

This Fixed Price-Fixed Scope Service Description describes **Merge1 Configuration Design** (the “Service”). This Service Description is part of any Services Instrument that incorporates this Service Description by reference (collectively, the “Agreement”). “**Services Instrument**” means one or more of the following applicable documents which further defines Customer’s rights and obligation related to the Service: an Arctera certificate, or a written statement of work or similar document, between Customer and Arctera with associated terms and conditions, that references this Service Description.

Service Overview

This Service is a Fixed Price-Fixed Scope Service engagement to provide Customer with a Merge1 Architecture Configuration Design Document, as described below.

Delivery Details

Scope of Service

Arctera will collect and validate information about Customer’s objectives and environment for the Arctera Merge1 components. The Configuration Design document defines the target architecture and provides detail of hardware, software and storage requirements. The activities to be performed by Arctera include:

- Collect design related information
- Arctera will facilitate a technical workshop (delivered remotely) to discuss Customer’s expectations and answer questions regarding the destination (“Target”) and the Arctera Merge1 solution. The Arctera Architect will use the data provided to produce a formal Arctera Merge1 Configuration Design document and how it will work with the Target.
- The Arctera Merge1 Configuration Design document will include a review of the current environment, proposed Enterprise Vault and Arctera Merge1 environment, a list of recommended hardware and software necessary to successfully manage the solution.
- Arctera will facilitate a formal review of the Arctera Merge1 Configuration Design with the Customer’s project team.
- Customer and Arctera will mutually agree, in writing, to the final Arctera Merge1 Configuration Design prior to initiating the next project phase
- If the Customer has already performed some design work, then Arctera will review the existing design and updates

Deliverable

- Completed solution design document or complete review of Customer’s existing design

Key Dependencies & Customer Responsibilities

- All tasks shall be performed remotely. If Customer requires Arctera to perform the Service onsite, the parties will mutually agree on travel and expense

- Work is conducted during Normal Work Hours.

Customer Responsibilities. Arctera can only perform the Service if Customer provides required information or performs required actions. If Customer does not provide/perform per the following prerequisites, assumptions, or dependencies, Arctera's performance of the Service may be delayed, impaired or prevented:

- Arctera strongly recommends that the Customer back up all critical hosts in Customer's environment before Service commencement. Arctera does not accept responsibility or liability for any loss of data incurred by Customer during the delivery of this Service
- Provide the necessary staffing resources (e.g., LAN, SAN, OS Platforms, DBA, etc.) to enable the Service to be performed.
- Allocate any necessary space, power, cooling, networking, security measures, and wire/cable management for the Service.
- Provide any necessary network access for Arctera, SNMP and email address requirements for alert notifications, and open the necessary network ports to enable the Service to be performed.
- Provision a contiguous range of physical IP addresses and a contiguous range of virtual IP addresses. All IP addresses (both physical and virtual) must be part of the same subnet and use the same netmask as the node's access IP.
- Customer is responsible for purchasing/licensing Merge1 software licenses prior to Services start
- Any additional Customer Responsibilities set forth in this Services Description and the Services Instrument.

Pricing Schedule

This Service is pre-paid, and payment is not contingent upon acceptance of any deliverable. Arctera shall invoice Customer or its Reseller in advance of delivery of Services. No credit or refund of paid or prepaid Fees for used or unused Services shall be due to the Customer.