# Standard Form of Agreement

Service Description (Vault Object Storage)

Revised 18-Sep-2023

# 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 form 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 Vault Object Storage?

2.1.1    Zettagrid Vault Object Storage (Vault) is an S3 compatible object data storage service.

2.1.2    You will require a s3 compatible software to use the Vault service. Zettagrid is not responsible for the supply of the compatible application software.

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

## 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.

2.3.3    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 Egress

2.3.1    Zettagrid's free egress policy is designed for use cases where you store your data with Zettagrid, you access this data at a reasonable rate, and your use case does not impose an unreasonable burden on our service. To better understand the definition of 'reasonable rate' and 'unreasonable burden' in this context, please consider these guidelines.

   • If your monthly egress data transfer is less than or equal to your active storage volume, then your storage use case is a good fit for Zettagrid's free egress policy.

   • If your monthly egress data transfer is greater than your active storage volume, then your storage use case is not a good fit for Zettagrid's free egress policy.

2.3.2    If your use case exceeds the guidelines of our free egress policy on a regular basis, we reserve the right to limit or suspend your service.

## 2.4    Immutability

2.4.1    Immutability means the stored objects cannot be deleted by the user or by Zettagrid until the specified retention period has expired (this is a security feature for data protection). Any storage (immutable or not) will be charged as active storage.

## 2.5    File Sizing

If you use Vault to store files that are less than 4 kilobytes (KB) in size, you should be aware that Wasabi's minimum file size from a charging perspective is 4 KB. You can store files smaller than 4 KB with Wasabi but (for example), if you store a 2 KB file with Wasabi, you will be charged as if it were a 4 KB file. This policy is comparable to minimum capacity charge per object policies in use by some AWS storage classes (for example, AWS S3 IA has a minimum capacity charge of 128 KB).

2.6 **Minimum Storage Duration**

2.6.1 Vault has a minimum storage duration policy of 30 days. That means if stored objects are deleted before they have been stored with Zettagrid for 30 days, a Timed Deleted Storage charge equal to the storage charge for the remaining days will apply.

2.7 **Data Retention Upon Cancellation**

2.7.1 Upon cancellation of the service, Vault data will be deleted and will no longer available.

2.8 **Contract Term**

2.8.1 Vault services have a minimum contract term of 1 month for less than 50TB. All services greater than 50TB have a minimum contract term of 12 months. A Vault purchase is non-refundable and non-cancellable.

2.9 **Billing**

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

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

2.10 **Payment**

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

2.11 **Service Level Target**

2.11.1 99.999999999%

2.12 **Service Level Rebates**

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

| Service Disruption | Service Rebate |
|---|---|
| Equal to or greater than 99.0% but less than 99.9% | 10% of the Monthly Service Charge |
| Less than 99.0% | 20% of the Monthly Service Charge |