Business

PUBLICATION 1 SERVICE DESCRIPTION FOR CLOUD AVENUE SERVICES

1.1   Definitions

As used in this Service Description, the following capitalized terms will have the meanings given to such terms in this Clause 1.1. In the event of any conflict between the definitions provided in this Service Description and those provided elsewhere in the Agreement, the definitions in this Service Description will prevail to the extent of any such conflict. All capitalized terms used and not otherwise defined herein will have the meaning ascribed to them elsewhere in the Agreement (in particular, in the Specific Conditions for Cloud Services).

"**API(s)**" means an application programming interface which is a set of functions and procedures that allow the creation of computer applications which access the features or data of an operating system, application, or other service.

"**Cloud Avenue Service(s)**" means the Cloud Avenue Service and its related components and features managed by Orange as described in this Service Description.

"**Cloud Avenue Mutualized**" means a specific Cloud Avenue feature where most hardware components to deliver the service are mutualized amongst several customers.

"**Tenant(s)**" means a virtual private pool of resources on the Cloud Avenue Service infrastructure which is only accessible to Users that are authenticated by a login and password.

"**VPN**" means a virtual private network.

"**vSphere**" means the features of VMware software suite, as provided in the following hyperlink: https://www.vmware.com/products/cloud-infrastructure/vsphere.

"**vSAN**" means the features of VMware software suite, as provided in the following hyperlink: https://www.vmware.com/products/cloud-infrastructure/vsan.

"**vCenter**" means the features of VMware software suite, as provided in the following hyperlink: https://www.vmware.com/products/cloud-infrastructure/vcenter.

"**vCloud Director**" means the features of VMware software suite, as provided in the following hyperlink: https://www.vmware.com/products/cloud-infrastructure/cloud-director.

"**VMware NSX**" means the features of VMware software suite, as provided in the following hyperlink: https://www.vmware.com/products/cloud-infrastructure/nsx.

"**VCDA**" means the features of VMware software suite, as provided in the following hyperlink: https://www.vmware.com/products/cloud-infrastructure/cloud-director-availability.

1.2   Cloud Avenue Service Description

1.2.1   **Overall Description.** The Cloud Avenue Service is a cloud service, subject to the Specific Conditions for Cloud Services. The Cloud Avenue Services are based on pre-built IT infrastructure hosted in regional data centers. It allows Users to provision and use IT resources (e.g. servers, storage, network) on a self-service and on-demand basis, through web- based management console and through APIs.

The Cloud Avenue Services comprises different service features which are described in Clause 1.2.4 of this Service Description. Further details of such features (including restrictions of use and compatibility requirements) are available upon request.

1.2.2   **Web Portals**

1.2.2.1   **vCloud Director Portal ("VCD Portal").** Orange will provide Customer with access to the VCD Portal (the main web portal) to manage Cloud Avenue Services, except in the case of a Tenant for the Cloud Avenue vCoD, for which the Customer did not request the VCD Portal, which is an option of Cloud Avenue vCoD. Access to the VCD Portal will be granted to Users by the submission of specific credentials, which shall be provided by Orange. The VCD Portal allows the User to create, configure, monitor, and delete several Cloud Avenue Services on the internet.

The VCD Portal provides APIs that allow the Customer to develop automation scripts which perform the same actions on their cloud resources rather than via the VCD Portal itself.

1.2.2.2   **Cloud Store Portal.** Orange will provide Customer with access to the "Cloud Store", which is a website where all features of the Cloud Avenue Services are presented, through the following hyperlink: http://cloud.orangebusiness.com. Access to the Cloud Store Portal will be public access without the need for any credentials.

1.2.2.3   **Cloud Customer Space.** Orange will provide the Customer with a secured environment for the Customer to manage its Cloud Avenue Services account, within the Cloud Store. Access to the Cloud Customer Space portal will be private access granted through specific credentials for a User. The online documentation of the Cloud Customer Space is accessible from this link:https://cloud.orange-business.com/en/offers/cloud-customer-space-user-guide-presentation-of-the-cloud-customer-space/.

1.2.3   **Data Centers.** Cloud Avenue Services are available in the Val de Reuil and Chartres data centers, in France. Some services are only available on the Val de Reuil data center. Some Cloud Avenue Services are available on both the Val de Reuil and Chartres data centers.

1.2.4   **Service Features of the Cloud Avenue Services**

1.2.4.1   **Virtual Data Center.** A Virtual Data center ("**vDC(s)**") is a pool of resources including compute capacity (expressed in GHz or vCPU, and in the amount of RAM), storage capacity, and external network connections (internet or VPN). The

compute (CPU + RAM) and storage capacities are available on several classes of services, as provided in the table below, in this Clause 1.2.4.1. The Customer can choose the performance class of their vDC, the availability class, and the billing mode:

Class of Performance		Eco	Standard	High Perf.	VOIP
VM limits (vCPU/RAM/Storage)		6 vCPU/16G 4 To	8 vCPU/64G 6 To	40 vCPU/128G 6 To	32 vCPU/128G 6 To
Usage		Low-need production in CPU, dev, test, labs	Any	Big Data, real time, intensive computing	IPBX, real time
Allocation Modes		PAYG and Allocation Pool	PAYG and Allocation Pool	Allocation Pool	Reservation Pool
Availability Class: One Room		□	□	□	□
Availability Class: Dual Room		□	□	□	□
Availability Class: HA Dual Room		□	□	□	□
Billing Model Available		PAYG, Reserved and DRaaS	PAYG, Reserved and DRaaS	PAYG, Reserved	Reserved
vCPU Frequency	PAYG or DRaaS	2.2 GHz	2.2 GHz	2.2 GHz	3 GHz
	Reserved	1.2 GHz mini	1.2 GHz mini	2.2 GHz	3 GHz
(PAYG: pay as you go – syn. pay-per-use)					

The vDC class of performance determines the price of the resources that are reserved or used in the vDC.

1.2.4.2 **Dedicated Cluster.** For certain use cases, or to meet certain regulatory constraints, the Customer may choose to host their VMs on dedicated rather than mutualized physical servers. The management of resources in the VCD portal for dedicated clusters will be identical to mutualized servers, however the available resources will be limited by the number of servers that the Customer has subscribed to.

1.2.4.3 **vCenter On Demand ("vCoD").** The vCoD service consists of the following components:

- a dedicated cluster, based on physical HPE Synergy "hyper-converged" servers provided by Orange Business partner HPE (Hewlett Packard for Enterprises);
- a Solid-State Drive ("**SSD**") storage directly attached to the servers;
- a management infrastructure entirely dedicated to a vCoD;
- a virtualization layer and the vCenter management module from VMware vSphere; and
- a vSAN for storage virtualization.

The management infrastructure (the control plane) includes different software from the VMware suite to provide the necessary functionality for optimal operation of a dedicated infrastructure feature.

It is possible for the Customer to request a "dual site" deployment of vCoD service, where physical resources are deployed both in Val de Reuil and Chartres data centers, to increase the resilience of the infrastructure and to accept the loss of a site.

1.2.4.4 **Bare Metal Server ("BMS").** The BMS service provides a dedicated server on which the Customer can install an operating system chosen from a predefined list. The BMS service is available at the Val de Reuil and Chartres data centers, without restriction.

1.2.4.5 **Licenses.** The Customer undertakes to use the software, in particular the operating systems, in compliance with the Intellectual Property clause under the Terms and Conditions. All Windows and Red Hat operating system licenses must be subscribed as part of the Cloud Avenue Service offer. The Cloud Avenue price list specifies the prices and billing methods for each license.

Microsoft license mobility ("**BYOL**"), for software previously acquired by the Customer, is possible in accordance with the "License Mobility" or "Qualified Multi-Tenant Hoster" ("**QMTH**") endorsements of the Microsoft Services Provider Licensing Agreement, depending on the software concerned. The mobility of Red Hat licenses is not possible on the Cloud Avenue Service. The Customer must subscribe to Red Hat licenses from Orange.

1.2.4.6 **Network and Security.** Network and security settings are configured by the Customer in the VCD Portal. These features (referred to as the NSX Edge Gateways features) are carried by infrastructure VMs and carry a network and security context dedicated to each customer. The Customer can request several types of gateways: Tier 0 ("**T0**") and Tier 1 ("**T1**"), dedicated or not, and chose a class of service. All types of gateways and their prices are listed in the Cloud Avenue price list.

1.2.4.7 **Internet Access.** The internet access is provided by Orange and incorporates services to secure both the availability of access, and the transiting traffic. The internet access is a shared access for all Cloud Avenue Service platform customers, and located in each data center. The internet connection is made via a T0 gateway for a given organization and can be shared by all the organization's vDCs.

Customer can order public IP addresses in order to reach their Cloud Avenue Services from the internet.

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1.2.4.8 **Datastore Storage.** Datastore storage is made available to VMs in a vDC through storage profiles, which VMs can draw from to provision their disks. The size of a VMDK file is limited to 2 TB When a VM needs more than 2 TB of storage, multiple VMDK files must be added to the VM to reach the target size. External storage is made available to VMs via IP addresses and in accordance with the protocols chosen by the Customer.

Datastore storage is provided in two modes:
- shared storage (the default), and
- dedicated storage, with performance guarantee.

1.2.4.9 **Network Storage.** Network storage service provides storage services shared by the Customer's Tenant VMs and BMS with NFS/CIFS protocol. Each storage service is created in dedicated mode, meaning, I/O resources are dedicated to each storage service. Customer can choose the service class of their network storage, the service class determines performances, and the minimum size and price of this service. The characteristics of network storage service classes and their prices are described in the Cloud Avenue price list.

1.2.4.10 **Dedicated Datastore.** A datastore is dedicated to a Customer, meaning that only the VMs chosen by the Customer will be able to use this storage space, allowing the Customer to make the best use of the available IOPS.

This type of storage is proposed with several service classes, which define:
- the availability level (i.e. 'One Room'/'Dual Room'/'HA Dual Room'),
- the performance level, and
- the minimum size.

The Customer can choose the type of storage on their datastore, with or without data encryption.

1.2.4.11 **Object Storage.** The object storage service allows the storage of objects composed of data and metadata in a storage account, associated with the Customer's Tenant. These objects are accessed securely from the internet or from the vDC of the Tenant via an internal network. Objects are stored in compartments (referred to as "Buckets"). Storage and handling of objects and compartments is possible via a REST S3 API powered by the third-party software from Scality© and compatible with Amazon Web Services or via the vCD portal.

1.2.4.12 **Services Administration Zone ("ADMIN Zone" or "SUO").** The ADMIN zone is a service zone, accessible by the VMs through a specific Tenant network, and carrying several services, allowing the following administration tasks to be performed by the Customer:
- Trend Micro Antivirus: a third-party software that automatically updates its virus signature database,
- Windows and Red Hat license activation: KMS (Key Management Server) for Windows license activation and RHN (Red Hat Network) infrastructure to activate and update the operating systems,
- Update of Windows and Red Hat Operating System: WSUS (Windows Server Update Services) server that allows Windows VMs to be kept up to date and RHN infrastructure to give access to the Red Hat repository,
- Access to backup servers (for backup/restore of VMs using an agent),
- Access to mail relay gateways: outbound SMTP relay servers, and
- NTP server.

The availability of these devices in the admin specific zone allows to avoid the internet exposure of the VMs while performing these tasks.

1.2.4.13 **Backup.** The backup feature offered on the platform for Cloud Avenue Services is a Netbackup (a third-party software) shared solution available to all customers using the following services:
- vDc(s), and
- vCoD.

The backup features available in self-service through a dedicated portal called Netbackup Self-Service ("NSS").

1.2.4.14 **Cross Connect.** This option, available at the Val de Reuil and Chartres data centers, allows the network connection of a customer's physical equipment located in an Orange Cloud Avenue Services data center. Orange provides several types of connection, from 1 Gbps to 10 Gbps, available on one to two network links (nominal/backup).

1.2.4.15 **Quality of Service Appliance ("QoS").** QoS refers to a mechanism for prioritizing data flows within a limited bandwidth, intended for customers, who use their BVPN access to connect to their Cloud Avenue hosted information system, or for customers who use real-time applications (IP telephony, videoconferencing, etc.). Cloud Avenue Service offers an appliance to perform this task of prioritizing the most critical flows ("QoS Appliance(s)"). There are several models of QoS Appliances, configured with the appropriate dimensions to handle all flows within a maximum bandwidth.

1.2.4.16 **Cloud Avenue APIs.** The Cloud Avenue Service proposes APIs that allow the Customer to perform operations on their cloud resources, such as creating a vDC, requesting a public IP address, or creating an edge gateway (T0 or T1).

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1.2.5 **Support Plans for Cloud Avenue.** The Customer must select one of the following four support plans for the Cloud Avenue Services:

Support offer for the Cloud Avenue Service	Standard	Bronze	Silver	Gold
Customer Service				
Cloud Avenue documentation on the wiki	Included			
Account and billing questions	Business hours			
Technical Support				
Data Center supervision 24x7	Included			
Ticket via the Cloud Customer Space	Ticket received 24x7			
Ticket via telephone	Yes			
Privileged access to experts (e-mail or telephone)	No	Yes, the first 3 months	Yes	Yes
Number of hours of expertise included in the package	N/A	2h/month, the first 3 months	2h/month	4h/month

The different support plans come with different Charges, described in the Cloud Avenue price list and the Cloud Avenue Services public wiki portal. The beta features do not give rise to any support commitment on the part of Orange.

1.2.6 **Supporting and Consulting Services.** Orange offers support and consulting services in virtualization, system, and network for the Cloud Avenue Services. These services can be ordered via the Cloud Customer Space portal . They include theory courses and coaching time on the features of the Cloud Avenue Services, such as VCD Portal, the vCloud Director, the VCD Portal API, etc.

The list and content of such services are detailed in the Cloud Avenue price list and in the Cloud Avenue Services public wiki portal.

1.3 Charges for Cloud Avenue Services

1.3.1 The Charges for Cloud Avenue Services shall be listed or referred to in the Order(s) for Cloud Avenue Services.

1.3.2 Customer acknowledges that the Charges for Cloud Avenue Services may be updated by Orange from time to time.

1.3.3 In the event that the Charges are increased, the Customer will be made aware of such increase(s) (by publication or otherwise) at least fifteen (15) days before the effective date of the revised Charges.

1.3.4 In the event that the Charges are decreased or there is a temporary promotional offer on a specific service feature of the Cloud Avenue Services, the Customer will be made aware of such decreases or promotional offers (by publication or otherwise), on or before the effective date of the revised Charges.

1.3.5 In the event that there are new or updated Charges following the release of: (a) a new service feature of Cloud Avenue Services, or (b) a service feature described above in this Service Description, but which had not been available, the Customer will be made aware of such Charges (by publication or otherwise), on or before the release date of such service feature.

1.4 Data Processing

Exhibit A sets out the subject matter, duration, nature, and purpose of the Processing, the type of Personal Data and the categories of Data Subjects of the Processing of Personal Data carried out by Orange as part of this Service.

EXHIBIT A   DESCRIPTION OF PROCESSING OF PERSONAL DATA BY ORANGE BUSINESS AS PROCESSOR FOR CUSTOMER – ARTICLE 28 OF GDPR

This Description of Processing applies to the Processing of Customer Personal Data for the provision of **Cloud Avenue Service**.

Nature of the Processing Activities	The Customer's Personal Data are processed to provide the Service(s) in accordance with the applicable Service Description or in accordance with the Customer's additional instructions.
	The Processing operations include the collection, consultation, transmission, storage, and deletion of the Customer's Personal Data, as well as other Processing activities depending on the configuration and options of each Service, such as recording, organization, modification, combination, pseudonymization or anonymization.

Purpose of Processing Activities	Duration
Activation and implementation of the Services and modifications to the Services. Delivery, operation, and management of Services (including intrusion detection). Incident management and support.	For the period required to provide the Service plus 12 months.
Depending on the options chosen:	
Provision of reports (on billing, usage, quality of service and other reports requested by the Customer).	In accordance with the Service Description or the Customer's instructions.
Portals, i.e. providing access to portals, online tools for the provision of its Services.	For as long as necessary to provide the services.
For Cloud hosting and "as a service" functionalities, i.e. hosting of the Customer's Personal Data on a dedicated or shared infrastructure.	For the time required to provide the Service.

Categories of Customer Personal Data Processed	Identification data: first name, surname, email, public IP, contract ID (BSS Contract ID).
	Technical Data: IP address, connection data, browser type and version, time zone setting and location.

Categories of Persons Concerned	Employees of the Customer and its Affiliated Companies.
	For Hosted Data, any category of Data Subject, as determined by the Customer.

Authorized Sub-Processors	Orange Business (MSC Gurgaon, India)
	Orange Business (MSC Cairo, Egypt)
	Orange suppliers in the EU and outside of the EU Processing Customer Personal Data for the purpose of this Agreement and communicated separately to Customer.

Authorized Sub-Contractors	Inetum (France)
	Cap Gemini (France)
	Neosoft (France)
	SII (France)
	Orange Poland

END OF SERVICE DESCRIPTION FOR CLOUD AVENUE SERVICES

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