



Standard Form of Agreement

Service Description (VAST Object Storage)

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1 The Agreement

1.1 The Parties

1.1.1 Zettagrid and the Customer (being an entity subscribing to Zettagrid for cloud services) agree that by accessing Zettagrid cloud services, you (hereinafter referred to as “The Customer”, “you” and “your”) accept, without limitation or qualification, the terms and conditions contained within the Standard Form of Agreement.

1.2 What is a Service Description?

1.2.1 The Zettagrid Service Description defines the services offered and specific terms and conditions for each of these Services. This document forms part of our Standard Form of Agreement (SOFA). The SOFA comprises:

- a) General Terms and Conditions
- b) Service Descriptions
- c) Website Pricing Schedule or Executed Zettagrid Proposal

2 Service Description

2.1 What is VAST Object Storage?

2.1.1 Zettagrid VAST Object Storage (VAST) is an S3/SWIFT compatible object, block and file storage platform. You are able to order this service from the website and then mount the VAST storage location via a compatible application. Zettagrid is not responsible for the supply of the compatible application software.

2.1.2 You will be allocated a monthly quota for the total storage (in GB) of your data.

2.1.3 The quotas are allocated per Service and are limited by Availability Zone. For example, you have a VAST Service in Melbourne with 5000GB quota. To use VAST in Sydney you will require a separate Service.

2.2 Security

2.2.1 You will be responsible for ensuring your access keys and passwords are secured. We may elect to suspend your service if we identify that your Service may be compromised and no action has been taken by you within a reasonable timeframe to rectify the security breach.

2.2.3 We will not be liable for any content, security breach, distribution of protected information or other malicious activity on account. Zettagrid may cease providing your service and retains the right to refuse refund on your service if you are found to have breached our Acceptable Usage Policy.

2.3 **Data Retention Upon Cancellation**

2.3.1 Upon cancellation of the service, VAST data will be deleted and will no longer available.

2.4 **Contract Term**

2.4.1 VAST services have a minimum contract term of 1 month.

2.5 **Billing**

2.5.1 Your service will be automatically renewed on an ongoing monthly basis. The billing frequency may be monthly, quarterly or annual.

2.5.2 All Services are paid in advance. Adjustments (Upgrades, Downgrades, Additions and Removals) to your service are reflected in arrears.

2.6 **Payment**

Payment for the Service is required in advance. You may choose to pay monthly, quarterly or yearly.

2.7 **Service Level Target**

99.99%

2.8 **Service Level Rebates**

This service is eligible for service rebates as per the General Terms and Conditions.

Service Disruption	Service Rebate
Less than 43 minutes unavailable per calendar month.	No Rebate Available
More than 43 minutes but less than 360 minutes during a calendar month.	10% of the Monthly Service Charge
More than 360 minutes but less than 960 minutes during a calendar month.	25% of the Monthly Service Charge
More than 960 in a calendar month.	50% of the Monthly Service Charge