



# PUBLIC CLOUD SERVICE LEVEL AGREEMENT

This Public Cloud Service Level Agreement (“SLA”) is incorporated into the Quote executed by C Spire Business and Customer for Public Cloud Service and sets forth the specific terms and conditions under which C Spire Business shall supply the Public Cloud Service described herein to Customer. The general terms applicable to such Services are contained in the Master Terms and Conditions (“MTC”) and the Master Service Level Agreement (“MSLA”) incorporated into the Quote by reference. Capitalized terms used but not defined herein shall have the meanings set forth in the MTC and MSLA.

## SERVICE DESCRIPTION

Public Cloud allows the Customer to purchase cloud resources from Microsoft Azure and/or Amazon Web Services (AWS). This service does not include management, unless other management services are purchased.

## SERVICE LEVEL METRIC

All availability dependencies and requirements are determined by Microsoft Azure and/or AWS. See the applicable vendor SLAs for details.

## SERVICE DELIVERY

It is Customer’s responsibility to ensure that all Users are able to connect to the Service and are configured properly. This includes, but is not limited to, Ethernet switches, Ethernet cabling, workstations, servers, operating systems, and software.

Upon receipt of the signed Quote, C Spire Business will provision the appropriate cloud resources. Details and billing will be based on the initial estimations provided during the sales process and actuals provisioned within the appropriate cloud platform. Billing varies based on actual cloud consumption during the billing period.

If additional configuration work is required due to limitations of the Customer network, Customer must purchase C Spire Business Professional Services hours.

C Spire Business is not responsible for, and will not be obligated to provide, any support or assistance in configuration, installation, administration, troubleshooting, maintenance, repair, or integration of customer equipment, software, or network application into the Customer’s internal and public network unless specified in another C Spire Business signed agreement.