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1 SERVICES

Interoute's Self-Care Virtual Data Centre Service allows Customers to provision and control Service Resources. The Customer does not manage or control the underlying cloud infrastructure (Interoute VDC Platform) but has control over and responsibility for operating systems, storage, deployed applications and virtualized networking components.

2 INTEROUTE RESPONSIBILITIES

Interoute is responsible for the availability of the VDC Platform as set out within the SLA Annex.

3 CUSTOMER RESPONSIBILITIES

The Customer is solely responsible for (and Interoute accepts no liability for) the following:

- a. design, maintenance and management of functions operating within the Customer's Virtual Data Centre Environment;
- b. managing, developing, operating and enforcing any operational policies or processes for functions operating within the Customer's Virtual Data Centre Environment, including but not limited to:
 - i. the management of the Customer's data, data archiving, data encryption, data backup, data location;
 - ii. Virtual Machines, and any operating systems and applications installed on the Virtual Machines;
 - iii. networking created within the Customer's Virtual Data Centre Environment;
 - iv. The design, management and maintenance of the any networks created within the Customer's Virtual Data Centre Environment including access and associated security;
 - v. software licensing;
 - vi. network and data security;
 - vii. software compatibility.