

Managed Cloud — AWS Service Terms

1. MANAGED CLOUD — AWS SERVICE

1.1. Features

In accordance with the completed customer design requirements (CDR) form, the terms of the Order, and any mutually agreed amendment to the same, Sungard AS will provide the following managed services (“**Managed Cloud Services**”) in connection with Infrastructure Services hosted by Amazon Web Services (“**AWS**”):

- (a) Creation and configuration of an AWS account on behalf of Customer.
- (b) Secure login to the Sungard AS Managed Cloud — AWS portal.
- (c) Creation and configuration of one Customer administrator account and one Customer user account for the Managed Cloud — AWS Services portal.
- (d) Role-based user access for federated AWS accounts based on a predefined list of roles and responsibilities.
- (e) Enablement of the logging and audit features (as detailed in the Managed Cloud — AWS Service Guide) on an account-by-account basis.
- (f) Configuration, implementation, configuration changes, patch management and installation, availability monitoring, incident management and problem resolution of the “AWS Resources” detailed in the Order (as outlined in the Service Guide).
- (g) SAP-specific virtual machine (VM) configuration support and initial installation of SAP application software from standard AWS templates, where SAP VMs and related SAP services are purchased from Sungard AS (as detailed on the CDR form). Customer acknowledges that in order to use such SAP services it is required that Customer must hold valid licenses for SAP as well as any associated database and/or ancillary software.

Customer may select the AWS geographic regions in which Customer data will be stored and accessible by Customer and its end users. Sungard AS will not move Customer data from the AWS regions selected on the Order or CDR form without Customer’s instruction and without notifying Customer, unless:

- (a) Required to comply with applicable law.
- (b) Due to a change (see section below) by AWS.
- (c) Requested by a governmental entity(ies) or regulator(s).

Accordingly, by using this Service, Customer consents to the processing of Customer data in, and the transfer of Customer data into, the selected AWS regions.

Sungard AS will notify Customer via email of the commencement of Customer’s access to the Managed Cloud Services for AWS and provide credentials to log into its cloud environment (“**Service Commencement Date**”). Notwithstanding anything to the contrary in the Order, the Billing Start Date and Term of the applicable Order shall begin as of the Service Commencement Date.

Customer may order additional AWS Infrastructure Services via the agreed-upon change request procedure as periodically defined and amended in the Sungard AS Managed Cloud — AWS Service Guide (“**Service Guide**”), which Sungard AS will use its reasonable endeavors to provide at the then-applicable rates until the earlier of:

- (a) Customer’s request to remove the AWS Infrastructure Services.
- (b) The Parties’ execution of a new Order adding the resources.

Any additional AWS Infrastructure Services are strictly subject to the availability of the same from AWS, and Sungard AS shall have no liability should the requested resources be unavailable.

Customer may request that Sungard AS allocate, reallocate and remove any AWS resources as long as the resources are made available by AWS. Sungard AS shall use its endeavors to make such changes in a

reasonable time. Changes to Customer's billing to reflect the change shall take effect from the time the change is completed successfully by Sungard AS.

For all Managed Cloud –AWS Services, Customer may not go directly to AWS for any issues relating to the AWS Infrastructure Services, service-level inquiries or requests for remedies. Any queries or issues in relation to the same should be raised with Sungard AS.

Customers may choose to deploy reserved resources from AWS, including, but not limited to, EC2 RIs, RDS Reserved DB Instances, DynamoDB Reserved Capacity, ElastiCache Reserved Cache Nodes, and Redshift Reserved Nodes (together or individually "Reserved Instances") on the terms offered by AWS. Customer acknowledges that Reserved Instances offer discounts on such resources in exchange for a commitment for a fixed period. ACCORDINGLY, CUSTOMER ACKNOWLEDGES THAT, BY PROCURING ANY SUCH RESERVED INSTANCES, IT IS ENTERING INTO A BINDING COMMITMENT FOR THE APPLICABLE FIXED PERIODS RELATING THERETO (AS SPECIFIED BY AWS). THEREFORE, SHOULD THE CUSTOMER WISH TO TERMINATE THE ORDER EARLIER THAN THE EXPIRATION OF SUCH RESERVED INSTANCES, SUNGARD AS SHALL CONTINUE TO BILL AND CUSTOMER SHALL CONTINUE TO BE LIABLE FOR ANY FEES RELATING TO SUCH RESERVED INSTANCES UP UNTIL THE EXPIRATION OF THE APPLICABLE FIXED PERIOD(S) RELATING THERETO.

1.2. General

References to "AWS Infrastructure Services," "AWS Resources" or "Infrastructure Services" herein mean the applicable virtual infrastructure services selected under the Order that are provided by AWS, as detailed in the current version of AWS Service Terms and Service Offerings located at <https://aws.amazon.com> and <https://aws.amazon.com/legal/>.

For Sungard AS to resell to a subscription for the Infrastructure Services to Customer and help it to provision its AWS account(s), Sungard AS must provide AWS the following information on a monthly basis:

- (a) Customer name and contact information (including end-customer name, telephone number, email address, city, state/region, country and zip/postal code).
- (b) Customer's AWS account ID(s) associated with the Sungard AS AWS reseller account.

Accordingly, by using these Services, Customer consents to Sungard AS' collection, use and disclosure of this information. The collection and processing of such information shall be handled in accordance with Sungard AS' Services Data Privacy Policy (a copy of which shall be provided on request, as such may be periodically updated by Sungard AS).

Customer acknowledges that the Infrastructure Services are strictly subject to the availability of the same from AWS, and that the Infrastructure Services and service-level agreements (SLAs) relating thereto may be subject to change, suspension or cancellation by AWS. This includes the termination or suspension of the Order and Customer's AWS account immediately if AWS or Sungard AS determines Customer is in breach of its obligations under these terms the Agreement or any AWS policies or terms referenced below. Such termination is necessary to comply with law, a security or intellectual property issue, or if AWS no longer permits resale of the AWS Infrastructure Services. Sungard AS shall endeavor to give as much prior notice of any change or cancellation of AWS Infrastructure Services as is provided by AWS. Customer acknowledges and agrees that Sungard AS shall have no liability for a failure to provide the Services or any part thereof, where such failure relates to a change or discontinuance by AWS.

As part of its continuing commitment to improve and evolve its services, Sungard AS periodically may make changes, in its reasonable commercial judgment, including, but not limited to, changes to the configuration or equipment comprising the Services or discontinuing part or all of the Services. Provided that Sungard AS shall notify the Customer of any material change to, or discontinuation of, such Services via electronic mail or written notice to the Customer's address, notice of any changes will be 30 days in advance. If any such change substantially and adversely affects Customer's ability to use the Services, Customer may, within 30 days of Sungard AS' notice to it, terminate the Order with respect to the affected Services by written notice.

In connection with the use of the AWS Infrastructure Services, Customer will comply with all applicable import, re-import, sanctions, anti-boycott, export and re-export control laws and regulations, including all such laws and regulations that apply to a U.S. company, such as the Export Administration Regulations, the International Traffic in Arms Regulations and economic sanction programs implemented by the Office of Foreign Assets Control. For clarity, Customer is solely responsible for compliance related to the manner in which it chooses to access and use the AWS Infrastructure, including Customer's transfer and processing of its data and confidential information and the AWS region in which any of the foregoing occur. Customer represents and warrants that it and its financial institutions, or any party that owns or controls Customer or its financial institutions, are not subject to sanctions or otherwise designated on any list of prohibited or restricted parties, including, but not limited to, the lists maintained by the United Nations Security Council and the U.S. Government (e.g., the Specially Designated Nationals List and Foreign Sanctions Evaders List of the U.S. Department of Treasury, and the Entity List of the U.S. Department of Commerce),

Customer acknowledges that AWS retains and reserves all rights, title and interest in and to the AWS Infrastructure Services, and all related technology and intellectual property rights. Customer agrees that it will not, nor will attempt to:

- (a) Modify, distribute, alter, tamper with, repair or otherwise create derivative works of any content included in the AWS Infrastructure Services (except to the extent content included in the AWS Infrastructure is provided to you under a separate license that expressly permits the creation of derivative works).
- (b) Reverse engineer, disassemble or decompile the AWS Infrastructure Services or apply any other process or procedure to derive the source code of any software included in the AWS Infrastructure (except to the extent applicable law doesn't allow this restriction).
- (c) Access or use the AWS Infrastructure Services in a way intended to avoid incurring fees or exceeding usage limits or quotas.

Except to the extent caused by our breach of Sungard AS' obligations,

- (a) Customer is responsible for all activities that occur under the use of your account and credentials, regardless of whether the activities are authorized or undertaken by Customer, its employees or a third party (including contractors or agents).
- (b) Sungard AS and its Affiliates are not responsible for unauthorized access to Customer's account.

Customer is responsible for ensuring that it requests Sungard AS to take the appropriate action to secure, protect and back up its accounts and content/data in a manner that will provide appropriate security and protection, which might include use of encryption to protect its content/data from unauthorized access and routine archiving of the same.

THE INFRASTRUCTURE SERVICES ARE PROVIDED BY AWS. BY ENTERING INTO THE ORDER, CUSTOMER ACKNOWLEDGES THAT SUNGARD AS IS SUBSCRIBING TO THE INFRASTRUCTURE SERVICES PURELY FOR AND ON BEHALF OF THE CUSTOMER AND ACTING IN ITS CAPACITY AS A SOLUTION PROVIDER. CUSTOMER ACKNOWLEDGES AND AGREES THAT THE INFRASTRUCTURE SERVICES AND CUSTOMER'S USE THEREOF ARE STRICTLY SUBJECT TO THE CUSTOMER'S COMPLIANCE WITH ALL LAWS, RULES AND REGULATIONS APPLICABLE TO THE USE OF THE SERVICE OFFERINGS AS WELL AS TERMS OF USE AND POLICIES (INCLUDING, WITHOUT LIMITATION, AWS' ACCEPTABLE-USE POLICY) OF AWS SET OUT AT <https://aws.amazon.com> AND <https://aws.amazon.com/legal/>. THESE TERMS OF USE AND POLICIES INCLUDE (BUT ARE NOT LIMITED TO) THE APPLICABLE AWS SERVICE TERMS FOR THE SERVICE OFFERING USED TOGETHER WITH ANY SLAS RELATING THERETO (AND THE SAME SHALL BE DEEMED ACCEPTED UPON USE OF THE INFRASTRUCTURE SERVICES (WITHOUT NEED FOR SIGNATURE OR INCLUSION HEREIN). CUSTOMER WILL ENSURE THAT THE CONTENT, INFORMATION OR DATA THAT IT STORES OR PROCESSES USING THE SERVICES (AND/OR REQUIRES SUNGARD AS TO PROCESS ON ITS BEHALF) WILL NOT VIOLATE ANY OF THE AWS POLICIES OR ANY APPLICABLE LAW. CUSTOMER IS SOLELY RESPONSIBLE FOR THE DEVELOPMENT, CONTENT, OPERATION, MAINTENANCE AND USE OF SUCH CONTENT.

IN ADDITION TO THE INDEMNITY OBLIGATIONS SET OUT IN CLAUSE 5.2 OF THE GMSA, CUSTOMER WILL DEFEND, INDEMNIFY AND HOLD HARMLESS SUNGARD AS, OUR AFFILIATES AND LICENSORS, AND EACH OF THEIR RESPECTIVE EMPLOYEES, OFFICERS, DIRECTORS AND REPRESENTATIVES FROM AND AGAINST ANY LOSSES ARISING OUT OF OR RELATING TO ANY THIRD-PARTY CLAIM CONCERNING CUSTOMER'S USE OF THE AWS INFRASTRUCTURE (INCLUDING ANY ACTIVITIES OR PROCESSING OF DATA OR CONFIDENTIAL INFORMATION UNDER ITS AWS ACCOUNT AND USE BY ITS EMPLOYEES AND PERSONNEL).

CUSTOMER IS PROHIBITED FROM RESELLING THE INFRASTRUCTURE SERVICES, OR FROM SELLING, TRANSFERRING OR SUBLICENSING CUSTOMER'S SUNGARD AS OR AWS ACCOUNT CREDENTIALS TO ANY OTHER PARTY (SAVE TO AGENTS AND SUBCONTRACTORS PERFORMING WORK ON CUSTOMER'S BEHALF).

NOTWITHSTANDING ANYTHING STATED TO THE CONTRARY IN THE GMSA (OR ELSEWHERE IN THE ORDER) WITH RESPECT TO ORDER OF PRECEDENCE, LIMITATIONS OF LIABILITIES OR WARRANTIES AND THEIR DISCLAIMERS, THE PARTIES AGREE THAT THE FOLLOWING TERMS SHALL PREVAIL AND APPLY TO THE SERVICES SET OUT HEREIN:

CUSTOMER ACKNOWLEDGES AND ACCEPTS THAT THE AWS INFRASTRUCTURE SERVICES ARE PROVIDED "AS IS." EXCEPT TO THE EXTENT PROHIBITED BY LAW OR TO THE EXTENT ANY STATUTORY RIGHTS APPLY THAT CANNOT BE EXCLUDED, LIMITED OR WAIVED. CUSTOMER'S SOLE AND EXCLUSIVE REMEDY FOR ANY UNAVAILABILITY, NON-PERFORMANCE OR OTHER FAILURE BY AWS TO PROVIDE THE INFRASTRUCTURE SERVICES IS THE RECEIPT OF A CREDIT PURSUANT TO THE TERMS OF THE RELEVANT AWS SLAS AS SET OUT IN THE SERVICE-LEVEL SECTION BELOW. SUNGARD AS, AWS AND EITHER PARTY'S RESPECTIVE AFFILIATES AND LICENSORS WILL NOT BE LIABLE TO CUSTOMER FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES (INCLUDING DAMAGES FOR LOSS OF PROFITS, REVENUE, CUSTOMERS, OPPORTUNITIES, GOODWILL, USE OR DATA) RELATING TO THE USE OF THE AWS INFRASTRUCTURE SERVICES, EVEN IF A PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN ADDITION, SUNGARD AS, AWS, AND EITHER PARTY'S RESPECTIVE AFFILIATES OR LICENSORS WILL NOT BE RESPONSIBLE FOR ANY COMPENSATION, REIMBURSEMENT, OR DAMAGES ARISING IN CONNECTION WITH: (A) AN INABILITY TO USE THE AWS INFRASTRUCTURE SERVICES, INCLUDING AS A RESULT OF ANY (I) TERMINATION OR SUSPENSION OF THIS AGREEMENT OR CUSTOMER'S USE OF OR ACCESS TO THE AS INFRASTRUCTURE, (II) AWS' DISCONTINUATION OF ANY OR ALL OF THE AWS INFRASTRUCTURE SERVICES, OR (III) WITHOUT LIMITING ANY OBLIGATIONS UNDER THE AWS INFRASTRUCTURE SLAS, ANY UNANTICIPATED OR UNSCHEDULED DOWNTIME OF ALL OR A PORTION OF THE AWS INFRASTRUCTURE FOR ANY REASON; (B) THE COST OF PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; (C) ANY INVESTMENTS, EXPENDITURES OR COMMITMENTS BY CUSTOMER IN CONNECTION WITH THIS AGREEMENT OR CUSTOMER'S USE OF OR ACCESS TO THE AWS INFRASTRUCTURE; OR (D) ANY UNAUTHORIZED ACCESS TO, ALTERATION OF OR THE DELETION, DESTRUCTION, DAMAGE, LOSS OR FAILURE TO STORE ANY OF CUSTOMER'S CONTENT OR OTHER DATA.

ACCORDINGLY, NEITHER SUNGARD AS NOR AWS MAKES ANY REPRESENTATIONS OR WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE REGARDING THE INFRASTRUCTURE SERVICES, INCLUDING ANY WARRANTY THAT THE SERVICES OR THIRD-PARTY MATERIALS WILL BE UNINTERRUPTED, ERROR FREE OR FREE OF HARMFUL COMPONENTS, OF MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT OR QUIET ENJOYMENT, OR THAT ANY MATERIALS, INCLUDING CUSTOMER MATERIALS OR THE THIRD-PARTY MATERIALS, WILL BE SECURE OR NOT OTHERWISE LOST OR DAMAGED.

Customer will comply with the third-party vendor licensing terms and conditions that are applicable to the software package.

Upon termination of the Software Licensing Services, Customer will uninstall and immediately discontinue all use of the software provided under Software Licensing Services.

Customer may commit (via an Order) to a level of spend for AWS Infrastructure Services and Sungard AS Management Fees for a 1-, 2-, or 3-year term to receive discounted Management Fees (as defined below).

Customer will be billed the greater amount of either the committed amount under the applicable Order or the total amount of AWS Infrastructure Services charges and Management Fees incurred by Customer's usage of the Services in the applicable month.

Customer's use of Managed Cloud — AWS Service will be billed monthly, in arrears. Customer will pay the total charges for the AWS Infrastructure Services in addition to the Management Fee, calculated as a percentage of the total AWS Infrastructure Services used during the applicable month ("**Management Fee(s)**"). Should the Customer's usage of AWS Infrastructure Services exceed the total committed, contracted amount set out in the Order, overage fees will be assessed for both the AWS Infrastructure Services and the Management Fee at the agreed-upon, contracted rate.

Managed Cloud — AWS Service usage charges are determined through AWS usage billing for the AWS Infrastructure Services associated with the Customer's environment on a per-account basis. This may include resources that are not directly accessible by Customer, including, but not limited to, Simple Storage Service (S3), CloudWatch, DynamoDB and Relational Database Service (RDS).

1.3. Features

For all EC2 Instances, as identified in the Order, Customer will:

- (a) Provide Sungard AS system administration security-level (e.g., administrator-level or root-level) access for each VM and, if Customer retains system administration security-level access, permit such access to be tracked by Sungard AS.
- (b) Obtain and maintain 24x7 maintenance agreements with the original software vendor for Customer-provided software and notify the vendor of Sungard AS' authorization to act as Customer's agent under the maintenance agreements.

With respect to firewall services:

- (a) Customer may request Sungard AS support for client virtual private network (VPN) services of Customer-licensed client VPN software.
- (b) Customer is responsible for software management and configuration of Customer-managed VPN site-to-site endpoint(s).
- (c) Sungard AS does not monitor VPN persistence.

Sungard AS maintains exclusive control of system administration security-level (e.g., administrator-level or root-level) access for firewall and load balancing services.

Customer system administration access to firewall and load balancing services is not permitted.

Sungard AS will provide the following for the number of VMs in accordance with the CDR and any mutually-agreed-upon change request from time to time:

- (a) Initial OS build and OS-level backup configuration.
- (b) OS configuration changes upon Customer request.
- (c) Management of system administration security access (e.g., root or administrator access).
- (d) Installation of antivirus software.
- (e) Monitoring, Customer notification and installation of patches.
- (f) Assistance with resolution of detected OS failures.
- (g) Back-up of the OS.
- (h) Configuration of availability, performance and capacity monitoring as defined in the CDR form.

Sungard AS is not responsible for resolution of failures associated with:

- (a) Software that is end of life or not otherwise supported by the vendor.
- (b) Customer written or other software not supported by Sungard AS.

For Sungard AS to manage an Active Directory server, Customer must dedicate two servers exclusively as Active Directory domain controllers for each domain to be managed.

OS version-level upgrades are not included in the Service.

Sungard AS will perform the following for the servers and OS instances identified in the CDR or any mutually-agreed-upon change request from time to time:

- (a) Monitor the ability of the device network interface card (NIC) identified in the CDR form to respond to Internet Control Message Protocol (ICMP) or Simple Network Management Protocol (SNMP) requests.
- (b) Monitor CPU, storage and network interface thresholds.
- (c) Monitor System log for critical-level messages (Unix), Event log (Windows), file system and paging space thresholds.

Monitoring Services are conducted at 5-minute intervals. Customer notification is triggered by two consecutive negative polling responses.

In connection with EC2 instances, Sungard AS will provide, install and configure the number and type of software packages identified in the Order and access to the software vendor for maintenance and support through Sungard AS' maintenance agreement covering the software packages.

1.4. Service-Level Agreements

Customer will be entitled to claim service credits from AWS (via Sungard AS acting as agent for Customer in its capacity as AWS reseller to Customer) for failures of the Infrastructure Services in accordance with the AWS SLAs for the applicable AWS services detailed at <https://aws.amazon.com/de/legal/service-level-agreements/>. Customer must notify Sungard AS of any service-level requests by the end of the next billing cycle after which the service incident occurred. Sungard AS will make a claim with AWS on Customer's behalf and will notify Customer of any credits, confirmed by AWS as owing, within sixty (60) days of its request for such credits. Notwithstanding the standard treatment of any other service credits that Customer may receive from Sungard AS for other non-AWS Sungard AS Services, confirmed service credits shall be applied only against future purchases of the Managed Cloud — AWS Service from Sungard AS. Sungard AS accepts no liability to Customer in the event that AWS rejects any such service-level request.

2. MANAGED CLOUD – UNMANAGED AWS

2.1. Features

Customer may choose to use AWS Infrastructure Services for additional services that are not to be managed by Sungard AS under the Order. In this case, Sungard AS will provision new and separate AWS account(s) and provide Customer with root-level access into such new AWS account(s). By using AWS Infrastructure Services under such account(s), Customer acknowledges and agrees that any services deployed in any such new AWS account(s) are the sole responsibility of Customer and will not form part of the "Services" supplied under the Order. Sungard AS will bill the Customer AWS list rate for all services consumed in this additional AWS account, and will serve as a billing agent only. SUCH NEW AWS ACCOUNT(S) SHALL REMAIN SUBJECT TO THE MANAGED CLOUD – AWS - GENERAL PROVISION section (above). Should Customer terminate all Managed Cloud — AWS Service under the Order, Sungard AS shall be entitled to terminate its obligations as billing agent for such unmanaged AWS Infrastructure Services and transfer all responsibilities relating to the same to Customer.

For Unmanaged AWS Services, Customer will be required to go directly to AWS for any issues relating to the Infrastructure Services, service-level inquiries or requests for remedies. Any queries or issues in relation to the same should be raised with AWS.

3. MANAGED CLOUD – SELF-MANAGED AWS

3.1. Features

Managed Cloud – AWS Customers may choose to consume AWS Resources directly through the MAWS portal rather than have Sungard AS perform the functions set out in Managed Cloud — AWS Features section above. For the Managed Cloud — Self-Managed AWS Service, AWS accounts may be procured directly through the MAWS portal. Sungard AS will bill the Customer at its prevailing list rate for all services consumed in this additional AWS account and will serve as a billing agent only having no other responsibility or control over these accounts.

Sungard AS will not be responsible for the architecture, configuration or availability of AWS products deployed through the Self-Managed Cloud — AWS feature. No SLA shall be offered in conjunction with these services other than that the Customer receives directly from AWS in relation to the AWS Infrastructure.

Customers may choose to deploy reserved resources from AWS, including, but not limited to, EC2 RIs, RDS Reserved DB Instances, DynamoDB Reserved Capacity, ElastiCache Reserved Cache Nodes, and Redshift Reserved Nodes (together or individually “Reserved Instances”) on the terms offered by AWS. Customer acknowledges that Reserved Instances offer discounts on such resources in exchange for a commitment for a fixed period. ACCORDINGLY, CUSTOMER ACKNOWLEDGES THAT, BY PROCURING ANY SUCH RESERVED INSTANCES, IT IS ENTERING INTO A BINDING COMMITMENT FOR THE APPLICABLE FIXED PERIODS RELATING THERETO (AS SPECIFIED BY AWS). THEREFORE, SHOULD THE CUSTOMER WISH TO TERMINATE THE ORDER EARLIER THAN THE EXPIRATION OF SUCH RESERVED INSTANCES, SUNGARD AS SHALL CONTINUE TO BILL AND CUSTOMER SHALL CONTINUE TO BE LIABLE FOR ANY FEES RELATING TO SUCH RESERVED INSTANCES UP UNTIL THE EXPIRATION OF THE APPLICABLE FIXED PERIOD(S) RELATING THERETO.

4. MANAGED CLOUD – AWS SIMPLE MIGRATION SERVICE

4.1. Features

Simple migration service provides Customer with a replica environment of its current virtualized environment in AWS. The new AWS environment will be designated a Managed Cloud – AWS environment and will be governed by the terms in this document. For each Simple Migration Service item purchased, Sungard AS will:

- (a) Provide software licensing for the data mover software, one license for each machine to be moved.
- (b) Monitor and manage the replication of data from the source to the AWS environment.
- (c) Create one or more virtual private clouds (VPCs), replicating the current networking configuration of the customer source environment.
- (d) Create appropriate security group rules to replicate the current perimeter firewall rules that are in place in Customer source environment.
- (e) Instantiate new EC2 instances in AWS based on source environment architecture.

5. MANAGED CLOUD – AWS PREMIUM SUPPORT

5.1. Features

For the additional fee set forth in the Order, Premium Support provides Customer with access to support hours, in addition to the agreed-upon service hours, for support activities that are not included under the standard Managed Cloud — AWS Service. For a list of sample tasks that may be procured under Premium Support, please see the Enhanced Support Services Section of the Managed Cloud — AWS Service Guide. For custom tasks that are not included as examples in the Service Guide, Customer and Sungard AS will mutually agree, in writing, on the final scope of work for such activities before any are undertaken.

5.2. General

Premium Support will be available in fixed blocks of 20 hours; however, exceptions to the 20-hour blocks can be made for a higher rate per additional hour. Sungard AS has no limitation on the number of 20-hour blocks or individual hours that can be purchased at one time and it has no time limit on the usage of hours (subject to availability). Changes made to the Customer Managed Cloud — AWS environment will be governed by these Managed Cloud — AWS Service Terms. All Premium Support activities fall under standard Sungard AS support guidelines referenced in the Service Guide.

6. GENERAL SERVICE TERMS

These Services are also subject to the General Service Terms at <https://www.sungardas.com/hubfs/multimedia/document-file/sungardas-general-service-terms.pdf>.