

CLOUD PLATFORM SERVICES

SERVICE DESCRIPTION - SD173



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1. SERVICE OVERVIEW

All bold and capitalised terms used throughout this Service Description are described in the [Glossary and definition of terms](#).

1.1 SERVICE SUMMARY

Softcat's Cloud Platform Service enables Customers to access and subscribe to Microsoft Online Services and Amazon Web Services ("AWS") as set out in this Service Description.

This Service provides the Customer with the benefits of consolidated billing and technical Support across multiple clouds, giving them the flexibility to choose the Service Option that best fits their business needs. The Customer's Softcat Account Manager will help guide the Customer to choose the Service Option which is most appropriate to their requirements.

The Service comprises:

- Providing 24x7x365 access to log Support Cases ("**Softcat Support**")
- Providing a means to be billed for the chosen cloud(s) - Microsoft services and/or AWS services ("**Cloud Platform**")
- Providing technical Support for the chosen cloud(s) - Microsoft services and/or AWS services¹ ("**Cloud Technical Support**")
- Direct contact with the Service Delivery Executive team for escalation and ad-hoc reviews ("**Service Delivery Executive**")

Optional Add-Ons are chargeable extras and, where required, will be quoted, and confirmed on the Work Order.

- Providing a named Service Delivery Manager, service reviews and service reporting ("**Service Delivery Manager**") (**Optional Add-On**)

Together, the above comprise the "**Cloud Platform Service**", referred to as the "**Service**" within this document.

Customers can migrate services from existing cloud environments to the Service. Assistance with migrations is limited to documented Support only. Customers requiring more-detailed migration assistance should contact their Softcat Account Manager.

The Service is delivered in accordance with the following ISO standards:

- ISO 20000
- ISO 27001
- ISO 9001
- ISO 22301

Unless otherwise stated in the Work Order, and in addition to any terms set out in this Service Description, the following applies to the delivery of the selected Service set out in this Service Description:

- Softcat's Terms and Conditions: UK [T&Cs](#)

- Data Processing Agreement: UK [DPA](#)
- Microsoft Customer Agreement: [MCA](#) (in respect of the Terms of use for the Microsoft Online Services)
- AWS Customer Agreement: [AWS Agreement](#)
- CloudHealth End-User License Agreement (EULA): [EULA](#)

The relevant UK DPA shall apply dependent on the chosen cloud. Further details can be found in the Terms and Conditions section of this document.

¹ Customers who require AWS Technical Support, will need to purchase the AWS Platform Service to enable this Service Option.

1.2 SERVICE FEATURE TABLE

Cloud Platform			
	Microsoft Services	Amazon Web Services	
Softcat Support		AWS Platform	AWS Support
Log Support Cases 24x7x365 ²	✓	✓	✓
Online Support portal to track and log calls	✓	✓	✓
A minimum of two (2) Customer Contacts	✓	✓	✓
P1 Response Service Level ³	15 minutes	15 minutes	15 minutes
Cloud Platform			
Access to Cloud Provider	✓	✓	✓
Monthly-in-arrears billing	✓	✓	✓
Billing Support	✓	✓	✓
Online portal to view cloud spend	✓	✓	✓
Intro/onboarding call ⁴		✓	✓
Training and guidance on using the Platform ⁵	✓	✓	✓
Cloud Technical Support			
In-depth remote technical Support	✓		✓
Service Delivery Executive			
Contact and escalation	✓	✓	✓
Ad-hoc reviews ⁶	✓	✓	✓
Service Delivery Manager (Optional Add-On) ⁷			
Named Service Delivery Manager	✓	✓	✓
Service reports and reviews ⁸	✓	✓	✓

² Requests are acted upon within contracted coverage hours, as confirmed in the Work Order.

³ This Service Level target is only relevant to the Technical Support part of this Service.

⁴ Intro/onboarding call is only required if Customer has an existing AWS Organization.

⁵ For AWS Customers, Softcat use a Platform provided by an external partner referred to within this document as Cloud Spend Management Platform ("CSMP") in which Customers are provided access to their billing as well as Support for their billing queries only. Azure Customers get full Support from Softcat's Support team.

⁶ Reviews are limited to once a month, these are usually initiated from an event and/or delivered as a response to a Customer request.

⁷ "Optional" and "Optional Add-On" means a chargeable extra. Where a chargeable extra is chosen by a Customer, this is confirmed on the Work Order.

⁸ Service reports are provided on a monthly basis only, and the frequency of the service review is at the Customer's request.

2. SERVICE DETAIL

2.1 SOFTCAT SUPPORT

Authorised Customer Contacts have access to Softcat's Support around the clock and on any day of the year ("24x7x365").

Customer Contacts should raise a Case primarily via the Support portal, where the Case type will be assessed, defined and communicated and the priority level will be agreed with the Customer. Where Service Levels apply to the management of a Case, these will be confirmed on the Work Order. For any Case which the Customer believes to be urgent, the Customer Contact must report to Softcat by telephone.

For Customers who have opted for the AWS Platform Service, Softcat's Cloud Intelligence team are available during UK Working Hours and will action these Support requests within these hours.

2.2 CLOUD PLATFORM

2.2.1 MICROSOFT ONLINE SERVICES LICENSING

The Service gives you access, Subscription to, and billing of Microsoft's Online Services. Customers can order Microsoft Online Services through Softcat's ecommerce Platform, eCat.

Where the Microsoft Online Service is metered by End-User numbers or seats per month ("Microsoft Licences"), the quantity can be increased or decreased using the eCat Portal, and where annual invoicing is selected, the quantity can be increased only using the eCat Portal. Usage and spend reporting for Microsoft Azure are available via the eCat Portal.

Where the Subscription shows new commerce experience ("NCE") the quantity can be increased at any time using the eCat portal, the quantity can only be decreased within seven (7) days of purchase after which you will be committed to the purchased quantity until renewal date. NCE Subscriptions can be purchased for a one (1) month, twelve (12) month or thirty-six⁹ (36) month Term.

⁹ Only a sub-set of Products can be purchased on a thirty-six (36)-month Term.

2.2.2 MICROSOFT AZURE SAVINGS PLAN

The Microsoft Azure Savings Plan allows Customers to save money through a commitment to a fixed hourly spend on compute services for one (1)-year or three (3)-year Terms. Customers that are currently in line with Microsoft's documentation, Azure Savings Plans are non-cancellable and non-refundable. Further detail can be found in the .

2.2.3 AWS PLATFORM SERVICE

The AWS Platform Service provides access to, and consolidated billing of Amazon's Web Services.

Billing is done via Softcat's CSMP and will require the deployment of roles to track usage and provide accurate billing. All consumed Amazon Resources are billed by Softcat monthly in arrears.

As part of this Service, there is a requirement for Softcat and the Customer to complete an onboarding call into Softcat's CSMP with Softcat's Cloud Analysts, this is only required when they have their own AWS Organization and do not have a linked AWS Account. The onboarding call includes:

- Configuration of the cost and usage report in AWS.
- Configure read only Identity Access Management ("IAM") permissions on root AWS Account.
- Configure read only IAM permissions on the linked AWS Account.
- Provide a Customer Contact list who will require access to the Platform.

The AWS Platform Service provides read-only access to Softcat's CSMP allowing three (3) authorised users to view spend, cost and performance information.

The Customer will be given a cloud spend navigation overview, to familiarise them with structure and content, cost and usage overview dashboards and relevant reports.

2.3 CLOUD TECHNICAL SUPPORT

2.3.1 MICROSOFT 365 TECHNICAL SUPPORT

Microsoft 365 Support delivers remote, telephone-based expert technical Support for Customers, for the services they are subscribed to through the Service.

The in-depth technical Support includes troubleshooting, managing and resolution of Customer logged Cases, related to the Microsoft Online Services.

Softcat will provide triage and Support to Customer queries and requirements, however Softcat will escalate direct to Microsoft Partner Support where appropriate.

All commercially reasonable endeavours will be made to complete a Customer's request, but Softcat make no absolute guarantee of problem resolution.

Diagnosis of Cases will be conducted by way of assessing the service health and configuration of the Microsoft Online Services in the Customer's Tenancy and, where required, remote access to view the Case occurring in the Customer Operating Environment. Should any configuration changes be required to resolve the Case, these will be supplied to the Customer Contacts so that they can apply these to the environment. During these Changes, Softcat can be available for telephone Support and to offer any advice required.

Where a Customer has adopted the Microsoft Windows Autopilot programme, Softcat's technical experts will reduce the time required to deploy the devices, by enrolling the newly purchased devices into the Customer's tenant.

Where escalation to Microsoft is required, Softcat will manage the Support interaction.

Any investigation or telephone Support required to build or implement a recommended solution following a Case may be subject to additional costs for Professional Services. The detail of the engagement will be outlined in a separate Statement of Work, which will be agreed by the Customer and Softcat. Customers should speak to their Softcat Account Manager for further information.

2.3.2 MICROSOFT AZURE TECHNICAL SUPPORT

Microsoft Azure Support is available to Customers who have subscribed to Azure as part of the Service and is limited to the extent set out in this document.

Microsoft Azure Support delivers remote, telephone-based expert technical Support. Softcat will comprehensively Support the Customer to the extent that it can be determined whether any issue being experienced lies with Azure, or not.

The in-depth technical Support includes troubleshooting, and the management and resolution of Customer logged Cases related to Microsoft Azure. These requests are logged via Softcat Support, email, or telephone by a Customer Contact.

Diagnosis of Cases will be carried out by assessing the Microsoft Azure service health and configuration in the Customer's Tenancy, and where required, remote access to view the Case occurring in the Customer Operating Environment. Should any configuration changes be required to resolve the Case these will be supplied to the Customer Contacts so that they can apply these to the environment. During these Changes, Softcat can be available for telephone Support and to offer any advice required.

Where required, documentation will be provided by Softcat to Support Case types, so that any changes can be implemented in the Customer's environment by the nominated Customer Contacts. Documentation for implementation will be provided using material supplied by the associated vendors.

Where escalation to Microsoft is required, Softcat will manage the Support interaction.

Any investigation or telephone Support required to build or implement a recommended solution following a Case may be subject to additional costs for Professional Services. The detail of the engagement will be outlined in a separate Statement of Work (SOW), which will be agreed by the Customer and Softcat. Customers should speak to their Softcat Account Manager for further information.

2.3.3 AWS TECHNICAL SUPPORT

AWS Technical Support is available to Customers who have enrolled onto the AWS Partner-Led Enterprise Support programme and Softcat's AWS Platform Service as part of the Service and is limited to the extent set out in this document. Additionally, there is a requirement to ensure the Customer has AWS Business Support or higher in place. Softcat can guide the Customer during the onboarding process.

Softcat will perform a discovery of the Customers AWS environment and advise the Customer on issues that will need to be remediated prior to being onboarded.

In order for Softcat to deliver the Service, the Customer is required to hand over root admin user credentials on their AWS Master Payer Account. This will enable Softcat to deliver remote, telephone-based expert technical Support. Softcat will comprehensively Support the Customer to the extent that it can be determined whether any issue being experienced lies with AWS, or in the Customer's environment.

The in-depth technical Support includes troubleshooting, and the management and resolution of Customer logged Cases and requests related to AWS. These Cases and requests are logged via Softcat Support, email, or telephone by a Customer Contact.

Diagnosis of faults will be carried out by assessing the AWS Health Dashboard and configuration in the Customer's environment, and where required, remote access to view the incident(s) occurring in the Customer's Operating Environment. Should any configuration changes be required to resolve the Case these will be supplied to the Customer Contacts so that they can apply these to the environment. During these changes, Softcat can be available for telephone Support and to offer any advice required.

Where required, documentation will be provided by Softcat to support requests so that any changes can be implemented in the Customer's environment by the nominated Customer Contact(s). Documentation for implementation will be provided using material supplied by the associated vendors.

Where escalation to AWS is required, Softcat will manage the Support interaction.

Any investigation or telephone Support required to build or implement a recommended solution following a Case may be subject to additional costs for Professional Services. The detail of the engagement will be outlined in a separate SOW, which will be agreed by the Customer and Softcat. Customers should speak to their Softcat Account Manager for further information.

For Customers who have purchased AWS Technical Support, Softcat's Cloud Fundamentals Service is available to Customers as an Optional Add-On, for the AWS Technical Support Service Option only. This Optional Add-On provides Customers with the following additional capabilities:

- High level guidance with a Softcat Cloud Solutions Architect with up to eight (8) hours of their time per month, to ensure the most efficient use of cloud-based solutions.
- Access to Softcat's Cloud FinOps capabilities, including Platform access, set-up and monthly optimisation recommendations delivered through reports and workshops.
- Access to the Softcat's Innovation Points programme.
- Onboarding, training, and access to Softcat's Cloud Management Platform.

For more information, the Customer's Softcat Account Manager can talk them through the features and capabilities in more detail and an additional Service Description can be provided.

2.4 SERVICE DELIVERY EXECUTIVE

Customers will have access to the Service Delivery Executive team. This team will assist with onboarding activities and perform ad-hoc reviews and reporting where requested. The Service Delivery Executive team will serve as the Customer's primary point of contact and escalation for service-related matters during UK Working Hours.

Additionally, the Service Delivery Executive will share relevant service documentation and coordinate the Service setup. If regular service reporting is required, an additional charge may apply. Customers can request a quote by contacting their Softcat Account Manager.

2.5 SERVICE DELIVERY MANAGER (OPTIONAL ADD-ON)

Customers will be assigned an aligned Service Delivery Manager who will serve as the primary point of contact and escalation for service-related matters during UK Working Hours. The Service Delivery Manager will be responsible for producing comprehensive service reports and conducting service reviews as agreed. During these reviews, they will analyse trends and provide recommendations tailored to the Customer's specific service needs. The reports will detail performance against predefined KPIs and Service Level targets.

Additionally, the Service Delivery Manager will collaborate with internal stakeholders, partners, and Customer Contacts to ensure that the service operates smoothly. They will also proactively suggest service improvements and conduct proactive reviews to continually enhance the service experience.

Customers can request a quote by contacting their Softcat Account Manager.

3. SERVICE LEVELS

3.1 SOFTCAT SUPPORT

Softcat offers a response metric, which is Softcat's commitment to raise a Case within a given time from when the request is made to the Softcat Support.

In the table below, the Service Level column is the percentage of requests responded to within the Response Service Level metric, for example: 95% (ninety five percent) of Cases logged as a P1 are responded to within fifteen (15) minutes.

The response Service Level for Cases are shown in the table below:

Priority	Description	Response metric	Service Level target
Priority 1 (P1)	Business impacted or imminent impact expected within four (4) hours; full Customer Site outage; a business-critical system or Supported Product is not working; Customer cannot perform business critical functions; loss of revenue; risk of severe reputational damage; all End-Users unable to perform business critical roles.	<15 Minutes	95%
Priority 2 (P2)	Partial Customer Site outage; loss of redundancy; a non-business-critical system or Supported Product is down; Customer experiencing a high degradation in Service; risk to revenue generation; multiple End-Users unable to perform business critical roles.	<30 Minutes	95%
Priority 3 (P3)	Single End-User issue that prevents them from performing business-critical elements of their role; multiple end-users affected by an identical issue that does not prevent them from performing their roles; reduction in redundancy for business-critical systems.	<4 Hours	95%
Priority 4 (P4)	Single user issue that does not prevent them from performing their role or a critical operation; reduction in redundancy for non-business critical systems.	<4 Hours	95%

Where an escalation to Microsoft is required, Softcat will manage the Support interaction but are bound by Microsoft's Business Support SLAs. Only P1 and P2's escalated will be progressed 24x7x365.

SLA for Microsoft will only be applicable if an existing Granular Delegated Admin Privileges ("GDAP") relationship is established.

Category Type	Description	Service coverage hours	Response metric	Fulfilment target	Service Level target
Request ⁹	Request - Working Hours only	M-F 09:00 – 18:00 (ex. Bank Holidays)	<4 Hours	5 Working Days	95%

¹⁰ Unless specified otherwise, any requests are subject to the above metrics.

3.2 CLOUD PLATFORM

3.2.1 AWS PLATFORM SERVICE

AWS warrants the Service Levels with the Customer and details on the Service Levels can be found via the link: <https://aws.amazon.com/legal/service-level-agreements>.

3.3 CLOUD TECHNICAL SUPPORT

3.3.1 MICROSOFT ONLINE SERVICES

Microsoft warrants the Service Levels with the Customer and details on the Service Levels can be found, as referenced on the MCA, on the licensing section of Microsoft's website

<http://www.microsoftvolumelicensing.com/DocumentSearch.aspx?Mode=3&DocumentTypeId=37>

Quick access to Microsoft's Azure-specific Service Levels is available via this link:

<https://azure.microsoft.com/en-gb/support/legal/sla/summary/>

4. CUSTOMER RESPONSIBILITIES

4.1 SOFTCAT SUPPORT

- a. The Customer should ensure that Customer Contacts are skilled in or knowledgeable of the Customer's Operating Environment, have sufficient access rights and be of a sufficient proficiency to apply the recommendations that are provided as part of this Service.
- b. Prior to Service commencement the Customer should provide:
 - i. The Customer's admin on Softcat's ticketing Platform must maintain at least two (2) Customer Contacts for the purposes of Support and continuity;
 - ii. Any relevant Key Information e.g. models, serials, Tenancy, Subscription; and
 - iii. Should establish a GDAP relationship with Softcat.
- c. When raising a Case, the Customer Contact should provide, when requested by Softcat:
 - iv. Valid serial numbers for the affected Supported Product(s), where applicable;
 - v. Reasonable visibility of system logs, configuration files and error messages;
 - vi. Details of Software versions and configuration;
 - vii. A description of the symptoms and other devices or services impacted;
 - viii. Confirmation when the issue first occurred and if it has occurred before (where possible provide previous Case references);
 - ix. Details of any recent changes or projects implemented prior to the issue being raised;
 - x. Details of all attempted fixes, configuration amendments and updates performed already to attempt to resolve prior to raising the Case;
 - xi. To what extent the issue is affecting operation of the Customer's business;
 - xii. The number of End-Users impacted and their location; and
 - xiii. Contact details of the Customer Contact.
- d. Implementation of best practice recommendations advised by Softcat.
- e. Direct Support for End-Users. Customers should ensure the Customer's staff are trained to refer all Cases to the Customer Contact in the first instance, and not permit persons other than a Customer Contact to approach Softcat to register a Case.
- f. Provide thirty (30) days' Notice to Softcat of any requested addition(s) to the Supported Product list.
- g. Follow the information in the 'Softcat Services Welcome Pack'.
- h. Use the Service only for the business purposes of the Customer and keep all access credentials and certificates, which Softcat may provide to allow access to the Service, safe and secure, and not share them with any third party without Softcat's prior written consent.
- i. Not use or attempt to use or misuse the Service in any way that is criminal or otherwise unlawful in any relevant jurisdiction.
- j. Configuration changes and upgrades to the Supported Products.
- k. Monitoring and/or management of the Supported Products.
- l. Patching of the Supported Products.
- m. Customers must have an active GDAP relationship with Softcat before requesting service or Softcat will not be able to provide the full scope of Support.

4.2 CLOUD PLATFORM

4.2.1 AWS PLATFORM SERVICE

- a. The Customer must be available for the onboarding call if required (if Customer has their own organisation within AWS this will be necessary).
- b. To transition the Customer's standalone AWS Account(s) from being direct with AWS to the Solution Provider Program, the Customer must join the AWS Account(s) to the Softcat Master Account using AWS Organizations.
- c. Provide the necessary AWS Portal information to allow service initiation.
- d. The Customer will assist Softcat in the installation of the CSMP to enable measurement of Resource usage. The Customer will also refer to the measurement from the CSMP for the purpose of billing or Resource usage queries.
- e. Install relevant updates to ensure continued efficient running of the Platform.
- f. Billing is done via the CSMP and will require the deployment of roles to track usage and provide accurate billing. In the instance that a Customer is not onboarded into the CSMP, Softcat will not take responsibility for the accuracy in bills.
- g. The Customer will create a "billing role" within AWS and provide credentials to Softcat enabling access into the Customer AWS Master Payer Account to process and control billing of the account.
- h. Where a Customer has AWS Organizations in use, a @softcataws.com email address is required to be configured for each AWS Master Payer Account to facilitate billing.
- i. The Customer is responsible for working with Softcat and providing the required level of access to maintain the AWS Master Account and provide all reasonable assistance to Softcat to enable Softcat to fulfil its obligations under this Agreement.
- j. Notification of new public cloud AWS Account creations for linking to the existing AWS Account.
- k. The Customer acknowledges that the Fees chargeable in respect of AWS services are based on the Customer's actual usage, and that the level of usage is controlled by the Customer.

4.3 CLOUD TECHNICAL SUPPORT

4.3.1 MICROSOFT 365 TECHNICAL SUPPORT

- a. Accept and observe the Terms of the Service Description and Microsoft Customer Agreement.
- b. In respect of Microsoft Online Services for Office 365, Dynamics 365, and EM&S, the Customer shall grant Softcat GDAP, so that Softcat can fully Support the Customer by analysing the environment and logging Cases to Microsoft where required.
- c. Management of any data uploaded to, stored on, or processed using the Service ("Customer Data") by the Customer.
- d. The implementation of any recommendations made by Softcat or Microsoft.
- e. The Support of Subscriptions of Microsoft Online Services not purchased from Softcat, and any other Products, services or for Microsoft Online Services purchased in any other manner.
- f. Where the Microsoft Windows Autopilot Programme has been adopted, the Customer is responsible for having sufficient and valid Microsoft Intune and Microsoft Entra Plan two (2) licenses in place for each user in order to successfully deploy the user profile.
- g. The Customer is responsible for the management of devices associated to the Microsoft Windows Autopilot Programme.
- h. The Customer must allow Softcat to have the required GDAP roles in order to provide support.

4.3.2 MICROSOFT AZURE TECHNICAL SUPPORT

- a. Accept and observe the Terms of the Service Description and Microsoft Customer Agreement.
- b. In respect of Microsoft Azure only, handle service-specific issues on the Microsoft Azure Platform following confirmation from Softcat that the health of the Platform is 'green' (meaning that Microsoft has advised that the Microsoft Azure Platform is operating within normal parameters); for example, where a website Resource is showing as 'green', but a 404 error exists on a page. In this example, the Customer would be responsible for managing the 404 error.
- c. Management of any data uploaded to, stored on, or processed within the Microsoft Azure Platform by the Customer.
- d. The Support of any non-Microsoft Products or services purchased via the Microsoft Marketplace.
- e. The Support of any non-Microsoft Products or services running on the Microsoft Azure Platform.
- f. Configuration of Microsoft and non-Microsoft authored Products or services deployed as part of a Microsoft Azure Virtual Machine (VM).
- g. The implementation of any recommendations made by Softcat or Microsoft in respect of Microsoft Azure Support.
- h. The Customer shall grant Softcat GDAP, so that Softcat can fully Support the Customer by analysing the environment and logging Cases to Microsoft where required.
- i. The Customer is responsible for the installation and configuration of the Operating System and Application(s) related to Microsoft Windows Virtual Desktop session hosts.
- j. The Customer must allow Softcat to have the required GDAP roles in order to provide Support.

4.3.3 AWS TECHNICAL SUPPORT

- a. Accept and observe the Terms of the Service Description and AWS Agreement.
- b. The Customer is responsible for handing over root credentials to Softcat on their AWS Master Payer Account.
- c. In respect of AWS only, handle service-specific issues on the AWS Health Dashboard following confirmation from Softcat that the health dashboard of the Platform is 'green' (meaning that AWS has advised that the AWS environment is operating within normal parameters); for example, where a website Resource is showing as 'green', but a 404 error exists on a page. In this example, the Customer would be responsible for managing the 404 error.
- d. Management of any data uploaded to, stored on, or processed within the AWS environment by the Customer.
- e. The Support of any non-AWS Products or services purchased via the AWS Marketplace.
- f. The Support of any non-AWS services running on the AWS environment.
- g. Configuration of any Application deployed as part of any compute service.
- h. The implementation of any recommendations made by Softcat or AWS in respect of AWS Technical Support.
- i. The Customer is responsible for resolving any security actions identified within the AWS Trusted Advisor Security dashboard.
- j. The Customer is responsible for ensuring that they have the AWS Platform Service with Softcat.
- k. Enable AWS Business Support or higher prior to transitioning to the Service.
- l. The Customer is responsible for ensuring they have the correct email address(es) in their AWS account, so they can manage health advisory information from AWS.

4.4 MICROSOFT AZURE SAVINGS PLANS

Customers who self-provision are responsible for the Savings Plan and adherence to this.

4.5 SERVICE DELIVERY EXECUTIVE

- a. Provide email distribution list for any service reports or communication.
- b. Keep Customer Contacts up to date in ticketing platform (ServiceNow) to allow Service Delivery Managers to provide the Service effectively.
- c. Provide advanced notification to Softcat Support of any planned maintenance that could have an impact on any hardware or Software that Softcat provide Services for.
- d. Provide advanced notification to Softcat Support of any planned decommissioning of Softcat-related equipment or Software.

4.6 SERVICE DELIVERY MANAGER (OPTIONAL ADD-ON)

- a. Provide email distribution list for any service reports or communication, where applicable.
- b. Keep Customer Contacts up to date in ticketing platform (ServiceNow) to allow Service Delivery Managers to provide the Service effectively.
- c. Provide advanced notification to Softcat Support of any planned maintenance that could have an impact on any hardware or Software that Softcat provide Services for.
- d. Provide advanced notification to Softcat Support of any planned decommissioning of Softcat-related equipment or Software.

5. NOTABLE EXCLUSIONS

5.1 SOFTCAT SUPPORT

At an additional cost, the Customer can request project and design work, including Professional Services by contacting their Account Manager for a quote.

5.2 CLOUD PLATFORM

5.2.1 AWS PLATFORM SERVICE

- a. In the instance where a Customer does not attend the onboarding call within thirty (30) days from the intro email, Softcat will reserve the rights to make the Service no longer accessible to the Customer.
- b. Technical Support is not available for any AWS services. Customers are required to purchase AWS Support directly from AWS.
- d. Support Cases can only be raised to Softcat for billing queries or issues related to Softcat's CSMP and no other AWS environment(s).

5.3 CLOUD TECHNICAL SUPPORT

5.3.1 MICROSOFT 365 SUPPORT

- a. Engineer attendance at the Customer's site.
- b. Support for free of charge Microsoft Online Services.
- c. Indirect Reseller Agreement Customers only: the Support provided for Indirect Reseller Agreement Customers is described in the "Microsoft Cloud Solution Provider (CSP) Indirect Reseller Agreement"
- d. The Support described in the Service Description relates only to the Support provided by Softcat in respect of the Microsoft Online Services (i) purchased from Softcat via the eCat portal, and (ii) for which the additional purchase of the Softcat Microsoft Online Service has been made via that same portal.
- e. On termination of a Microsoft Online Service, neither Softcat nor Microsoft are under any duty to protect the Customer Data or provide it to a Customer after the termination of the Microsoft Online Service in/on which that data is held.
- f. Where Customers are enrolled on the Microsoft Windows Autopilot Programme, and the user has three (3) or more devices per licenced user, there may be an additional charge.
- g. If Softcat does not have an active GDAP relationship, Softcat are unable to provide Support and raise Support Cases with Microsoft until this has been established.

5.3.2 MICROSOFT AZURE SUPPORT

- a. Engineer attendance at the Customer's site.
- b. Technical Support for Microsoft Azure as described in this Service Description (exclusion applies to Indirect Reseller Agreement Customers only. The Support provided for Indirect Reseller Agreement Customers is described in the "Microsoft CSP Indirect Reseller Agreement").
- c. In the event that the Microsoft Azure Subscription is transferred to an alternative Microsoft partner, Softcat are no longer obligated to deliver Support services attached to that Subscription.
- d. Creation, management and Support of community-based templates and scripts are not supported directly by Microsoft.

- e. If Softcat does not have an active GDAP relationship Softcat unable to provide Support and raise Support Cases with Microsoft until this has been established.

5.3.3 AWS TECHNICAL SUPPORT

- a. Engineer attendance at the Customer's site.
- b. In the instance where a Customer does not attend the onboarding call within thirty (30) days from intro email, Softcat will reserve the rights to make the Service no longer accessible to the Customer.
- c. Support Cases can only be raised to Softcat on the Customer's AWS Master Payer Account only and no other AWS Account(s).
- d. Proactive remediation and changes to the Customers environment is not included as part of this Service.
- e. Anything not explicitly stated in this Service Description is not included in the Service and therefore excluded.

5.4 MICROSOFT AZURE SAVNGS PLAN

In the event that the Customer spend exceeds fifty thousand (50,000) pound, standard due diligence processes, including initial credit checks and at milestones in revenue growth will be carried out.

5.5 SERVICE DELIVERY EXECUTIVE

- a. Any bespoke reporting or service reviews. ¹¹
- b. Service Delivery Executive's will not act as a project manager or in any other capacity outside of the activities described in this Service Description.

¹¹ This is available, but subject to an additional charge. Customers can request a quote by contacting their Softcat Account Manager.

5.6 SERVICE DELIVERY MANAGER (OPTIONAL ADD-ON)

- a. Any bespoke reporting or service reviews. ¹¹
- b. Service Delivery Managers will not act as a project manager or in any other capacity outside of the activities described in this Service Description.

¹¹ This is available, but subject to an additional charge. Customers can request a quote by contacting their Softcat Account Manager.

6. SERVICE ACCEPTANCE AND ONBOARDING

Following receipt of a Customer purchase order, Softcat will confirm the Contract by sending a Work Order, which is usually undertaken online via DocuSign.

Following the acceptance of the Contract, the Onboarding Period will begin. This is the period in which any pre-requisite dependencies for the Service are completed, for example the collation of the Key Information. If there is a requirement for any additional assessment of the Customer's Operating Environment following Softcat's receipt of the Key Information, this will be undertaken during the Onboarding Period.

During the onboarding period, any Customers utilising AWS Organizations will be provided with the required @softcataws.com email address(es) to be applied to the root login for each Master Payer account.

The Activation Date for the Service will be the day on which the Onboarding Period ends and is signed off as complete by the Customer, or five (5) days after the Onboarding Period has completed (whichever is the sooner). For Amazon Web Services Customers onboarding will be complete on the day in which a Customer's AWS Accounts are moved to Softcat. Where any Key Information requested by Softcat is outstanding at the Activation Date, Softcat's obligation to deliver the Service shall be subject to reasonable endeavours.

6.1 MICROSOFT 365 SUPPORT

As of January 2023, Softcat has moved from Delegated Admin permissions ("DAP") to Granular Delegated Admin Permissions as per direction from Microsoft. Softcat requires a standard set of roles in order to provide Support and perform certain activities on behalf of our Customers. This permission once set expires after two (2) years and we will look to renew. The Customer can cancel at any time however Subscription remains active. If this is cancelled Softcat cannot provide any Support until a GDAP relationship has been restabilised.

At a base level Softcat is requesting the following roles and permissions:

6.1.1 UNRESTRICTED PROFILE

Softcat is granted access to the tenant, enabling them to view the directory, log Support tickets with Microsoft, purchase Office 365 licenses and Azure Subscriptions on behalf of the Customer, and manage users and licenses.

Actions/permissions	Description
Directory reader	Can read basic information. Commonly used to grant directory read access to Applications and guests.
Global reader	Can read everything that a global admin can read but not update anything.
Service Support administrator	Can read service health information and manage Support Cases.

Actions/permissions	Description
License administrator	Can manage Product licenses on users and groups.
User administrator	Can manage all aspects of users and groups, including resetting passwords for limited admins.

6.1.2 RESTRICTED PROFILE

Allows Softcat access to the tenant, view the directory, log Support tickets with Microsoft and purchase Office ¹¹.

Actions/permissions	Description
Directory readers	Can read basic information. Commonly used to grant directory read access to Applications and guests.
Global readers	Can read everything that a global admin can read but not update anything.
Service Support Administrator	Can read service health information and manage Support Cases.

¹¹ This does not permit Softcat to modify any users within the Customer's Active Directory. Any licenses purchased will need to be assigned directly within the Customer's organisation and cannot be done via eCAT.

6.2 AWS PLATFORM SERVICE AND AWS TECHNICAL SUPPORT

During the onboarding period, any Customers utilising AWS Organizations will be provided with the required softcataws.com email address(es) to be applied to the root login for each AWS Master Payer Account.

The Activation Date for the Service will be the day on which the Onboarding Period ends and is signed off as complete by the Customer, or five (5) days after the Onboarding Period has completed (whichever is the sooner). Onboarding will be complete on the day in which a Customer's AWS Account(s) are moved to Softcat. Where any Key Information requested by Softcat is outstanding at the Activation Date, Softcat's obligation to deliver the Service shall be subject to reasonable endeavours.

7. SERVICE BILLING AND CONTRACT TERM

7.1 CLOUD PLATFORM

The billing frequency and the Initial Term will be agreed with the Customer and confirmed in the Work Order.

7.1.1 MICROSOFT ONLINE SERVICES

Where a Supported Product is added during an existing Term of the Service, where possible the Support for that Supported Product will co-terminate with the existing Contract Term. Where this is not possible, Softcat will seek to agree a Term with the Customer for the additional Supported Product(s).

To be able to leverage the ISV (Independent Software Vendor) competitive discount it is recommended that the Customer place orders via the Marketplace Softcat private offer. An operation Fee will be charged where orders in Marketplace are not placed through the private offering. This will be an additional charge of up to 5% (five percent) of the order total which will apply to the Customer Marketplace invoice.

7.1.1.1 OFFICE 365, DYNAMICS, AND MICROSOFT 365 (LEGACY TERMS)

Office 365, Dynamics, and Microsoft 365 Legacy Products are prefixed "OFF" within the eCat Portal. This Subscription type is available to selected Customers. For more information, please speak to your Softcat Account Manager.

The Customer will enter a twelve (12) month Term for each Subscription, and where monthly billing methods apply, will have the ability to increase and decrease subject to ensuring that the Customer remains compliant as set out in the Microsoft Product Terms. The Customer must retain a minimum of one (1) licence per purchased Subscription for the Term. Each Subscription will commence its own Term, unless ordered on the same date with the same billing frequency as another Product.

Pricing is fixed for twelve (12) months from the Contract Start Date for that Microsoft Online Service, unless otherwise specified.

Customers have the option of being billed monthly in arrears or annually in advance. Where the option to be billed monthly is taken, the Customer will receive a bill for the prior month's usage. Any changes to Product quantities, will be pro-rated to the month and billed in accordance to the price agreed at the Contract Start Date. Where annual billing is selected, the Customer will be billed annually in advance, with any quantity increases billed on a pro-rated basis in line with the Subscription Term.

For any Government, Education and Charity Customer with Products showing as prefixed "OFF" within the eCat Portal, each Subscription under the Legacy Terms will automatically renew on its anniversary, however, is subject to Customer eligibility.

For any Corporate Customer with Products showing as prefixed "OFF" within the eCat Portal, each Subscription under the Legacy Terms will NOT automatically renew on its anniversary.

For more information, please speak to your Softcat Account Manager. Should the Customer request to cancel, this must be received in writing no later than thirty (30) days prior to their anniversary to prevent a new Term from commencing.

For any Customer with Products marked as "NCE" within the eCat Portal, will automatically move onto the NCE Terms – further detail is outlined in Section 7.1.2 Office 365, Dynamics and Microsoft 365 (New Commerce Experience Terms). On the twelve (12)-month anniversary, the change will be made unless the Customer has provided Softcat with a request to cancel, which must be provided in writing no later than thirty (30) days prior to the end of the initial period. The Product will automatically renew at the then-current price. The Customer Contact(s) will be advised prior to anniversary of the then-current price.

The ability to cancel the Service will only result in the cancellation to place any further orders against this Service and will not impact existing services or their remaining Term unless agreed by Softcat. If the Customer wishes to cancel the Service, the remainder of the Term will be billed at the then-current quantities for the remainder of the Term.

7.1.1.2 OFFICE 365, DYNAMICS, AND MICROSOFT 365 (NEW COMMERCE EXPERIENCE TERMS)

Office 365, Dynamics, and Microsoft 365 New Commerce Experience Products are marked "NCE" within the eCat Portal.

The Customer will enter into a monthly rolling or annual Term for each Subscription, with the ability to increase the quantity at any point during the Term. However, quantities can only be decreased within the first seven (7) days/ one hundred and sixty-eight (168) hours of an order being placed or renewed and will be billed at a pro-rated amount specific to the month and billed in accordance with the prices agreed at the Contract Start Date.

Where an order is placed mid-Term, the Customer has the ability to increase the quantities as any point, however, can only decrease quantities within the same one hundred and sixty-eight (168)-hour window, specific to the order being placed. It is the Customers responsibility to ensure that they remain compliant as set out in the Microsoft Product terms. Each Subscription will commence its own Term(s), unless ordered on the same date with the same billing frequency as another Product.

Where an annual Subscription is purchased, pricing is fixed for twelve (12) months from the Contract Start Date for that Microsoft Online Service, unless otherwise specified in the Work Order. Where a monthly Term Subscription is purchased, pricing is fixed until the Renewal Date in accordance with the details of the Work Order. The Renewal Date will be a rolling thirty (30) days and can be seen by the Customer within eCat.

When purchasing a monthly Term Subscription, Customers will be billed monthly in arrears. When purchasing an Annual Term Subscription, Customers have the option of being billed monthly in arrears or annually in advance. Where the option to be billed monthly is taken, the Customer will receive a bill for the prior month's usage. Any changes to Product quantities, will be pro-rated to the month and billed in accordance with the price agreed at the Contract Start Date. Where annual billing is selected, the Customer will be billed annually in advance, with any quantity increases billed on a pro-rated basis in line with the Subscription Term.

Each Subscription will automatically renew on its anniversary unless the Customer has provided Softcat with a request to cancel, which can be managed via the eCat Portal or via their Softcat Account Manager. The Product will automatically renew at the then-current price. The Customer Contact(s) will be advised prior to anniversary of the then-current price through the Renewals page within the eCat Portal.

Promotions will be available periodically, and where available, will be referenced within the eCat Portal. However, promotions will be subject to Microsoft eligibility and is not guaranteed. Prior to finalising a

Subscription purchase within the eCat Portal, confirmation of the Contract price will be displayed and confirmed in the Work Order.

Where applicable, Subscription(s) have can be upgraded to another paid Subscription which allows the Customer to immediately upgrade from their current SKU to one with added services. Where this upgrade has been elected by the Customer, billing will be pro-rated in accordance with the agreed Term and billing method taken. Furthermore, where an upgrade is made mid-Term, the Customer will be billed on a pro-rated basis to the month and billed in accordance with the prices agreed at the Contract Start Date.

Where a Customer upgrades all eligible Subscription(s) there is no change to the Service and no further action required. Where a Customer upgrades a subset of eligible Subscription(s) then they will need to re-assign the newly upgraded Subscription(s) via the Microsoft Admin Center.

7.1.1.3 MICROSOFT ONLINE SOFTWARE SUBSCRIPTIONS

The Customer will enter into a twelve (12) month or thirty-six¹² (36) month Term for each Subscription, specified by Customer during the purchase. Customers are billed upfront for the specific Product and Term. Each Subscription will commence its own Term. Pricing is confirmed at the time of purchase and will be reflected in the Work Order. Additional quantities of Subscriptions can be ordered at the then-current price available in eCat or via the Softcat Account Manager. There is no facility to co-terminate Agreements unless Products are purchased at the same time.

The Software Subscriptions will automatic renewal. It is the responsibility of the Customer to ensure they remain compliant with Microsoft licensing requirements. Each purchased Product will have its own unique renewal date tied to the purchase date.

The Customer has the ability to cancel within seven (7) days of placing the order and is entitled to either a full or a pro-rata refund dependant on the use of the service (If a Customer cancels on day one (1) they would get a full refund, if the cancelled any time after this they would be charged the Term of subscription used). The full quantity of Products must be returned and re-ordered as required, it is not possible to part-return a Product order.

A Customer may also cancel within seven (7) days following the auto renew of a subscription.

¹² Only a sub-set of Products can be purchased on a thirty-six (36) month Term.

7.1.1.4 MICROSOFT PERPETUAL SUBSCRIPTIONS

The Customer will enter a twelve (12) month or thirty-six¹² (36) month Term for each Subscription, specified by the Customer during the purchase. Customers are billed upfront for the specific Product. Pricing is confirmed at the time of purchase and will be reflected in the Work Order. Additional quantities of Subscriptions can be ordered at the then-current price available in eCAT. There is no facility to co-terminate Agreements unless Products are purchased at the same time.

It is the responsibility of the Customer to ensure that they remain compliant with Microsoft licensing requirements.

¹² Only a sub-set of Products can be purchased on a thirty-six (36) month Term.

The Customer has the ability to cancel within thirty (30) days of placing the order and is entitled to either a pro-rate refund dependant on the use of the Service (if a Customer cancels on day one (1) they would get a full refund, if they cancel any time after this they would be charged the Term of Subscription used). The full

quantity of Products must be returned and re-ordered as required, it is not possible to part-return a Product order.

7.1.1.5 MICROSOFT ONLINE SOFTWARE SUBSCRIPTIONS

The Customer will enter a twelve (12) month or thirty-six¹² (36) month Term for each Subscription, specified by the Customer during purchase. Customers are billed upfront for the specific Product and Term. Pricing is confirmed at the time of purchase and will be reflected in the Work Order. Additional quantities of Subscriptions can be ordered at then-current price available in eCAT or via the Softcat Account Manager. There is no facility to co-terminate agreements unless Products are purchased at the same time.

The Software Subscriptions will automatically renew and is the responsibility of the Customer to ensure they remain compliant with Microsoft licensing requirements. Each purchased Product will have its own unique renewal data tied to the purchase date.

The Customer has the ability to cancel within seven (7) days of placing the order and is entitled to either a full or a pro-rata refund, dependant on the use of the Service, (if a Customer cancels on day one (1) they would get a full refund, if they cancel any time after this they will be charged in Term of Subscription used). The Customer may also cancel within seven (7) days following the auto renew of a Subscription.

¹² Only a sub-set of Products can be purchased on a thirty-six (36) month Term.

7.1.1.6 MICROSOFT USAGE BASED SERVICES

There is no minimum Term when consuming Usage Based Services. Usage Based Services pricing is set/agreed on a monthly basis and is based on a global United States Dollar ("USD") rate set by Microsoft and then converted into local currency using the Azure Plan exchange rate. Customer may at their discretion opt to purchase Products from the Azure Marketplace which will be at a price determined by the publisher of the Product.

Customer will be billed in arrears for their Usage Based Services and any applicable Azure Marketplace purchases made during the billing period.

For Azure Plan exchange rate, Microsoft will use Thomson Reuters FX to determine the rates used to calculate pricing currency to billing currency conversion. The Thomson Reuters FX rates will be refreshed and available on the day before the first of the month for which they apply. Services will continue to run and be charged for until the Customer deletes, stops or migrates services.

To cancel Usage Based Services the Customer is required to delete or migrate all services from within the Azure Subscription. Where a Customer is consuming via Legacy Azure Subscriptions, these can be transferred between CSP partners at no cost, unfortunately the same process does not currently exist for Customers consuming via Azure Plan.

An active GDAP Relationship is required in order to Cancel these licences. If Softcat do not have permission these licences cannot be cancelled on behalf of the Customer until a new GDAP relationship has been established.

7.1.1.7 MICROSOFT RESERVED INSTANCES

The Customer will enter into a twelve (12)-month or thirty-six (36)-month Term¹³ for each reserved instance, specified by the Customer during the purchase. The Customer can purchase reserved instances via their Softcat Account Manager or self-serve through the Microsoft Azure portal. Each reserved instance will commence its own Term. Reserved instances pricing is based on a global USD rate set by Microsoft and

then converted into local currency using the Azure Plan exchange rate and therefore can fluctuate on a monthly basis.

Reserved instances can be paid for upfront for the agreed Term or on a monthly basis, again subject to the agreed Term. Where payment is made up front for the reserved instance, the price is agreed upfront, however in the case that the purchase is paid for on a monthly basis the then-current monthly price for the reserved instance is applicable. It is not possible to change billing cadence post purchase without cancelling or exchanging the initial reserved instance.

Reserved instances will not automatically renew, the Customer will need to manage the renewal of their reservations via Microsoft Azure portal. If a reserved instance purchase is not renewed, then the Service will revert back to being charged at the then-current price.

Customers may elect to cancel a reserved instance purchase at any point during the Term, however Microsoft reserve the right to charge a Fee of 12% (twelve percent) of the outstanding value of the reserved instance, which would be deducted from any credit passed to the Customer. Alternatively, the Customer may elect to exchange their reserved instance purchase for other reserved instances provided that the full amount of the available credit is consumed, for which there is no Fee. Where a Customer elects to exchange their reserved instance purchase, the subsequent new purchase will commence a new Term.

An active GDAP Relationship is required in order to cancel these licences. If we do not have permission we are unable to cancel these licences on behalf of the Customer until a new GDAP relationship has been established.

¹³ Only applicable to Customers which pay upfront.

7.1.2 MICROSOFT AZURE SAVINGS PLAN

Self-serve is available to Customers upon request but are non-refundable and non-cancellable.

7.1.3 TRANSACTING VIA DIGITAL MARKETPLACE

To be able to leverage the ISV competitive discount, it is recommended that the Customer place orders via the Marketplace Softcat private offer. An operation Fee will be charged where orders in the Marketplace are not placed through the private offering. This will be an additional Charge of five percent (5%) on all orders placed over one thousand pounds (£1,000) which will be added on to the invoice.

7.1.4 AWS PLATFORM SERVICE

All consumed Amazon Resources are billed by Softcat monthly in arrears.

Once the AWS Platform Service is live, Softcat will automatically capture the count of all purchased Amazon licences and consumed AWS Resources each month and shall invoice the Service on a per month basis. A Minimum of thirty (30) days' Notice of the Customer's intention to allow the Service to lapse must be provided to Softcat.

As licences are bought, or Amazon Resources are consumed, whether increased or decreased in quantity, the Customer's monthly invoice will update accordingly the following month, whilst a target budget may be set for expenditure for AWS, Customers should be aware that they will be invoiced for actual (not target) usage, and the management of the usage and consumption is the Customer's responsibility.

Changes to costs of the AWS Platform Service are in line with AWS price changes and will reflect on a monthly basis.

Invoices are payable within thirty (30) days from the invoice date.

For Customers who wish to use the AWS EDP additional Terms will apply and will be detailed within a separate Agreement.

8. TERMS AND CONDITIONS

8.1 OVERVIEW OF TERMS AND CONDITIONS

The delivery of the Service to the Customer shall be governed by this Service Description, the Work Order and the other agreement(s) listed below.

For the purposes of the relevant Work Order and this Service Description, the Terms “Microsoft Cloud Platform Service” and “Service” shall be interpreted as an “Annuity Service”.

Any Terms used in this Service Description which are not defined shall be interpreted in line with the MCA.

8.1.1 MICROSOFT

Microsoft Customer Agreement: <https://www.microsoft.com/licensing/docs/customeragreement>

For FCA regulated Financial Services Industry Customers, the following addendum will apply to the MCA: <https://www.softcat.com/documents/microsoft-customer-agreement-FCA.pdf>

8.1.2 AWS

Amazon Web Services Agreement: <https://aws.amazon.com/agreement>

In the event of any discrepancy or conflict between the Softcat Terms and Conditions and this Service Description, this Service Description shall take precedence to the extent of any discrepancy or conflict.

In relation to AWS Technical Support:

The initial launch of this Service is governed under Softcat’s Early Availability (EA) Terms and conditions; however, it is advised that the Customer conducts a thorough review of Softcat’s comprehensive Terms and conditions (T&Cs) as the Service will seamlessly transition from EA to General Availability (GA).

Upon transition to GA, the Customer will automatically be governed by the standard Terms and conditions. Concerns or queries regarding the standard T&Cs should be addressed during the EA phase to ensure clarity and mutual understanding.

Softcat Early Availability terms and conditions: [EA T&Cs](#)

8.1.3 DATA PROCESSING AGREEMENT

By signing the Work Order, or transacting via eCat, the Customer agrees to the Data Processing Agreement (DPA), available here:

UK: <https://www.softcat.com/documents/Softcat-Services-DPA2019.pdf>

The relevant UK DPA shall apply dependent on the Customer’s location.

The DPA shall be a separate Agreement to the Contract (and no liability shall arise (i) under this Contract in respect of the Processing, or (ii) under the Processing Agreement in respect of the remaining aspects of providing or using the Annuity Services).

8.1.4 END-USER LICENSE AGREEMENT

End-User's use of the CloudHealth Offerings shall be in accordance with the End-User Agreement located at <https://docs.broadcom.com/doc/end-user-agreement-english>. By accepting the Work Order, CloudHealth agrees that it shall at all times comply with the EULA.

8.2 FRAUD PREVENTION

Softcat strongly recommend that every Customer implements rigorous fraud prevention and detection risk mitigation controls. To effectively prevent fraudulent activity or misuse, it's important to understand potential risks and establish policies and practices that minimise exposure. Some examples of violation and abuse of service include:

- Crypto mining
- Spamming
- Hacking
- Distributed denial of service ("DDoS") attacks
- Malware distribution
- Resale of pirated Subscriptions.

Each cloud and service provider makes recommendations to End-Users concerning security, fraud and risk mitigation. It is responsibility of the Customer to review and implement those recommendations. In addition, Softcat recommends using the following policies and practices to reduce exposure to online transaction risks:

- Monitor and secure tenants using tools such as Multi-Factor Authentication ("MFA").
- Enable MFA for privileged accounts/users.
- Regularly monitor usage of cloud spend.
- Set budget alerts and make use of budget control tools.
- Take quick action when suspicious activities are detected.
- Implement a process to quickly receive, review, act on, and respond to Softcat security notifications.
- Manage and track identities using services (such as digital identity services).
- Secure and manage user access keys.
- Restrict the use of root/global admin users for general administration.
- Grant users the minimum level of access privileges required.
- Decommission redundant accounts and permissions.
- Ensure audit trail/logging is enabled.

It is the Customers responsibility to secure and protect infrastructure and systems, including tenants and Cloud Platforms. Softcat does not monitor the Customers use of cloud or related services, nor who accesses it. Softcat does not accept any responsibility, duty to monitor or investigate usage.

The Customer is responsible for maintaining security and utilising the available tools to control and monitor usage and spend. Softcat does not accept liability or responsibility for fraudulent, unauthorised access or usage of the Customer's Cloud Platform and Softcat has no liability for this. The Customer is responsible and will be required to pay for such fraudulent or unauthorised use regardless of how it occurs.

8.3 ISO STANDARDS

The Service is fully compliant with the following ISO standards, ensuring that services are aligned with business needs and adhere to best practices.

ISO 20000 – Focuses on IT service management, ensuring that services are aligned with business needs and adhere to best practices. By following ISO 20000, the Service guarantees that the IT service management processes are efficient, effective, and continually improving to meet Customer evolving demands.

ISO 27001 – Dedicated to information security management systems. It helps organisations protect data and manage security risks systematically. Compliance with ISO 27001 ensures that robust security measures are in place to safeguard sensitive information, mitigate risks and respond promptly to security incidents.

ISO 9001 – Addresses quality management systems. It ensures that the Service consistently meets Customer requirements and strives for continuous improvement. By adhering to ISO 9001, the Service demonstrates commitment to delivering high-quality services that enhance Customer satisfaction and operational excellence.

ISO 22301 – For business continuity management systems, helping organisations prepare for a respond to disruptive incidents. Compliance with ISO 22301 ensures that the Service has comprehensive plans and procedures in place to maintain business operations during unforeseen events, thereby minimising downtime and ensuring service continuity.

