



BIG EASY ONE / AWS
SERVICE & SUPPORT CONTRACT 2018

1 VERSION CONTROL

The following is a list all changes made to this document, the name of the person making the change, the new version number and the reason why the change was necessary.

Date	Author	Version	Change Description
04.06.2018	ID	1.1	

1.1 Distribution List

Name	Organisation	Position
	Client	
	Big Easy One	

1.2 Reference Documents

Document	Version	Date	Status	Author
Big Easy One Service Level Agreement 2018.pdf	1	04.06.2018	Current	BE
Big Easy One Customer Agreement 2018.pdf	1	04.06.2018	Current	BE
Big Easy One Customer Code of Conduct 2018.pdf	1	04.06.2018	Current	BE

2 SYSTEM & MEDIA HOSTING.

Up to 1 TB per year free

Over 1TB subject to AWS current pricing

Location: Virginia	Per GB \$	Per TB \$	Per month US\$
<i>C3.Large EC2 server</i>			<i>\$109.00</i>
Bandwidth	<i>\$ 0.12</i>	<i>\$ 122.88</i>	
EBS Standard volumes			
<i>\$0.05 per GB-month of provisioned storage</i>	<i>\$ 0.05</i>	<i>\$ 51.20</i>	
<i>\$0.05 per 1 million I/O requests estimated @ 10%</i>	<i>\$ 0.01</i>	<i>\$ 5.12</i>	
EBS Provisioned IOPS volumes (High performance)			
<i>\$0.125 per GB-month of provisioned storage</i>	<i>\$ 0.12</i>	<i>\$122.88</i>	
<i>\$0.10 per provisioned IOPS-month</i>			
EBS Back up Snapshots to S3			
<i>\$0.095 per GB-month of data stored (Data & Database only)</i>	<i>\$ 0.095</i>	<i>\$ 97.28</i>	
Disaster recovery			
<i>Glacier</i>	<i>\$ 0.01</i>	<i>\$ 10.24</i>	

+ 7% of AWS expenditure

Price is subject to change according to those promulgated by Amazon Web Services. Charge is monthly according to usage.

3 SUPPORT CHARGES

System & Hosting support	Business
<i>Customer Service - 24x7x365</i>	✓
<i>Support Forums</i>	✓
<i>Documentation, White Papers, BEOt Practice Guides</i>	✓
<i>Access to Technical Support</i>	<i>Phone, Chat, Email, Live Screen Sharing (24/7)</i>
<i>Primary Case Handling</i>	<i>Cloud Support Engineer</i>
<i>Named Contacts</i>	3
<i>Response Time</i>	24 hours maximum
<i>Architecture Support</i>	<i>Application Architecture</i>
<i>BEO Practice Guidance</i>	✓
<i>3rd Party Software Support</i>	✓
<i>Trusted Advisor</i>	✓
<i>*Infrastructure Event Management</i>	✓
Total monthly cost per seat	\$ 250.00

Additional costs.

* Allows additional temporary support upgrade at \$100 per hour for critical events.

Management and transcoding configuration for drive upload to data center \$210 plus shipping

4 TERMS

This document is a sample. Contract will reflect current AWS charges.

Charges are in US Dollars, monthly according to usage, payable Bank to Bank, transmission charges for client account, cleared funds by 26th day in the month of invoice.

Invoices are from Big Easy Software Ltd and/or its assigns.