

Platform Recovery Plus (North America) Service Terms

1. DEFINITIONS

“Disaster” is any planned or unplanned event or condition that renders Customer unable to use its assets for their intended computer processing and related purposes.

“Disaster Declaration” is the notification provided by one of Customer’s designated representatives to Sungard AS indicating that a Disaster has occurred, identifying the affected Covered Location and specifying which Services Customer requires.

“Test” refers to a test used by Customer to validate the recoverability of its data.

2. PLATFORM RECOVERY PLUS: FEATURES

Sungard AS will provide the following, in accordance with the Customer-provided procedures, for the number of servers identified on the Order:

- A high-level review of recovery procedures, configurations and documentation provided by Customer (configuration information and procedure information are stored in the Customer Portal)
- Validation and storage of the Customer-provided images for Unix-based servers. Customer is provided with a report detailing the outcome of image validation
- At time of Test or Disaster, system hardware is initialized per Customer-provided configuration and specifications, and the OS is installed and configured, including any requisite patches and backup agents
- At time of Test or Disaster, the VMware virtual machines identified on the Order are created using Customer-provided templates

3. PLATFORM RECOVERY PLUS (NETWORK INITIALIZATION): FEATURES

Sungard AS will provide the following, at time of Test or Disaster, for the network equipment present on the Order:

- Initialization and configuration of network equipment and devices
- Deployment of Customer-provided configurations to network equipment and devices
- Validation of the recovered network environment
- At time of Test only, monitoring of the recovery network and troubleshooting assistance

4. PLATFORM RECOVERY PLUS (BACKUP AND MEDIA SERVERS): FEATURES

Sungard AS will provide the following, at time of Test or Disaster, for the backup and media servers identified on the Order:

- Installation and configuration of the backup and media server software
- Loading of the Customer-provided backup catalog
- Validation of the recovered backup and media server operation

5. PLATFORM RECOVERY PLUS: GENERAL

Customer will provide:

- Up-to-date written recovery procedures for the servers and network equipment covered by the Platform Recovery Plus Service
- Server, OS and network equipment configurations necessary for the delivery of the Service
- All software media and required software license(s) to Sungard AS prior to any scheduled Test or upon Disaster Declaration

- A single point of contact to provide coordination, scheduling and logistical support as required for delivery of the Service
- Necessary access to required technical support during Test preparation, Test and Disaster

Sungard AS requires two (2) weeks advance notice on the cancellation of any onsite visits. In the event of Customer-initiated delays, additional fees may apply.

Sungard AS may use onshore or offshore subcontractors to perform aspects of Service delivery.

Sungard AS will use commercially reasonable efforts to assist Customer in the rescheduling of the initial restoration activities, to the extent they are needed, as soon as possible. Unless Sungard AS is solely responsible for the failure of the initial restoration activities, Customer will be responsible for any additional fees that apply.

Test Period(s) are scheduled in accordance with Sungard AS' Test Scheduling & Cancellation Policy, which is available in the Customer Portal.

Customer is solely responsible for the deletion of Customer data on all contracted storage devices and media prior to the completion of any Test or Disaster.

Failure by Customer to provide timely responses to Sungard AS requests for information, access or resources may result in delays to specific Service deliverables.

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>.