

# **Service Definition**

## **Explore Environment Service**

## **Service Overview**

D3iP Is a Brand of DII.

D3iP explore environment service provides users with the ability to create a fully customisable physical and technology environment. This can be used for the evaluation of new techniques and tradecraft around emerging technologies.

The environment is totally customisable and provides a digitally enabled physical and virtual environment for gaming and exercising.

## **On-boarding and Off-boarding**

After initial contact, an order will be raised, fully detailing the service that will be provided. Upon agreement to the order the service will be provisioned. Our target time for the whole process is 2 working days. The standard minimum contract length is one year. After that time if the customer wishes to terminate the service they will provide 1 month's notice, after which further time the service will be suspended. The customer will be liable for any outstanding charges incurred over the term of the contract. There is no termination charge.

However, experience has shown the value of prudence in this regard; we allow a 1-week period following the date of service termination during which the customer may request us to reactivate it. Only after this time will all customer data related to the service be purged and destroyed.

## **Pricing**

Please see associated "DII – Explore Environment Pricing Document".

## **Service Constraints**

Scheduled maintenance will be carried out in agreement with the customer, of which notification will be given 14 days in advance. However, in the case of emergency maintenance, the customer will be informed as soon as the issue/problem has been detected

## **Training**

No formal training is offered for this particular service. However, engineers are perfectly happy to answer customer queries via e-mail, telephone, or SMS, and guide customers through complex and difficult processes.

## **Ordering and Invoicing Process**

DII bills its services either on a one-off or recurring basis, as agreed with the customer. Invoices are produced against either an order or purchase order, and are delivered electronically on a set date each month. This date is the day preceding the commencement of the service (i.e. if the service commenced on the 20th of the month, the invoice will be sent on the 19th.) Our terms are 14 days.

## **Termination Process**

Customers may terminate their service by giving 30 days' notice after the initial contract term has elapsed. This initial term is always agreed with the customer before signing the order.