POLICY GUIDE

DataCore™ Cloud Service Provider Program (DCSPP)

Update Effective: June 15, 2021

Introduction

Welcome to the DataCore Cloud Service Provider Program (the "DCSPP") Policy Guide for authorized Cloud Service Providers ("CSPs"). In the DCSPP, DataCore makes certain of its software products ("DCSPP Software") available for subscription license to approved CSPs engaged in the business of providing Hosted IT Services.

This DCSPP Policy Guide (the "Guide") is an important document that supplements contractual obligations set forth in the Cloud Service Provider Agreement (the "Agreement"). The Agreement, along with the DataCore End User License Agreement (the "EULA"), are "click–through" agreements that each CSP must accept as part of its application for participation in the DCSPP. The terms of the Guide are in addition to the terms of the Agreement. The terms of the Agreement are controlling in the event of any conflict with the Guide. All terms not otherwise defined herein shall have the meanings given in the Agreement.

This Guide is effective as of the date listed above. The current version of the Guide will be made available on the DataCore™ DCSPP Partner Portal located at http://www.datacore.com/cloud-service-provider-program. CSPs should check the DCSPP Partner Portal periodically for updates and other important program information. DataCore may update or revise the Guide from time to time by posting a new version on the DCSPP Partner Portal. Those updates and revisions become effective and binding upon CSPs thirty (30) days after the effective date stated in the new version.

DataCore does not provide any warranties as to the Guide or for any information contained in the Guide and specifically disclaims any liability for damages, including, without limitation, direct, indirect, consequential, incidental, and special damages in connection with the Guide or the information contained in the Guide.

DCSPP Overview

Program Membership

DataCore has created the DCSPP to make DCSPP Software available to CSPs on a monthly "pay as you go" basis, in which the CSP purchases a DCSPP subscription (twelve (12) month minimum). CSPs complete an Application, become approved, and purchase DCSPP subscriptions from authorized DataCore distributors known as Aggregators.

DCSPP Aggregators

The Aggregators are the CSPs' primary points of service under the DCSPP. Under a contract to be entered into between the CSP and the Aggregator ("CSP/Aggregator Agreement"), the CSP completes an application for membership in the DCSPP, orders a DCSPP subscription, receives a monthly usage report and pays the associated Aggregator's invoice(s). The parties to the CSP/Aggregator Agreement are the Aggregator and the CSP, and DataCore is neither a party to that agreement nor responsible directly or indirectly for the performance of either party to that agreement.

The CSP's "Territory" for purposes of the DCSPP means the country in which the CSP's principal place of business is located, as identified by the CSP on the DCSPP application form. CSPs are required to obtain DCSPP Software and order subscriptions from Aggregators authorized by DataCore to perform that role in the CSP's Territory. However, this restriction shall not affect the freedom of CSPs located in the European Economic Area (EEA) to obtain DCSPP Software and DCSPP subscriptions from Aggregators authorized by DataCore to operate within the EEA.

Hosted IT Services

To be a qualified CSP, a service provider must be engaged in the business of providing Hosted IT Services. Moreover, under the EULA that governs the CSP's use of DCSPP Software, the CSP may only use the DCSPP Software to provide such Hosted IT Services.

"Hosted IT Services" means an internet-based subscription service operated by a service provider entity that consists of providing multiple end service users access to: (i) the storage resources of systems operated by the service provider entity (such as utility or grid computing), or (ii) various software applications that are installed and operated on the systems of the service provider entity. For purposes of this Agreement, "end service users" may be: (i) independent third-parties with which the CSP has a commercial relationship; or (ii) departments, divisions or workgroups served by a subscribing central hosting CSP.

DataCore, in its sole discretion, will determine if the CSP meets the qualifications of a Hosted IT Service provider.

DataCore CSP Program Benefits

In addition to permitting CSPs to license DCSPP Software on a subscription basis and use to deliver Hosted IT Services, the DCSPP offers CSPs a variety of additional benefits:

DCSPP Partner Portal

DataCore provides a DCSPP-oriented website portal to which the current versions of the Guide will be posted. It also provides CSPs with access to additional resources, sales tools and useful program and product information.

Technical Bulletins, Best Practices & FAQs

DataCore offers an online searchable database that includes resolutions to common technical issues, valuable tips and tricks, technical notes and answers to frequently asked questions for DataCore products. The resources may be accessed from the DataCore website at www.datacore.com/Support.

Technical Support

Visit the technical support section on the DataCore website for further information on how to submit support requests, receive support alerts, updates and more.

DataCore CSP Identifier and Logo Usage

CSPs can promote their partnership with DataCore by displaying the appropriate DataCore CSP identifier on their web sites, in advertisements and customer communications, and other marketing materials in accordance with the terms of the DCSPP Agreement and the DataCore Trademark Usage Guidelines.

Technology Badges

DataCore offers a technology badge to enable DCSPP partners to differentiate themselves. A technology badge is a logo that CSPs can use to demonstrate that they have met certain DataCore defined technology requirements. In addition, this helps simplify the customers' selection process and criteria in choosing a CSP.

DataCore Powered

DataCore Powered™ is a technology badge for Hosted IT Service based on DataCore software. CSPs in good standing are eligible to use this badge.

Education, Training and Certification

An important element of the DCSPP is knowledge transfer through education and training. Software knowledge is a key factor in enabling CSPs to effectively support their DataCore virtualized storage infrastructure. DataCore CSPs seeking to improve and expand technical skills, and achieve service accreditations and certifications, will benefit from DataCore's comprehensive catalog of training opportunities. DataCore offers courses that present introductory through advanced product information using online as well as hands-on exercises, preparing CSPs for the DataCore accreditations and certifications.

Training Updates

Accreditation, certification requirements and curriculum may change as DataCore products and technical requirements change. As a result, CSPs may be required to procure additional training and certification to ensure their product skills are up to date. To the extent that new certifications or accreditation are released, DataCore recommends that CSPs complete the latest version available. CSPs

cannot be more than two releases behind in their accreditation or certification. For more information on training, see http://www.datacore.com/Support/Training.aspx.

Getting Started

First Steps

To be admitted to the DCSPP and, once admitted, remain authorized to obtain DCSPP Software licenses under the DCSPP, the CSP must:

1. Be in the business of providing Hosted IT Services;
2. Have a DataCore Certified Implementation Engineer (DCIE) on staff at all times. If the CSP has met all other DCSPP prerequisites except for this requirement, but it has scheduled and registered a member of its staff to attend the DCIE training class, DataCore may in its discretion allow the CSP's membership in the DCSPP to proceed or continue provisionally pending the prompt DCIE certification of the staff member;
3. Register and fill out the application profile form with the Aggregator or through the link located at the DCSPP Partner Portal http://www.datacore.com/cloud-service-provider-program;
4. Accept the terms of the Agreement and EULA during registration;
5. Be approved for admission by the DCSPP Administrator. Upon notification of admission, the CSP will receive an identification number (CSP ID) that it must use when placing its orders with the Aggregator and it will be provided with a list of Aggregators in its Territory. This process usually takes three (3) business days for eligibility verification; and
6. After being approved as a CSP, select an Aggregator and enter into a CSP/ Aggregator Agreement with the Aggregator.

Please note:

- The DCSPP is not available in all countries; contact the DCSPP Administrator for more information on availability.
- Each cloud service provider entity that desires to provide Hosted IT Services using DataCore Software, even if affiliated with another CSP, must join the DCSPP and enter into the Agreement individually, and in all respects shall participate in the DCSPP as a CSP separate from its affiliates, except as DataCore shall otherwise agree.
- DataCore requires CSPs to complete an application profile, providing information about the CSP's Hosted IT Services business, its expertise in DataCore solutions and other information including support, marketing, and technical contacts. It is the responsibility of the CSP to ensure that its profile is kept up to date.
- By joining the DCSPP, a CSP consents to receiving program-related information from DataCore for the following purposes:
  - Administering the DCSPP;
  - Providing information to the CSP about the DCSPP, including events and training opportunities;
  - Inviting the CSP to participate in surveys and research; and

- Providing the CSP with information and materials to support its efforts to deliver DataCore solutions, including technical information and sales and marketing materials and resources.

Order DCSPP Subscription

After the CSP completes the "First Steps" set forth above, the CSP orders from the Aggregator a DCSPP Subscription (minimum twelve (12) month term and 100 TB/mo.). See the Aggregator for pricing of DCSPP Subscription.

Upon the expiration of a purchased DCSPP Subscription, the term will automatically renew for a successive twelve (12) month term as and subject to the exceptions provided in the DataCore CSP Agreement.

DCSPP Software Installation

The DCSPP allows CSPs to install and use the DCSPP Software as part of a Hosted IT Service. All DCSPP Software must be installed and used solely by the CSP on its own premises and equipment in which it remains in possession. CSPs may install and operate the DCSPP Software only in datacenters in its Territory. The CSP's customers/end user subscribers who access the Hosted IT Services may reside outside of the Territory where the datacenter is hosted, subject to the CSP's compliance with its obligations under the Guide and the Agreement.

Prior written approval is required from DataCore for any deviation from these installation requirements.

Monthly Usage Tracking / Pricing

DCSPP Subscriptions are for (minimum) twelve (12) month terms and billed monthly on a pay-as-you-go basis. The monthly billings are based upon storage capacity actually consumed by the DataCore software throughout the month (100 TB minimum).

Daily capacity usage measurements are automatically transmitted by the DataCore Software to a central hub. There is no need for CSPs to generate separate reports. Here's an example:
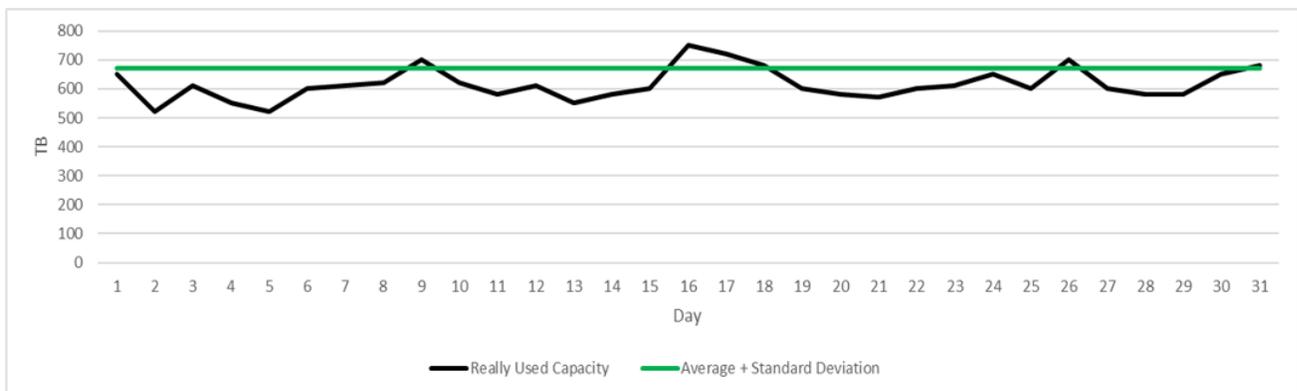
The CSP must enable ADC (as defined below) for transmission of their DCSPP Software usage and the CSP's monthly Usage Data will be tracked and reported to Aggregator in the CSP Monthly Usage Report. The Aggregator will invoice CSP monthly for its usage per the DataCore pricing policy. "ADC" means Automated Data Collection, which is the automated processing and communication by which Usage Data is collected from the CSP and transmitted to DataCore for monitoring and reporting in the CSP Monthly Usage Report. (Examples of ADC may include, but not be limited to, DataCore Insight Services (DIS), Phone Home, etc.) The transmission of the ADC telemetry data must begin upon activation of the DataCore instance but in no event later than four (4) weeks after such activation of any applicable server group, and thereafter, the CSP must maintain ongoing transmission without lapses. In the event the CSP transmissions drop below 90% up-time per month, the CSP will be billed based on: (i) the average capacity utilization over the prior three months; or (ii) if insufficient capacity utilization data is available for the prior three months, the CSP must submit a Support Bundle to the DataCore servers.   A "Support Bundle" is a compressed file that is created by DCSPP Software and contains system and other information relating to the use and functionality of DCSPP Software. Should the CSP not comply with the preceding, DataCore reserves the right to bill the CSP for the peak daily capacity used for the associated month versus the average allocated daily capacity as described below. No credits will be provided to CSP for any perceived over-billing by way of CSP's non-compliance of these data transmission terms. In the event that DIS or phone home mechanisms are disrupted, the monthly usage reports can be collected on the node and emailed to DataCore. Please contact the Aggregator or the DataCore DCSPP Administrator if you experience transmission issues or have related questions.

A key feature of the DCSPP, is that the CSP's monthly bill is calculated by the Aggregator using the average capacity allocated or logical space consumed (depending upon DataCore product) each day plus the standard deviation over the month. This method results in a lower cost to the CSP than those that charge based on the peak level reached during any one day in the month.

In the example above, the peak allocation of 750 TBs occurred on day 16, yet the monthly charge is based on the smaller number, 670 TBs.

| Peak | 750 TB |
| Average + Standard Deviation | 670 TB |

The price per Terabyte (TB) per month (100 TB minimum) is based on how much capacity is being billed that month. The pricing bands below show that the price / TB decreases as the consumption rate increases above certain levels.

Capacity Allocated (or logical space consumed, depending upon the DataCore product)	Price per TB per Month
100 TB – 1 PB	$5.00
> 1 PB – 2 PB	$4.80
> 2 PB – 4 PB	$4.60
> 4 PB – 8 PB	$4.40
> 8 PB	$4.20

Paid subscriptions include access to DataCore Technical Support 24 hours per day year around. Using the earlier capacity consumption example, the monthly bill would be calculated as
670 TBs x $5.00 per TB /month = $3,350.00

DCSPP Software

The DCSPP allows the CSP to:

- Obtain licenses to DCSPP Software on a term-based subscription license.
- Pay the license fee for each DCSPP Software monthly based on usage.
- Receive DataCore support for the duration of the paid subscription term. Prices for the DCSPP Subscription include DataCore standard support under the Support Services Terms, which may be seen at: www.datacore.com/services_support/servsup_policies.asp.
- Provide Hosted IT Services to end service users using the DCSPP Software.

Software Description

DCSPP Software consists of selected DataCore Software-defined Storage (SDS) offerings and is licensed to CSPs for the term of their DCSPP Subscription as purchased from the Aggregator.

The primary Software products are:

- DataCore™ SANsymphony EN (Enterprise) Edition;
- DataCore™ vFilO; and
- DataCore™ Swarm.

Auxiliary Software Products

CSPs may also order the auxiliary DCSPP Software listed below. There is no extra charge for these products at this time. This list may change from time to time as new options are added and others removed. See Aggregator for any pricing changes.

- SANsymphony vCenter Plug-in
- SANsymphony System Center Operations Manager Management Pack
- Windows Host Integration Kit
- DataCore's Support for AIX MPIO
- Support Bundle Relay
- SANsymphony Storage Replication Adapter for VMware SRM
- DataCore VASA Provider for VMware Virtual Volumes (VVOL)
- SANsymphony REST Support
- DataCore OpenStack Integration
- DataCore Veeam Integration

Primary Point of Contact

Questions regarding the administration of the DCSPP, the DCSPP Policy Guide, DCSPP subscriptions, DCSPP Software, pricing and usage reporting should be directed to the CSP's Aggregator. DataCore reserves the right to update the DCSPP subscriptions, Software and pricing from time to time.