client to run a single instance of the Microsoft Applications while at the same time logically dividing their Users into separate and independent business units. This provides the ability for each business unit to manage and administer themselves as separate, autonomous entities.

As an example, a public service organisation might consist of multiple agencies. Each agency might want to administer their own users but should not be able to view or manage other users in the Service Portal. In addition, they might want reports specific to their agency and receive Usage and billing information on a per agency basis.

In the commercial sector an equivalent scenario would be an enterprise with multiple subsidiaries with the same requirements around administration and reporting.

Note that MAA is a feature of the CSfM Service Layer. The Service Layer includes the portal and identity and provisioning components that surround the Microsoft application servers (Exchange, SharePoint, and Skype for Business). MAA provides reporting by agency, and administration segregation by agency. MAA does not impact the operations of the underlying Microsoft application servers. For example, in CSfM Exchange the Global Address List will include all users in all agencies within a Client.

1.4. Authentication

1.4.1. Resource Forest Model

Using a resource forest topology, a separate Active Directory ("AD") 'forest in the cloud' is used to manage the CSfM Exchange, CSfM SharePoint and CSfM Skype for Business identities and resources. Identities are provisioned into the CSfM Active Directory instance via replication from Client Active Directory instance and remain in a disabled state within the CSfM Active Directory, with no password, and are linked to the associated object in Client's Active Directory domain.

A one-way trust is established between the CSfM Active Directory and Client's Active Directory. This trust enables Client Users to authenticate to the CSfM Active Directory instance by utilising their Client Active Directory credentials.

Resource Forest requirements:

● Client will have a Cloud Private Network Connection (CPNC – See 1.12.1) service providing the connection between the two Active Directory instances.

● A unique, non-overlapping IP address scheme must exist to ensure proper routing between Client Active Directory instance and the CSfM Active Directory instance.

1.4.2. Synchronised Identities

An identity management solution, that includes Microsoft Identity Management technology, is implemented as part of the CSfM service to provide the synchronisation of user identities into CSfM. This identity management solution provides scheduled, one-way synchronisation of User identities from Client's Active Directory instance to the CSfM Active Directory instance.

The Microsoft Identity Manager synchronisation process does not update Client's Active Directory records. Client needs to provide credentials to allow Microsoft Identity Manager to read on premise Active Directory identities and other objects and attributes. Client remains responsible for maintaining email addresses, usernames and passwords in Client's Active Directory instance as well other objects and attributes. Data passed between Client's Active Directory instance and the CSfM services' Active Directory instance is SSL encrypted.

1.5. Service Delivery Manager

A service delivery manager (SDM) is assigned to own the delivery relationship between Client and Dimension Data and to focus on consistently delivering high levels of client satisfaction.

Specifically the service delivery manager:

• Monitors the delivery of the Service to provide successful outcomes for both Client and Dimension Data.

• Schedules, chairs and minutes regular Service Management Reviews with Client, and any appropriate third parties as agreed by Dimension Data and the Client.

• Follows through any actions, issues and service improvement opportunities highlighted at Service Management Reviews.

• Monitors and manages the accuracy of the user counts.

- Facilitates the co-ordination of any work required (upgrades, replacements and fixes) which is outside the scope of current agreements, should Client choose Dimension Data to perform the work.
- Provides the introductory demonstration of the IT Service Management (ITSM) service portal.
- Acts as a point of contact for escalations by or for Client.

1.5.1. Service Management Reviews

Service management reviews are formal meetings conducted in a medium agreed with Client (such as face to face meetings via a web based meeting or over the telephone), during which Dimension Data reviews the most recent service management reports with Client. Dimension Data will also present recommendations aimed at further improving the stability and productivity of Client's supported environment.

If required, recommendations presented in the service management review will be implemented as a separately-billable professional services engagement.

Minutes of the meeting will be distributed within one business day. As is the case with the service management report. These reviews will occur quarterly.

1.6. Service Portal

The web based Service Portal is the main interface Client uses to: (i) administer the Services; and (ii) generate reports.

For detailed information about the Service Portal, refer to the Documentation located on the Cloud Support Community.

1.7. Cloud Support Community

The Cloud Support Community provides Client administrators with support, education and a knowledge base on how to utilize the Services. It is accessible from https://community.opsourcecloud.net

1.8. Service Reporting

Some reports are accessed via the Service Portal and include:

- Usage
- Performance

Other reports can be delivered via email on a monthly basis.

1.9. Service Security

CSfM Exchange offers a wide range of security features, including:

- Email filtering. Exchange Server 2013 natively provides anti-malware protection to help protect incoming, outgoing, and internal messages from malicious software transferred through email. CSfM Exchange combines this with an additional requirement for external email filtering to provide a two tier approach.
- Transport Layer Security (TLS). The TLS encryption mechanism encrypts the connection between CSfM Exchange servers and Client to help prevent spoofing and provide confidentiality for email messages in transit.
- Use of Secure Protocols. Securing Outlook, Outlook Web App, Exchange ActiveSync, and Exchange Web Services ("**EWS**") traffic using TCP port 443, IMAP on port 995.
- S/MIME. CSfM Exchange will transport and store S/MIME messages.

CSfM SharePoint offers a wide range of security features, including:

- Blocked file types. To protect computers from potentially harmful code, CSfM SharePoint blocks certain kinds of files from being uploaded to or retrieved from the CSfM SharePoint environment. Files are blocked on the basis of the file name extension and CSfM SharePoint maintains a list of file name extensions that are blocked.
- Access control. CSfM SharePoint provides a tiered administration model, including:
  - Site-level administration: Content administrators at this level can authorize the content changes.
  - Shared service administration: Shared content administrators at this level are responsible for service configuration and service authorization.
- Authentication of an identity. CSfM SharePoint uses the Microsoft NTLM (Windows Challenge/Response) authentication protocol to authenticate an identity that requests access to SharePoint data. The NTLM authentication protocol is dependent on the Net Logon service on domain controllers for Client authentication and authorization information.
- Microsoft Office Web Apps services security. Office Web Apps services in CSfM SharePoint is used to enable data visualization, perform calculations, and display components of Excel workbooks (like graphs, ranges, etc.) that are stored in CSfM SharePoint document libraries as well as other Office Web Apps Servers. The transmission of Office Web Apps data is secured using SSL.

- System Centre Endpoint Protection AV is deployed by default. Client should review whether a second tier of anti-virus protection based on the SharePoint Portal Server Virus Scanning Application Programming Interface (VS API) is required. This is not part of the service but is often recommended where the SharePoint environment is open to anonymous external users.

CSfM Skype for Business offers a wide range of security features, including:

- Instant messaging and voice / video data stream encryption.
- Instant messaging filtering.
- Instant messaging federation, which allows users to federate with Microsoft Skype for Business Online, and Skype public instant messaging networks. This federated interaction is now governed by policies set on the Skype for Business system and controlled within CSfM.

1.10. Data Redundancy and Retention

Client may use this Service Element for short retention data backup purposes however, Client must satisfy itself of the suitability of this Service Element bearing in mind: (i) Redundant Data (defined below) is retained for 60 days; (ii) a dedicated backup solution (e.g. Dimension Data's Cloud Backup service) may offer more suitable data backup and archiving functionality; and (iii) this Service Element is not suitable for disaster recovery purposes.

The Data Redundancy and Retention Service Element extends to configuration data required to recover the Services as follows:

For Active Directory:

- The service writes multiple copies of the same data ("**Redundant Data**") to separate server and disk subsystems. Domain Controller system state is backed up giving the ability to restore the domain controllers for all identity data that is mapped to the application objects.

For CSfM Exchange:

- System state i.e. the certificates and configuration of web services for Exchange Server.
- Operating system state and files.
- Application and configuration files.

Note: Outside of this Service Element, multiple copies of Mailbox data are written to separate server and disk subsystems. This provides automatic database-level recovery from failures that affect individual servers or databases.

For CSfM SharePoint:

● SQL Server databases including Client data.

● Metadata within the web servers.

● Farm configuration data.

● Files that maintain the indexes for SharePoint Enterprise Search (where implemented).

● Operating system state and files.

● Application and configuration files.

For CSfM Skype for Business:

● Persistent user data (user rights, user contacts lists, scheduled conferences, etc.).

● Skype for Business databases.

● Call Detail Records (CDRs) and Quality of Experience (QoE) data.

● Operating system state and files.

● Application and configuration files.

1.11. Client Take-on

Dimension Data and Client work together to prepare Client for using the Services during the Take-on phase ("**Take-on**").

Take-on varies from Client to Client but generally consists of the following steps:

1. **Discovery**. During the discovery phase Dimension Data and Client work together to determine how best to implement the Services for Client, including consideration of the following:

   - Analysis of Client's existing infrastructure, if any.

   - Assessment of business drivers and commercial objectives.

   - **Data protection and privacy considerations** e.g. the extent to which cross border transfers of personal information might be regulated or controlled, the extent to which Client must obtain consents from data subjects, use of

masking or other tools to anonymise personal information and other restrictions on processing of personal information and data.

- **Telecommunications regulatory considerations.** Client's implementation of CSfM Skype for Business may raise telecommunications related licensing and regulatory questions and the specific implementation of CSfM Skype for Business for Client may need to address these requirements.

- **Locations.** The selection of the Location(s) for hosting the Services.

2. **Service Activation.** The process of configuring the Services with any required Options or Client preferences or requirements.

3. **Migration.** Moving Client Users and data from existing systems to the Services. Dimension Data has relevant expertise and can provide Client with professional services to support migration, but migration related work is NOT included in the Fees or as part of the Agreement. If Client requires Dimension Data to carry out migration work, a separate arrangement must be included in the proposal.

4. **Testing.** Dimension Data will perform a user acceptance test before handing over the Services to Client. Client will then test and accept the Services.

5. **Training.** Dimension Data can provide training in connection with the Services to the Client Administrator. User training is Client responsibility. Dimension Data can provide User training on request and for additional Fees.

1.12. Requirements for using CSfM

It is a pre-condition to using the CSfM Services that Client (i) procure Dimension Data's Cloud Private Network Connection (CPNC) service; and (ii) have in place and maintain proper licensing arrangements with Microsoft.

1.12.1. Connectivity using Cloud Private Network Connection

To connect to and access the CSfM Services, Client must also acquire Dimension Data's Cloud Private Network Connection (CPNC) service.

The CPNC service is described in the applicable CPNC Service Description and what follows is a summary only.

Refer to the following site for the full service description:
http://cloud.dimensiondata.com/saas-solutions/about/legal/optional-services-service-descriptions

It is required that the Services make use of a compatible private network connection in order to secure authentication traffic and not expose the on premise Active Directory to the public Internet (see below for details).

There are a number of choices for the CPNC service:

● Private Connect (Virtual Port) utilizes pre-terminated connections (where they exist) from Managed MPLS vendors that either own and/or aggregate network connections within the same (or cross-connectable) data centre where the CSfM service has been deployed.

● Direct Connect (Physical Port) lets a Client establish a dedicated network connection between a Client network and one of the CSfM Locations worldwide. The Direct Connect Option includes a physical port (Copper or Fibre) dedicated to Client and cross connect to Client's environment within the same datacentre as Dimension Data. Client can choose from a number of connection choices including leased line or MPLS from a service provider.

● Site-to-Site VPN allows offices in multiple fixed locations to establish secure connections with each other over a public network such as the Internet. Site-to-Site VPN extends Client's network, making secure computer resources from one location accessible to employees at other locations. Site-to-Site VPN utilises connections via the Internet using IPsec Virtual Tunnel Interface and IPsec Site-to-Site VPN to Client's CSfM Services. While this configuration is a CPNC choice, running over the public Internet has some potential disadvantages in the context of CSfM due to the requirement for reliable one-way trusts and MIM integration.

1.12.2. Microsoft Licensing

Client must obtain and maintain sufficient Microsoft licences for proper use of the Services and comply with all Microsoft licensing obligations. Client will affirm in the Order which of the two Microsoft licensing methods described below that it prefers to use (i) Licence Mobility; or (ii) Service Provider Licence Agreement (SPLA).

Dimension Data will inform Client how many and what type of Microsoft Application Server Licenses (including Exchange Server, SharePoint Server, Skype for Business Server, and SQL Server) are required.

Apart from the licenses to run the Microsoft Server Applications, Client Access Licenses (CALs) may be required. These licenses cover the individual user's connection to the application and usually govern the features that are accessible.

1.12.2.1. Licence Mobility

If Client has an enterprise agreement or another type of Microsoft volume licensing agreement, with software assurance in place, Licence Mobility will allow Client to deploy the Microsoft Applications on the Services. If Client uses Licence Mobility in connection with the Services then Client: (i) must authorise Dimension Data as its Microsoft Licence Mobility partner; and (ii) comply with, and cause all Users to comply with, any Licence Mobility terms, conditions and requirements that are issued by Microsoft.

Client also acknowledges and agrees that: (i) although Dimension Data may provide information relating to Licence Mobility, Client is solely responsible for ensuring its and its Users' compliance; and (ii) if, at any time, Client increases the number of Microsoft Application licences utilised by Client to access a given Microsoft Application through Licence Mobility , then in addition to any Fees otherwise payable to Dimension Data (for example, for the increase in the number of hosted instances of the Microsoft Application), Client may incur additional charges from Microsoft, including for the purchase of additional licences.

Information about licensing can be found on the following Microsoft site, but Client should consult with Microsoft or their regional Dimension Data licensing team to understand their obligations: http://www.microsoft.com/licensing/software-assurance/license-mobility.aspx

1.12.2.2. Service Provider Licence Agreement

If Client does not have an appropriate agreement that provides Licence Mobility or does not wish to use existing Microsoft Applications licenses in connection with the Services, then for additional Fees Dimension Data can licence the Microsoft Applications to Client under the Microsoft Services Provider License Agreement (SPLA) programme.

Refer to the following Microsoft site for further information:
http://www.microsoft.com/licensing/licensing-options/spla-program.aspx

1.13.   Services Exclusions

Dimension Data is not responsible for and the Services do not include:

● Upgrades and management of desktop hardware and software that may affect a User's experience of the Services.
● Supply, management or User support of mobile devices used to access the Services.

- Continuity of supply or availability of any public Internet connection used to access the Services.
- User help desk.
- Enhanced 911 (E-911).

2. Service Upgrades

2.1. Upgrades

Upgrades are changes to the Microsoft Applications that result in a 'full' version number difference, as opposed to a 'point' version difference. For example:

- Exchange Server 2013 → Exchange Server 2016.
- Skype for Business Server 2015→ Skype for Business Server 201X.
- SharePoint 2013 → SharePoint Server 2016.

Unless explicitly agreed as part of the Agreement, the deployment of Upgrades is not included as part of the Service. Upgrades should be discussed and agreed during renewal of the Agreement.

Dimension Data only supports the current and one previous version of the Microsoft Applications in the Services and so over time the deployment of Upgrades is required to maintain the service.

Note: When releasing new product versions, Microsoft occasionally deprecates product functionality or makes significant changes to architecture. These changes may affect the ability to upgrade to later releases whilst preserving data integrity in the process. Dimension Data will advise Client if a particular Client transition cannot be supported and will work with Client to develop options.

3.   Maintenance

This section provides information about support and maintenance of the Services.

3.1.   Updates

Updates to the Services are performed based on importance as follows:

Update Importance	Schedule
Urgent	As soon as practicable, usually within 72 hours
Important	Usually within week one of release.
Recommended	Case-by-case basis or during Scheduled Maintenance period
Optional	Case-by-case basis or during Scheduled Maintenance period

Table 1 - Updating Schedule

3.1.1.   Firmware/Patch updates - On Premise Devices

Dimension Data will perform three (3) scheduled patch release and deployments annually for on premise gateways & SBA's under contract. This is to include gateway/SBC firmware, and associated SBA Updates.

The implementation of patches for the solution will be co-ordinated with Client to complete required change control process and schedule production downtime. Upon successful implementation of the changes, Dimension Data will execute an agreed upon test plan to validate the functionality.

Dimension Data will patch maintenance releases only; does not include major releases.

3.2.   Scheduled Maintenance

To maintain the Services and apply Updates, Dimension Data allocates four (4) hours per month for Scheduled Maintenance. Scheduled Maintenance is not intended to adversely affect Client use of the Services and Dimension Data will give Client at least ten (10) working days' notice of any Scheduled Maintenance.

4. Cloud Services for Microsoft Exchange

4.1. Overview

CSfM Exchange provides Client with Microsoft Exchange's collaborative messaging environment so that Users can exchange emails in a highly available, distributed environment as well as integrate with CSfM SharePoint and CSfM Skype for Business. CSfM Exchange allows Client to run their own email Clients on Users' desktops.

4.2. Service Elements

The following table details the Service Elements for CSfM Exchange:

Ref	Service Elements	CSfM Exchange
4.5	**Mailbox Types**	Core
4.6	**Mailbox Management** ● Email size limit choices ● Mailbox capacity alerts ● Resource scheduling ● High volume email distribution restriction ● Legal (litigation) hold	Core
4.7	**User Access** ● Email application access ● Web browser access ● Mobile device access	Core
4.8	**Public Folders**	Core
4.9	**Application Integration**	Core
4.10	**Messaging Policies**	Core
4.11	**Data Restoration** ● Restore deleted item ● Restore deleted mailbox	Core
4.12	**Integration with Other Mail Systems** ● Federation ● Federated sharing	Core
4.13	**Site Resilience**	Option
4.14	**Journaling**	Core
4.15	**Message Retention**	Core

Ref	Service Elements	CSfM Exchange
4.16	**Personal Mailbox Archiving**	Option
4.17	**Usage**	

4.3. Service Pre-requisites

4.3.1. An Email Filtering Service

Client must provide its own email filtering service to filter emails before they are received by CSfM Exchange.

The following criteria must be met by Client email filtering service:

● Capable for relaying SMTP emails to CSfM Exchange Service through the public Internet.

● Capable of blocking both inbound and outbound Email containing spam, viruses, worms, fraudulent emails and malware.

● Provided by a reputable email security vendor and approved by Dimension Data (e.g. Proofpoint, Microsoft, Symantec, Mimecast, Cisco, Trend Micro, or Websense).

● Capable of supporting encryption of data while data is in transit or stored by the provider.

● Does not require Dimension Data to co-locate with or install any devices together with the physical infrastructure that is part of CSfM Exchange.

4.4. CSfM Exchange Exclusions

CSfM Exchange does not include access to the following Microsoft Exchange features:

● The Exchange Server control panel is not accessible to Client. The Exchange Server control panel for users via OWA can be used.

● Remote PowerShell access is not provided to Client.

4.5. Mailbox Types

Client can select the most appropriate mailbox type for each User and allocate data quotas to be applied.

The mailbox types are:

- **User Mailboxes.** They can be provisioned in various sizes (typically 2GB, 5GB, 10GB, 25GB). If additional storage is required, Client can select the personal message archiving described in sections 4.16.
- **Shared Mailboxes**
- **Resource Mailboxes.** 100MB mailbox set aside for activities and resources, such as conference room accounts, facsimile accounts, etc. They are not for use as a User's primary mailbox.

The environment will be provisioned for Client based on information regarding the expected capacity requirements over the length of the agreement. Once the environment has been provisioned, individual mailbox sizes can be resized as required by Client Administrators.

There is no charge for shared mailboxes as long as the combined shared mailbox storage volume is not more than 5% of the overall combined mailbox volume.

4.6. Mailbox Management

4.6.1. Empty Mailbox

By default, Dimension Data will provide "empty" Mailboxes within CSfM Exchange.

For an additional Fee, Client can request Dimension Data to assist with the migration of any existing messaging functionality into the Service, including the migration of historic emails, calendar entries, contacts, configuration settings and policies as part of Client Take-on.

If requested, Dimension Data can assist with .pst file uploads via a chargeable Service Request or service extension as part of Client Take-on.

4.6.2. Email Size Limits

The default email size limit is 20MB per email, including attachments. Emails that exceed the email size limit are blocked and the User is notified by a system generated Non-Delivery Report ("**NDR**").

Email size limits can be modified before Service Commencement Date or via a Service Request afterwards.

4.6.3. Mailbox Capacity Alerts

When a Mailbox reaches 80% of its mailbox quota, the mailbox owner receives an automated email notification stating that the mailbox is almost full.

When a mailbox reaches 99% of the mailbox quota, the mailbox owner receives an automated email notification that CSfM Exchange will prohibit the mailbox from sending further emails.

When a Mailbox reaches 100% of the mailbox quota, the mailbox owner receives a second automated email notification that CSfM Exchange will prohibit the mailbox from sending and receiving further emails. All incoming or outgoing email is rejected and a NDR email notification is issued to the email's sender.

To resume sending and receiving email, the mailbox User or owner must bring the mailbox below the mailbox quota.

4.6.4. Resource Scheduling

Client can create resource mailboxes to receive and respond to scheduling requests only. Resource mailboxes are treated as standard mailboxes with an assigned mailbox type but are not chargeable.

There is no charge for resource mailboxes as long as the combined resource mailbox storage volume is not more than 5% of the overall combined mailbox volume.

4.6.5. High Volume Email Distribution Restriction

A limit of 10 emails per minute is placed on each User to avoid automated programmatic mass sending of emails. If Client intends to exceed this limit, Client must raise a Service Request to obtain Dimension Data's consent. There may be an additional Fee for high volume email distribution.

CSfM Exchange must not be used for any illegal or improper purpose e.g. to generate spam or unsolicited commercial email. Further information regarding this restriction can be found in the Acceptable Use Policy.

4.6.6. Legal (Litigation) Hold

Litigation and regulatory investigations may require Client to preserve email records and related information.

Using the legal hold feature, Client can preserve email records by placing a mailbox in legal hold. Legal hold can be set for a finite number or unlimited number of days. Legal hold uses a separate quota of storage and Client must contact Dimension Data first if more than 30 Mailboxes are to be placed in legal hold.

Users are not by default informed that their mailbox is in legal hold. It is Client responsibility to inform users if that is required.

Client administration of mailboxes may affect the information retained by legal hold e.g. if a mailbox is removed from CSfM, by default all data associated with that mailbox including data in legal hold is deleted after 60 days. To preserve the data for longer Client must issue a Service Request.

Depending on the configuration of mailbox forwarding rules, the legal hold feature may not preserve all emails.

For more information, refer to the following Microsoft TechNet article: https://technet.microsoft.com/en-us/library/ff637980(v=exchg.150).aspx

4.7. User Access

4.7.1. Email Application Access

CSfM Exchange supports email application versions supported by Microsoft. Note that some older email applications will not support all server features. For more information, refer to the following Microsoft TechNet article: https://technet.microsoft.com/en-us/library/ff728623%28v=exchg.150%29.aspx.

4.7.2. Web Browser Access

Users can access CSfM Exchange from desktop and laptop computers, smart phones and tablets using a web browser to access the Outlook Web App (OWA).

For more information, refer to the following Microsoft TechNet article: https://technet.microsoft.com/en-us/library/jj150522(v=exchg.150).aspx

4.7.3. Mobile Device Access

Users can access CSfM Exchange from mobile devices that support the ActiveSync protocol. It is the responsibility of Client to procure, deploy, manage and support

mobile devices and to manage relationships with its mobile Carriers. Dimension Data does not provide mobile device support as part of CSfM Exchange.

For a list of the mobile devices with ActiveSync supported by Microsoft Exchange 2013, refer to the following Microsoft TechNet article: http://technet.microsoft.com/en-us/library/bb232162%28v=exchg.150%29.aspx

4.8.   Public Folders (Option)

Public folders are a type of Mailbox that allow Users to collect, organise and share information with other people in Client. Public folders are provisioned with 50GB of storage by default but can be scaled to suit requirements.

4.9.   Application Integration

The Application Integration feature allows Client to access the Microsoft Exchange Web Services Managed API, which provides an intuitive interface for developing applications that use Microsoft Exchange Web Services. The Exchange Web Services Managed API provides access to the resources of CSfM Exchange while using Outlook-compatible business logic.

If Client wishes to use Exchange Web Services, a service request should be made, and an evaluation will take place that the intended use will not impact the CSfM Exchange Service.

4.10.   Messaging Policies

The Messaging Policies feature allows Client to apply messaging policies, for example in those situations where Client is required by regulatory requirements or company policy to limit the email interaction between recipients and senders, both inside and outside the organisation.

Message policies are enforced by establishing Exchange Server transport rules. The transport rules allow Clients to apply messaging policies to emails that flow through the transport pipeline on Exchange Transport servers. These rules allow Service Administrators to comply with messaging policies, secure emails, protect messaging systems, and prevent information leakage.

Messaging policies are established during Take-on or via a Service Request afterwards for an additional Fee.

4.11. Data Restoration

4.11.1. Restore Deleted Item

CSfM Exchange enables Users and mailbox owners to restore deleted items using the Outlook or via the Outlook Web Application up to 60 days after deletion - the period offered by the Data Redundancy and Retention feature (section 1.10).

4.11.2. Restore Deleted Mailbox

If Client Administrator deletes a User from Microsoft Exchange and later determines a User's deleted mailbox needs to be restored, the Administrator can submit a Service Request to Dimension Data to restore the mailbox. Deleted mailboxes can be recovered for up to 60 days - the period offered by the Data Redundancy and Retention feature (section 1.10).

4.12. Integration with other Mail Systems

Client can request CSfM Exchange be customised to operate concurrently with a wide range of other email and messaging systems.

4.12.1. Federation

There may be situations where Client wishes to share their CSfM Exchange calendars and contacts with other Exchange Servers or non-Exchange Server based applications.

Federation can provide connectivity to share that information between the two Microsoft Exchange instances. Federation can also be used to share information between CSfM Exchange and an external organisation.

Federation does not include Global Address List (GAL) synchronisation between the two Microsoft Exchange instances.

In those circumstances where a trust relationship cannot be established between Client or an external organisation's Active Directory and CSfM Exchange, then the Microsoft Federation Gateway can be used as the third party broker to help with these collaboration efforts.

The Microsoft Federation Gateway acts as the trust broker between Client or an external organisation's Microsoft Exchange servers with CSfM Exchange. With this

trust in place, free/busy information can be shared between Client's existing Microsoft Exchange environment and CSfM Exchange.

The setup and configuration of federated sharing is logged as a Service Request if it has not been specified during Client Take-on.

For more information on the requirements for federated sharing with Microsoft Exchange 2013, refer to the following Microsoft TechNet article: http://technet.microsoft.com/en-us/library/dd335047%28v=exchg.150%29.aspx.

For more information on the Microsoft Federation Gateway, refer to the following Microsoft TechNet article: http://technet.microsoft.com/en-us/library/gg638824.aspx

In a case when federation or federated sharing cannot be established or is not suitable, third party tools may be required to support a hybrid solution or partial adoption in some circumstances. If any third party tools are required, these would be considered as a Service Extension service and would be charged separately.

4.13. Site Resilience (Option)

Site Resilience for CSfM Exchange allows Client to establish two instances of CSfM Exchange in different Locations (one instance in each Location). Client can mitigate the effects of a disaster or catastrophic event affecting one Location ("**Disaster**") by continuing to use Services from the unaffected Location.

4.13.1. Configurations

Site Resilience is provided in one of two configurations:

- **Active-Active**
- **Active-Passive**

Active-Active

In the Active-Active configuration, User access to the Services is distributed across both Locations and either Location can be used at any time.

Active-Passive

In the Active-Passive configuration, one Location serves as the Primary Location ("**Primary Location**") for delivery of the Services and the other Location ("**Secondary Location**") is not accessible for use except in the case of a Disaster.

The Active-Passive configuration requires manual configuration changes to be made by Dimension Data and Client, including Client side DNS changes, during a Disaster.

4.13.2. Preconditions for Site Resilience

Site Resilience may not be available in all Locations.

The CSfM Exchange minimum User quantities (i.e. a minimum of 500 Users) apply to both Locations and Site Resilience must apply to all Client Users served from those Locations.

4.13.3. Failover and Failback

If there is a Disaster, Dimension Data will perform activities to transfer delivery of the Services from the Primary Location to the Secondary Location ("**Failover**"). In the case of Active-Active configurations, the failover is automatic. When the Primary Location becomes accessible for use after the Disaster, Dimension Data will perform activities to transfer delivery of the Services back to the Primary Location ("**Failback**").

Client and Dimension Data can test the Failover and Failback process based on a mutually agreed set of test scenarios as described below:

Client responsibilities during testing

● Request the Failover and Failback test with at least 90 days' notice.

● Provide appropriate employees to be involved in all aspects of the test.

● Provide a project manager to work with the Dimension Data project manager during the test.

Dimension Data region responsibilities during testing

● Provide appropriate employees to be involved in all aspects of the test.

● Provide a project manager to work with Client project manager during the test.

● Provide test results by way of an executive summary and liaise with Client to rectify any issues identified during the test.

Testing must be scheduled so as to minimise disruption to Client and Dimension Data's business and operations. Client is entitled to one Failover and Failback test each year at no charge. Additional tests can be arranged but additional Fees may

apply. The tests are considered Scheduled Maintenance for the purposes of Service Levels and are excluded from calculations of Service Availability measurements.

4.14. Journaling

Journaling can help Client respond to legal, regulatory and organisational compliance requirements by recording inbound, outbound and external email communications and storing them in a secure, remote facility.

The Journaling feature provides for the following choices:

● **Standard Journaling.** The default journaling that is configured on a mailbox database that enables the journaling agent to journal all emails sent to and from that mailbox.

● **Premium Journaling.** Enables the journaling agent to perform more granular journaling by using journal rules that can be configured to match Client specific needs. Client must have a Microsoft Exchange Enterprise CAL to use Premium Journaling for each user that requires it.

When the Journaling feature is enabled for Client, it is assumed a third party email archive service is in place as the destination for the journaled emails.

4.15. Message Records Management

The Messaging Records Management (MRM) feature helps Client to reduce legal risks associated with email and other communications. MRM makes it easier to keep emails needed to comply with company policy, government regulations, or legal needs, and to remove content that has no legal or business value.

CSfM Exchange supports all the built-in Microsoft Exchange MRM policies. Client can make a Service Request asking that a MRM policy be applied to a specific User or group of Users or engage with Dimension Data Professional Services would be involved in helping Client develop a MRM strategy.

4.16. Personal Mailbox Archiving (Option)

If Client has the appropriate Enterprise CALs, the personal mailbox archiving Option enables Users to reduce the size of their used mailbox data quota by relocating emails and other content from their regular mailbox to a personal archive mailbox.

Archived email is controlled by the User and retained for as long as Client continues to use CSfM Exchange.

For Mailboxes that have the personal mailbox archiving Option enabled, Client selects a personal archive mailbox size and the number of Users that will require a personal mailbox archive.

Personal mailbox archives can be flexibly sized at Take-on to requirements but is typically 25GB or 50GB per user.

Note. The personal message archiving Option is only usable with a suitable email application e.g. Outlook 2016, 2013, 2010.

4.17. Usage

Each month Usage of the Service is calculated by taking a count on the 28th of the month as described in the CSfM Order Form.

For CSfM Exchange, there are number of components:

● **Mailbox count.** This is a count of the number of user mailboxes and linked mailboxes provisioned for Client. It does not by default include resource mailboxes or shared mailboxes.

● **Options.** These include Site Resilience.

A minimum number of mailboxes will be agreed, and the single tenant private infrastructure provisioned for Client will be sized to support a maximum number of users.

Significant changes to the overall capacity of the environment will need to be discussed with Dimension Data to allow for the appropriate capacity related changes to take place. Charges may apply.

5. Cloud Services for Microsoft SharePoint

5.1. Overview

CSfM SharePoint provides Client with a managed collaboration platform based on Microsoft SharePoint 2013.

CSfM SharePoint allows Client to run their own web browsers on the Users' desktops and customise their Microsoft SharePoint environment to deliver an intranet and, optionally, extranet or Internet functionality to meet specific requirements.

5.2. Service Elements

The following table details the Service Elements for CSfM SharePoint:

Ref	Service Elements	CSfM SharePoint
5.3	**SharePoint user types** ● Intranet Users ● Extranet Users ● Internet Users	Core
5.4	**SQL Server database management**	Core
5.5	**Data Storage** ● Storage Increases (100 GB increments)	Core
5.6	**Data redundancy and retention** ● Local Protection ● Deleted Item Recovery	Core
5.7	**Office Web Apps**	Core

Table 2 – CSfM SharePoint Elements

5.3. SharePoint User Types

CSfM SharePoint supports three types of Users:

● **Intranet Users.** Named internal users who are Client or its affiliates' employees or on-site agents and contractors.

● **Extranet Users.** Named internal users and external users who are not Client or its affiliates' employees or on-site agents or contractors.

● **Internet Users.** Anonymous external users who are not Client or its affiliates' employees or on-site agents or contractors. In effect 'the general public'.

- *Note. CSfM SharePoint performance may be affected by large numbers of concurrent anonymous users accessing the Service and expected numbers should be stated in the solution design.*
- The types of users expected can impact the required licenses and so should be discussed in advance of establishment of the service*.*

5.4. SQL Server Database Management

As part of CSfM SharePoint, Dimension Data will manage Client dedicated SQL Server database and perform database maintenance on a regular basis.

As part of this service, SQL Server database storage Usage (consumption) is monitored and reported to Client, in order for Client to make decisions and take appropriate action.

5.5. Usable Data Storage

The initial size for the CSfM SharePoint content databases is determined during Take-on. The minimum size is 500GB. Client administrators are blocked from provisioning a single site collection with greater than 200GB in usable storage. If a Client needs a larger site collection a Service Request needs to be raised and evaluated.

5.5.1. Storage Capacity Increases

CSfM SharePoint can have incremental data storage capacity increases in increments of 100GB. Dimension Data works with Client to review their data storage requirements and provide guidance to help identify the most appropriate times or needs for capacity increases.

Note: Remote Binary Large Object Block Storage (RBS) or cloud providers of RBS are not supported by CSfM SharePoint.

5.6. Data Redundancy and Retention

5.6.1. Deleted Item Recovery

By default, CSfM SharePoint supports Microsoft SharePoint's Deleted Item Recovery feature. Deleted items are retained, by default, for 30 days in a first-stage Microsoft SharePoint recycle bin at a site level where Users with Microsoft SharePoint

contribute, design or full control permission can recover deleted items. After 30 days, items are sent to a second-stage Microsoft SharePoint recycle bin and the items can only be recovered by a Microsoft SharePoint Site Collection Administrator or via a Service Request. After 60 days the items are no longer recoverable.

5.7. Office Web Apps

Office Web Apps allows Users with office volume licensing to view and edit Microsoft Office documents stored on a Microsoft SharePoint site using an online version of Word, Excel, PowerPoint or OneNote via supported web browsers. Note that editing requires Client to own appropriate licenses (Microsoft Office Volume Licensing).

6. Cloud Services for Microsoft Skype for Business

6.1. Overview

CSfM Skype for Business provides Client with Microsoft Skype for Business Server 2015's Unified Communications and Collaboration environment that encompasses Enterprise Voice, Instant Messaging and Presence, voice and video conferences, ad hoc and scheduled online meeting capabilities.

CSfM Skype for Business provides Client with Microsoft Skype for Business Server 2015 in a highly available, distributed environment as well as integration with CSfM SharePoint and CSfM Exchange to meet specific requirements.

6.1.1. Service Elements

The following table details the Service Elements specific to CSfM Skype for Business:

Ref	Service Element	CSfM Skype for Business
6.4	**User Subscriptions**	
	● CSfM Skype for Business User	Standard
	● Conferencing Add-on ● Enterprise Voice Add-on	Standard
6.5	**Core Functionality**	
	● Unified Contact Store (CSfM Exchange)	Option
	● Exchange OWA IM&P Integration	No Cost Option
	● IM and Conferencing Archiving	Option
	● Skype Connectivity	Option
	● Office 365 Exchange Integration	Option
	● Office Integration	Standard
	● Skill Search Integration	No Cost Option
	● Persistent Chat	Option
6.6	**Enterprise Voice**	
	● Unified Messaging (Voicemail)	Option
	● On Premise Gateways and SBAs	Option
	● E-911 Services	Option
	● Carrier Management	Option

Ref	Service Element	CSfM Skype for Business
6.7	**Skype for Business Endpoints** ● Software Clients ● Endpoint Devices	Standard
6.8	**Site Resilience**	Option

6.2. Service Pre-requisites

6.2.1. SSL Certificates

Client must provide any required SSL certificates.

Dimension Data can, if required, provide SSL certificates for an additional Fee.

6.2.2. Infrastructure Requirements

Client may need the following infrastructure capabilities and configurations based on their intended use of CSfM Skype for Business:

● If Client requires multi-branch connectivity, a network with appropriate capacity and correctly configured Quality-of-Service.

● Appropriate Carrier SIP connectivity between Client's sites and relevant Dimension Data Locations.

● For smaller sites (e.g. < 20 Users) where dedicated Carrier SIP connectivity is not commercially appropriate, an Internet connection of sufficient capacity and quality to ensure acceptable media quality.

● Appropriate site LAN infrastructure to ensure media quality.

● Any Carrier SIP and / or PSTN connectivity to their sites. (CSfM Skype for Business allows SIP connectivity from Client's SIP trunk supplier. The SIP connection and business relationship with the SIP trunk supplier are the responsibility of Client).

6.3. Exclusions

CSfM Skype for Business excludes the following Microsoft Skype for Business features:

● Skype for Business control panel, API, PowerShell and database access.

● Video Interop Server.

- Non-Skype for Business qualified third party applications or devices.
- Call Via Work PBX integrations.
- Skype for Business Server Topology Builder.
- Skype for Business E-911 native Location Information Service database.

6.4. User Subscriptions

All Users are provisioned as a CSfM Skype for Business User, which allows them to access functionality associated with the separate Microsoft Skype for Business Standard CAL, which includes:

- Instant Messaging and Presence.
- Two-party VoIP and video conferences.
- Skype connectivity (federation with private and/or public Skype and directory search).
- Attend voice and video conferences.

In addition, Users can be provisioned with either or both of the following add-ons:

- **Conferencing add-on**
- **Enterprise Voice add-on**

The following table shows the relationship between the Skype for Business User subscriptions, the add-ons and the separate Microsoft Client Access Licences (CALs):

User Subscription	Required Client Access Licenses
CSfM Skype for Business User	Standard CAL
CSfM Skype for Business User + Conferencing add-on	Standard CAL + Enterprise CAL
CSfM Skype for Business User + Enterprise Voice add-on	Standard CAL + Plus CAL
CSfM Skype for Business User + Enterprise Voice add-on + Conferencing add-on	Standard CAL + Plus CAL + Enterprise CAL

The Conferencing add-on is not a pre-requisite for the Enterprise Voice add-on i.e. a CSfM Skype for Business User can be enabled for Enterprise Voice but not Conferencing and vice versa.

A CSfM Skype for Business report will be produced showing the total number of Users and add-ons in use.

Client is not charged for CSfM Skype for Business on a per voice call basis (either per call or voice call duration). Voice calls via a PSTN are carried and charged by Client's Carriers.

For more information about licensing, refer to the following Microsoft Licencing document: https://mspartner.microsoft.com/he/il/pages/solutions/downloads/lync-2013-licensing-guide.aspx

6.4.1. Conferencing Add-on

The Conferencing add-on allows a User to make use of capabilities associated with the Enterprise CAL, which includes:

● Initiating impromptu and scheduled multiparty meetings.
● Voice and video conferencing.
● Schedule and invite to meetings from Outlook and Outlook Web Access
● Rich web conferencing, i.e.: Desktop, application and PowerPoint sharing; white boarding, annotations and polling.
● Dial-out to and dial-in from the PSTN or Private Branch Exchange (PBX) Users.
● Hosted voice conferencing (requires Carrier SIP connectivity).
● Enables the use of Lync Room Systems.

6.4.2. Enterprise Voice Add-on

The Enterprise Voice add-on allows a User to make use of capabilities associated with the Plus CAL, which includes:

● Make and receive voice calls using the PSTN to landline and mobile telephones.

Incoming voice calls may be placed via a Carrier's PSTN network to standard PSTN telephone numbers assigned to a User or response group. These voice calls are routed to the relevant Users based on the voice routing configuration and policy settings configured for Client.

6.5. Core Functionality

6.5.1. Unified Contact Store (Option)

The Unified Contact Store Option allows Users to maintain a single contacts list and then have those contacts available in multiple applications, including Skype for Business, Outlook and Outlook Web App.

If Client has purchased CSfM Exchange, when the Unified Contact Store Option is enabled for a User, that User's contacts are not stored in CSfM Skype for Business but are stored in CSfM Exchange.

6.5.2. Exchange OWA IM&P Integration (No Cost Option)

CSfM Skype for Business can be integrated with CSfM Exchange or Office 365 Exchange, which adds instant messaging and presence to Outlook Web Application and enables a User's unified contact list to be shared between Outlook Web Application and CSfM Skype for Business.

CSfM Skype for Business supports the following Exchange integration choices:

Exchange Integration	CSfM Skype for Business
CSfM Exchange	No Cost Option^
Office 365 Exchange	No Cost Option^

^ Not supported in an Exchange Hybrid configuration, i.e. where Client's Users are split across two or more Exchange organisations.

6.5.3. IM and Conferencing Archiving (Option)

The IM and Conferencing Archiving Option allows Instant Messaging and Presence and conferencing transcripts to be archive in a repository for up to 90 days. The information included in these transcripts includes peer-to-peer and multi-party IM conversations, details of file transfers and content upload activities in meetings.

CSfM Skype for Business supports the following Instant Messaging and Presence and conference archiving choices:

Archive Repository	CSfM Skype for Business
CSfM Skype for Business SQL archive database	No Cost Option
CSfM Exchange Mailbox database	Option^

^ Not supported in an Exchange Hybrid configuration, i.e. where Client's Users are split across two or more Exchange organisations.

6.5.4. Skype Connectivity (Option)

The Skype Connectivity Option allows Client's Users to connect with Users from other organisations or the public Skype network through federation. This enables the sharing of some Instant Messaging and Presence and voice / video communication.

Communication between Users in the federated domains is limited to Skype for Business features supported by both organisations. For example, if the federated domain does not support video conversations, the Users will not be able to start video conferences with each other.

Service Levels do not apply to federated connections.

Note. Although all federated communications are encrypted between the IM systems using access proxy servers, Dimension Data does not control encryption after messages are passed to the federated partner's network, therefore end-to-end encryption cannot be guaranteed for federated communications

For more information on Skype Connectivity, refer to the following Microsoft TechNet article: https://technet.microsoft.com/en-us/library/dn705313.aspx

CSfM Skype for Business supports the following Federation types:

- **Business Partner Federation (No Cost Option)**
- **Public Skype Federation (No Cost Option)**

6.5.4.1. Business Partner Federation (No Cost Option)

If requested by Client, Dimension Data can enable Microsoft Skype for Business Partner Federation with other Microsoft Skype for Business Servers to share instant messaging, basic presence, voice / video conferencing.

6.5.4.2. Public Skype Federation (No Cost Option)

If requested by Client, Dimension Data can enable Microsoft Public Skype federation to share instant messaging with other public Skype Users.

6.5.5. Office 365 Exchange Integration (Option)

The Office 365 Exchange integration Option allows CSfM Skype for Business to provide the following services:

- Unified Messaging.
- Instant Messaging and Presence in Outlook and Outlook Web Application.
- Schedule and join online meeting through Office 365 Outlook Web Application.
- Schedule and join online meeting through Outlook configured to use Office 365 Exchange.
- Join online meeting in mobile software clients.
- Publish status based on Outlook calendar free/busy information.
- High-resolution contact photo.
- Conversation history and voice call logs written to User's Office 365 Exchange mailbox.
- Meeting delegation.

CSfM Skype for Business is deployed using a resource forest, for which Client must provide a single Active Directory Domain/Forest to be used as the account domain. If Client requires interoperability with Office 365, Client must have Azure AD Sync and ADFS in place for their account domain.

Exclusions and notes:

- **Archiving Content** (IM and Meeting) in Office 365 Exchange is not currently supported due to an unresolved issue. It may be available in a later release.
- **Search archived Skype for Business content** is not currently supported due to an unresolved issue. It may be available in a later release.
- **Unified Contact Store** is not currently supported by Microsoft in non-Hybrid scenarios.
- **Various features in iOS and Android platforms** are still in development by Microsoft.

6.5.6. Office Integration

The Office Integration feature allows Users with Office 2010 or higher to initiate n voice or video conference, commence a desktop sharing session, schedule a conference or send instant messages while viewing the presence of the person with whom they want to communicate.

6.5.7. Skill Search (No Cost Option)

If Client has purchased CSfM SharePoint, Skype for Business can be configured to allow Users to search for people across the organisation by name and skill set.

6.5.8. Persistent Chat (Option)

The Persistent Chat Option allows Users to create subject-based chat rooms that are available continuously. Persistent chat rooms allow Users to collaborate with a group of colleagues.

6.6. Enterprise Voice (Option)

The Enterprise Voice Option allows CSfM Skype for Business to act as a traditional PBX/IP-PBX replacement to allow Users to initiate a voice call to or receive a voice call from a PSTN.

For Users to be able to use Enterprise Voice, each User must be enabled with the Enterprise Voice add-on and be licensed with the Plus CAL, as described in section 6.4.

6.6.1. Unified Messaging (Voicemail) (Option)

If Client has purchased CSfM Exchange, the Unified Messaging (Voicemail) Option allows integration between CSfM Skype for Business and CSfM Exchange to allow Users to have voicemail and emails consolidated into a single inbox and allows the User to read their voicemail messages, customise greetings and voice call transfer choices.

Unified Messaging is not supported in an Exchange Hybrid configuration, i.e. where Users are split across two or more Exchange organisations.

6.6.2. On Premise Gateways and SBAs (Option)

The on premise gateways and SBAs option allows Client to purchase and deploy gateways and Survivable Branch Appliances (SBA) on site at branch locations. These gateways can be used to provide local carrier connectivity through PRI/SIP, Analog device connectivity and remote survivability should the network connection to the CSfM Skype for Business service be down.

Dimension Data supports Sonus and Audiocodes gateways, and requires valid Uptime or vendor maintenance for all devices.

6.6.3. E-911 Services (Option)

Dimension Data provides E-911 services via a third party E-911 service provider. This service is available in US and Canada and is terminated directly to the Dimension Data MCPs. Our clients are given access to a web portal to enter the address location for each DID requiring E-911 service and is completely self-service.

 E-911 service availability is not included within Dimension Data managed platform and does not carry a SLA.

6.6.4. Carrier Incident Management (Option)

Dimension Data will proactively monitor the up/down status of PSTN circuits (PRI, BRI, T-1,SIP, etc.) and notify Client if an outage is detected.

Once Dimension Data have identified a suspected Carrier connection failure, they will log and manage the call with the appropriate Carrier. Dimension Data operators will engage with the Carrier engineering staff and assist in the determination of the fault. Dimension Data will own all communication and escalation with the Carrier until resolution.

For Dimension Data to perform this service on the behalf of Client, Dimension Data requires a Letter of Agency or other grants of authority for circuit incident management.

6.7. Skype for Business Endpoints

6.7.1. Software Clients

CSfM Skype for Business supports only those software clients that are approved by Microsoft and supported by Skype for Business Server 2015.

Users can access CSfM Skype for Business using the following software clients:
- Lync 2011 or later.
- Lync and Skype for Business mobile software clients.

For the most recent list of software clients and the features of Microsoft Skype for Business Server 2015 they support, refer to the following Microsoft TechNet article: https://technet.microsoft.com/en-us/library/dn933896.aspx

6.7.2. Endpoint Devices

CSfM Skype for Business supports only those endpoint devices that are approved by both Microsoft and the endpoint device vendor for use with Microsoft Skype for Business Server 2015.

CSfM Skype for Business allows the following endpoint devices to be used:

● Handsets (e.g. Desk-phones or USB connected handsets).
● Headsets (e.g. Desk-phone connected or USB connected headsets).
● Meeting room video conferencing equipment.
● Reception consoles.
● Common area phones.

For the most recent list of endpoint devices that are supported with Skype for Business Server 2015, refer to the following Microsoft TechNet article:

https://technet.microsoft.com/en-us/office/dn947482

For the most recent list of endpoint devices that are supported with Lync, which Skype for Business Server 2015 is backward-compatible with, refer to the following Microsoft TechNet article: https://technet.microsoft.com/en-us/office/dn788944

6.8. Site Resilience (Option)

The Site Resilience Option allows Client to establish two instances of CSfM Skype for Business in different Locations (one instance in each Location). Client can mitigate the effects of a Disaster by continuing to use CSfM Skype for Business from the unaffected Location.

Site Resilience is not available for Persistent Chat.

Site Resilience is available in two configurations:

● **Active-Active**
● **Active-Passive**

6.8.1. Active-Active

In the Active-Active configuration, User access to CSfM Skype for Business is distributed across both Locations and either Location can be used at any time.

Either Location is only designated as a Secondary Location in the event the other Location becomes unavailable due to a Disaster.

6.8.2. Active-Passive

In the Active-Passive configuration, one Location serves as the Primary Location for delivery of CSfM Skype for Business and the Secondary Location is available for use but not active.

The Secondary Location is only made active in the event the Primary Location becomes unavailable due to a Disaster.

6.8.3. Preconditions for Site Resilience

Site Resilience may not be available in all Locations.

Client is responsible for provisioning the necessary network connectivity required to support voice traffic between Locations during normal operations. This will be scoped based on Client requirements.

Both Locations in a site resilient pair must have all Carrier SIP connectivity and service agreements in place to be able to independently deliver CSfM Skype for Business from either Location.

6.8.4. Failover and Failback

In the event of a Disaster, Users will automatically be signed-in to the Secondary Location and are limited to voice resilience features (**"Resiliency Mode"**). Users will automatically revert to signing in on their original Location once it becomes available again.

In Resiliency Mode, Users are unable to perform tasks that would cause a persistent change on the Skype for Business Server. For full details on the User experience during Resiliency Mode, refer to the following Microsoft TechNet article: https://technet.microsoft.com/en-au/library/jj205184.aspx.

When agreed with Client, Dimension Data can perform activities to activate CSfM Skype for Business in the Secondary Location. When the failed Location returns to normal operation, Dimension Data will perform activities to reactivate CSfM Skype for Business in the Primary Location.

Failback is scheduled to minimise disruption to client and Dimension Data's business and operations.

Failback is considered Scheduled Maintenance for the purposes of Service Levels and is excluded from calculations of Service Availability measurements.

6.8.4.1. Failover and Failback Testing

Client and Dimension Data can test the Failover and Failback process, as described below:

Client responsibilities during testing

- Request the Failover and Failback test with at least 90 days' notice.
- Provide appropriate employees to be involved in all aspects of the test.
- Provide a project manager to work with Dimension Data's project manager during the test.
- Log any cancellation request within 30 days of an already scheduled test, should that test no longer be required.

Dimension Data responsibilities during testing

- Provide appropriate employees to be involved in all aspects of the test.
- Provide a project manager to work with Client's project manager during the test.
- Provide test results by way of an executive summary and liaise with Client to rectify any issues resulting from the test.

Failover and Failback testing is scheduled to minimise disruption to Client and Dimension Data's business and operations. Client is entitled to one Failover and Failback test each year at no charge. Additional tests can be arranged but additional Fees may apply. The tests are considered Scheduled Maintenance for the purposes of Service Levels and are excluded from calculations of Service Availability measurements.

6.8.4.2. Data Loss as a Result of Failover

Although Dimension Data has designed Site Resilience to comply with Microsoft best practices for synchronising data between resilient sites, in some circumstances, during Failover, it is possible for data loss to occur if the Primary Location becomes unavailable prior to the data being synchronised to the Secondary Location.

Dimension Data is not responsible for any unavoidable loss of data that may occur in the event of a Disaster and the subsequent Failover.

7. Service Levels

Two Service Levels apply to the Services:

● **Service Availability Target**
● **Incident Response Time Target**

When the Site Resilience Option is selected, CSfM Exchange includes the Service Levels:

● **Recovery Time Objective**
● **Recovery Point Objectives**

When the Site Resilience Option is selected, CSfM Skype for Business includes the Service Level:

● **Recovery Time Objective.**

7.1. Service Availability Target

For each Service in each Location, Dimension Data intends to provide 99.9% Availability, measured on a monthly basis.

The Service is Available in a given Location if the CPNC service is available[1], as defined in the CPNC Service Description, in that Location, and all the components for the Service identified in the tables below are responding to the Monitoring Tool.

The Monitoring Tool primarily uses *synthetic transactions*, which interact with the Service in a manner similar to a user, allowing Dimension Data to track the availability of the Service.

On Premise Gateways and SBAs, and E-911 services are excluded from the service availability target, and subsequent service credits.

For CSfM Exchange:

Service Component	Monitoring Tool Test
Exchange Web Services	Tests for the correct functioning of the Exchange Web Services.

[1] This term is intentionally lower case.

Service Component	Monitoring Tool Test
IMAP	Tests for the correct functioning of the IMAP4 service and IMAP4 client connectivity.
Mobile client connectivity	Tests for the correct functioning of the ActiveSync service.
Outlook mailbox connectivity	Tests for the correct functioning of the Outlook mailbox service.
Provisioning	Tests for the correct functioning of Exchange provisioning.
Public folders	Tests for the correct functioning of the public folders.
Ability to access calendaring information	Tests for the correct functioning of the calendaring service.

For CSfM SharePoint:

Service Component	Monitoring Tool Test
Search query	Tests for the correct functioning of the search query.
Timer	Tests for the correct functioning of the SharePoint timer.
SharePoint Web Application	Tests for the correct functioning of the SharePoint Web Application.
Global services monitor	Tests for the correct functioning of the global services monitor.
Search index	Tests for the correct functioning of the search index.
SharePoint database	Tests for the correct functioning of the SharePoint database.

For CSfM Skype for Business:

Service Component	Monitoring Tool Test
Instant messaging	Tests for the correct functioning of peer-to-peer instant messages.
Audio and video	Tests for the correct functioning of peer-to-peer audio calls.
Audio and video conferencing	Tests for the correct functioning of audio/video conference creation and participation.
Skype for Business presence indicator	Tests for the correct functioning of the presence indicator.

Service Component	Monitoring Tool Test
Address book service	Tests for the correct functioning of the address book service.
Client application registration	Tests for the correct functioning of client registration i.e. the ability for users to sign in to Skype for Business.

7.1.1. Scope

Monitoring is carried out from systems within Dimension Data's infrastructure. In contrast, Users also use a range of third party infrastructure in order to access the Service from their location. Their experience of the Service is dependent on the correct functioning of this third party infrastructure. As such, there may be instances where the User's experience of the Service does not match the Service Availability reported by the Monitoring Tool.

The scope of Dimension Data's monitoring is limited to what can be monitored using Dimension Data systems and infrastructure. End-to-end monitoring is not a feature of the Service.

7.2. Incident Response Time Target

For any Emergency Incident properly reported by Client to the Dimension Data Global Service Centre, Dimension Data support staff intends to contact Client regarding that Emergency Incident within thirty (30) minutes from the time the Emergency Incident was initially reported to Dimension Data. This Service Level does not apply if Dimension Data reclassifies an Emergency Incident to an Other Incident.

7.3. Service Level Credits

7.3.1. Calculation

Where there has been a Service Level Failure in a particular Location during a particular calendar month, and where Client is entitled to a Service Level Credit for such Service Level Failure, the total Service Level Credit will equal the Service Level Credit Percentage corresponding to the Duration of such Service Level Failure, as set out in the applicable table in section 7.3.3, multiplied by either:

- For the "**Incident Response Time Target**" Service Level, Client total Fees paid during such month in such Location; or
- For the **"Service Availability Target"** Service Level, Client total Fees paid for the applicable CSfM Service during such month in such Location.

If a single event or set of related events results in more than one Service Level Failure, Client is entitled to no more than one (1) Service Level Credit for that event(s).

Notwithstanding anything to the contrary in the Agreement, at no time will the total cumulative Service Level Credits payable for all Service Level Failures that occurred during a particular calendar month in a particular Location exceed twelve and one half percent (12.5%) of the total Fees paid during such month in such Location.

Service Level Credits are Client's sole and exclusive remedy and Dimension Data's sole and exclusive liability in connection with Dimension Data's failure to meet Service Levels and no such failure will be deemed to be a breach of the Terms or Client agreement with Dimension Data.

7.3.2. Downtime Does Not Include Excusing Events

Downtime does not include any period of failure, delay, unavailability, service degradation, Response Delay or similar event or occurrence that is caused by or related to an Excusing Event.

For purposes of this CSfM Service Description, "**Excusing Event**" (defined in the Terms) also includes:

- Scheduled Maintenance (see below in 3.2).
- Client failure to comply with any Microsoft licensing terms and conditions or to order an adequate number of applicable licenses from Microsoft or to pay any licensing fees owed to Microsoft and any suspension or termination by Microsoft of Client access or license(s) to any Microsoft Application(s).

7.3.3. Service Level Credit Percentages

Percentages for "**Service Availability Target**" Service Level for all Locations (applies separately to each CSfM Service in each such Location):

Total Duration of Downtime in month in Location	Service Level Credit Percentage
Less than 40 minutes	0%
41 minutes – 60 minutes	1%
61 minutes – 120 minutes	2.5%
121 minutes – 240 minutes	5%
241 minutes – 360 minutes	7.5%
361 minutes – 480 minutes	10%

Total Duration of Downtime in month in Location	Service Level Credit Percentage
481 minutes or more	12.5%

Percentages for "**Incident Response Time Target**" Service Level:

Total Duration of Response Delay in month in Location	Service Level Credit Percentage
Less than 30 minutes	0%
30 – 60 minutes	1%
61 minutes or more	2.5%

7.3.4. Recovery Point Objective (RPO) and Recovery Time Objective (RTO)

7.3.4.1. CSfM Exchange

There are two Service Levels for the Site Resilience Option for CSfM Exchange: **Recovery Point Objective (RPO)** and **Recovery Time Objective (RTO)**.

● **Recovery Point Objective** means the amount of Client emails, measured over time, that are irrecoverably lost, calculated as the time between the time of the disaster occurring at one Location and the timestamp of the last replication log at the other Location.

● **Recovery Time Objective** means the amount of time it will take for Client to be able to send and receive emails from the Secondary Location, calculated from the time the Disaster Event is declared.

7.3.4.2. CSfM Skype for Business

There is one Service Level for the Site Resilience Option for CSfM Skype for Business: **Recovery Time Objective (RTO)**.

● **Recovery Time Objective** means the amount of time it will take for Client to be able to resume using CSfM Skype for Business from the Secondary Location, calculated from the time the Disaster Event is declared.

7.3.5. Service Levels for RPO and RTO

Dimension Data will endeavour to meet the following Service Levels in respect to Recovery Point Objective and Recovery Time Objective:

Service	Configuration	RPO	RTO
CSfM Exchange	Active-Active	1 hour	1 hour
CSfM Exchange	Active-Passive	1 hour	4 hours
CSfM Skype for Business	Active-Active or Active-Passive	n/a	1 hour

If Dimension Data is not able to meet a given Service Level metric for Recovery Point Objective or Recovery Time Objective, this is considered a Service Level Failure and Client is entitled to a Service Level Credit based on the number of hours or minutes the given Service Level metric is exceeded.

7.3.6. Recovery Point Objective and Service Level Credit Percentages

7.3.6.1. CSfM Exchange Recovery Point Objective and Service Level Credit Percentages

Service Level Credit Percentages for Recovery Point Objectives (applies separately to each CSfM Exchange instance in each Location):

Total Recovery Point Objective in month in Location	Service Level Credit Percentage
Less than 60 minutes	0%
60 minutes – 65 minutes	1%
66 minutes – 75 minutes	2.5%
76 minutes – 90 minutes	5%
91 minutes – 105 minutes	7.5%
106 minutes – 120 minutes	10%
More than 120 minutes	12.5%

Service Level Credit Percentages for Recovery Point Objectives (applies separately to each CSfM Skype for Business instance in each Location):

Total Recovery Point Objective in month in Location	Service Level Credit Percentage
Less than 60 minutes	0%
60 minutes – 65 minutes	1%

Total Recovery Point Objective in month in Location	Service Level Credit Percentage
66 minutes – 75 minutes	2.5%
76 minutes – 90 minutes	5%
91 minutes – 105 minutes	7.5%
106 minutes – 120 minutes	10%
More than 120 minutes	12.5%

7.3.7. Recovery Time Objective and Service Level Credit Percentages

7.3.7.1. CSfM Exchange Recovery Time Objective Service Level Credit Percentages

Service Level Credit Percentages for Recovery Time Objectives for CSfM Exchange (applies separately to each CSfM Exchange instance in each Location):

Active-Active

Total Recovery Time Objective in month in Location	Service Level Credit Percentage
Less than 60 minutes	0%
60 minutes – 65 minutes	1%
66 minutes – 75 minutes	2.5%
76 minutes – 90 minutes	5%
91 minutes – 105 minutes	7.5%
106 minutes – 120 minutes	10%
More than 120 minutes	12.5%

Active-Passive

Total Recovery Time Objective in month in Location	Service Level Credit Percentage
Less than 4 hours	0%
4 hours – 5 hours	1%
5:01 hours – 6 hours	2.5%
6:01 hours – 7 hours	5%
7:01 hours – 8 hours	7.5%
8:01 hours – 9 hours	10%

Total Recovery Time Objective in month in Location	Service Level Credit Percentage
More than 9 hours	12.5%

7.3.7.2. CSfM Skype for Business Recovery Time Objective Service Level Credit Percentages

Service Level Credit Percentages for Recovery Time Objectives for CSfM Skype for Business (applies separately to each CSfM Skype for Business instance in each Location):

Active-Active or Active-Passive

Total Recovery Time Objective in month in Location	Service Level Credit Percentage
Less than 60 minutes	0%
60 minutes – 65 minutes	1%
66 minutes – 75 minutes	2.5%
76 minutes – 90 minutes	5%
91 minutes – 105 minutes	7.5%
106 minutes – 120 minutes	10%
More than 120 minutes	12.5%

7.3.8. Measurement

Service Level Credits are calculated on a calendar monthly basis and on a Location by Location basis and all Duration measurements are reset at the beginning of each calendar month i.e. Durations do not "roll over" to subsequent months.

7.3.9. Redemption

The process for redeeming Service Level Credits is set out in the Terms.

8. Definitions

In addition to the definitions set out in the Terms, in this Service Description:

Available and **Availability** have the meaning given in section 7.1.

Carrier means the telecommunications carrier or service provider used by Client to deliver voice and / or data carriage services.

Client Materials means any hardware (including peripheral devices and mobile devices), computers, servers, physical media, networks, software (including Client Applications), communications links, domain names, SSL certificates, MX records and any other equipment, materials, systems and information in Client or any User's possession, ownership or control, in each case that are used in connection with receiving the Services.

Common Elements means, collectively, the following features that are shared across CSfM Exchange, CSfM SharePoint and CSfM Skype for Business for a given Location:

● Service Portal access.

● The Service's instance of Microsoft Active Directory.

● The ability to provision and administer Users through the Service Portal.

Downtime means, with respect to the "**Service Availability Target**" Service Level for a particular CSfM Service in a particular Location, the period of time during which such CSfM Service is not Available.

Duration means, during a particular calendar month, the total duration in minutes of the Downtime or Response Delay (as applicable) in such calendar month, as calculated in accordance with section 7.3.1.

Licence Mobility means a Microsoft licensing offering under which Microsoft licensees may utilise their Microsoft Application licenses to access and use instances of Microsoft Applications that are hosted by a Microsoft-authorised service provider.

Microsoft Applications means the Software products 'Exchange Server', 'Skype for Business Server' and 'SharePoint' that are developed by Microsoft Corporation.

Monitoring Tool means the software tool implemented by Dimension Data to determine the Availability of the Services and is the official source for determining whether a Service Level Failure has occurred and for measuring all Service Level Failures against Service Levels.

Response Delay means, for each Emergency Incident, the number of minutes by which the Response Time for such Emergency Incident exceeds thirty (30) minutes.

Response Time means the number of minutes that elapse between the time Client properly reports an Emergency Incident via the GSC and the time Dimension Data support staff contact Client regarding such Emergency Incident.

Session Border Controller means a device that is regularly deployed in Voice over Internet Protocol (VoIP) networks to exert control over the signalling and usually also the media streams involved in setting up, conducting and disconnecting voice calls or other interactive media communications.

Survivable Branch Appliance and **Survivable Branch Server** means devices that aim to increase the resiliency of branch sites in terms of communications in cases of network failures.

Service Level Failure means, for a particular Service Level in a particular Location during a particular calendar month, a failure by Dimension Data to meet such Service Level, excluding any failure comprising or caused by an Excusing Event.

Service Level Credit Percentage means, for a Service Level Failure for a particular CSfM Service, the corresponding percentage set out in the "**Service Level Credit Percentage**" column of the applicable table.

Scheduled Maintenance has the meaning given in section 3.2.