



# CloudPlexo AWS Cloud Maturity Service Agreement



- Immersion Day
- Amazon RDS Ready
- AWS Lambda Delivery
- Amazon DynamoDB Delivery
- Amazon CloudFront Delivery

- Amazon API Gateway Delivery
- AWS Systems Manager Delivery
- Well-Architected Partner Program
- Amazon EC2 for Windows Server Delivery

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## Introduction

The goal of this document is to provide a detailed description about CloudPlexo AWS Maturity Services capabilities including how to request support, descriptions of our Maturity service level, and an overview of your CloudPlexo support team.

This AWS Maturity Service Agreement ("Agreement") is made and effective [ ],

BETWEEN: CloudPlexo, a company headquartered in the United Kingdom and with local presence Nigeria and operating in compliance with the Federal Republic of Nigeria, with its office located at:

*Nigerian office address:*

15 Ihuntayi rd, Oniru Rd,  
Victoria Island 101001, Lagos

AND: **#BusinessName** (the "Customer"), a company organised and existing under the laws of the Federal Republic of Nigeria, with its head office located at:

Address: **#BusinessAdress**

**WHEREAS**, CloudPlexo and the Customer wish to evidence by this agreement the manner in which said confidential and proprietary material will be treated.

## About CloudPlexo

CloudPlexo is a global IT company headquartered in London, United Kingdom and with presence in Amsterdam, United States and Nigeria. We've been providing cloud migration services to help businesses globally, to increase their workloads' performance and reduce IT infrastructure operational costs. Being an Amazon Web Services (AWS) partner, Microsoft and Google Cloud partner, we rely on a mature quality management system and guarantee that cooperation with us does not pose any risks to our customers' data security.

We are a leader in cloud infrastructure, implementation, managed services and training. We're certified across three audited public clouds - AWS, Microsoft Azure and Google Cloud Platform.

## Global Availability

AWS Maturity Services are available to CloudPlexo customers in all AWS public regions and AWS GovCloud (US) region. AWS China is not supported. Note that all global support is provided in English.

# Service Offer

AWS Maturity Services from CloudPlexo

## Maturity Service

The Maturity service is designed for customers who want to retain a hands-on capability for the configuration and management of their AWS environment, while relying on CloudPlexo for their AWS monthly billing processing and cost optimization.

At this service level, customers will have access to CloudPlexo's cloud security and cost management SaaS platform called Wendu, CloudPlexo and AWS cloud cost optimization experts, and any AWS Partner Funding, Discount and Promotional opportunities Customer might be eligible for. In addition, Customer will process their AWS Bills through CloudPlexo as their Billing Partners on the AWS platform.

## Benefits

| Services                                                                                                                                                                                                                                                                        |   |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| <b>Simplified Billing &amp; Maturity</b><br>CloudPlexo can tailor your cloud invoicing process to be aligned to your business requirements. Examples include splitting invoices for chargeback or accounting purpose, consolidating and summarising invoices.                   | ✓ |
| <b>Monthly Cost Optimization Strategy Sessions</b><br>Collaborate with both CloudPlexo & AWS experts to develop tailored cost optimization strategies, ensuring maximum value from your cloud investments.                                                                      | ✓ |
| <b>Wendu Cloud Security and Management Platform Access</b><br>Access to Wendu Security and Cloud Management Platform                                                                                                                                                            | ✓ |
| <b>Cloud Adoption Support</b><br>Access to sponsored events and webinars to help enable your organisation with your cloud transformation.                                                                                                                                       | ✓ |
| <b>Technical Support</b><br>Access to documentation, white papers and reference architectures cloud platform.                                                                                                                                                                   | ✓ |
| <b>Technical Account Manager</b><br>Designated Technical Account Manager to facilitate service onboarding and provide regular service reviews to ensure quality service delivery. Serves as an escalation point for day-to-day operations of your environment.                  | ✓ |
| <b>Well Architected Reviews</b><br>Ensure the integrity of your cloud infrastructure with regular Well Architected Reviews, enhancing security, performance, and efficiency, with the possibility of getting \$5,000 worth of AWS credits per workload reviewed and remediated. | ✓ |
| <b>Annual Architecture Review</b>                                                                                                                                                                                                                                               | ✓ |

|                                                                                                                                                                                                         |  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Your Technical Account Manager will coordinate an annual Architecture Review of any one workload of your choosing to ensure that you're leveraging the latest technical and operational best practices. |  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|

## Invoice / Billing Currency

CloudPlexo shall submit invoices not more often than monthly to:

Customer Name: #Contact Name

Customer email address: #Contact(s) Email

## Localised Billing Option

AWS bills their customers only in US Dollars, and as part of the Maturity service benefits, Customer has the option to process their AWS bills through CloudPlexo in NGN.

If this option is taken, CloudPlexo will use the NGN-USD parallel rate of the date the payment is made to calculate and reconcile the payable bill.

All naira payments are to be made into this account:

**Account Name: CloudPlexo Pro Labs Limited**

**Account Number: 0050774196**

**Bank: Stanbic IBTC**

**Bank Address: 61 Idumagbo Street, Lagos Island, Lagos**

## USD Billing Option

Where Customer chooses to process their AWS bill in USD, CloudPlexo will include a stripe payment link for customer to make payments to CloudPlexo.

Or

USD payments can be made into this account:

**Bank Account Name: CloudPlexo Pro Labs Limited**

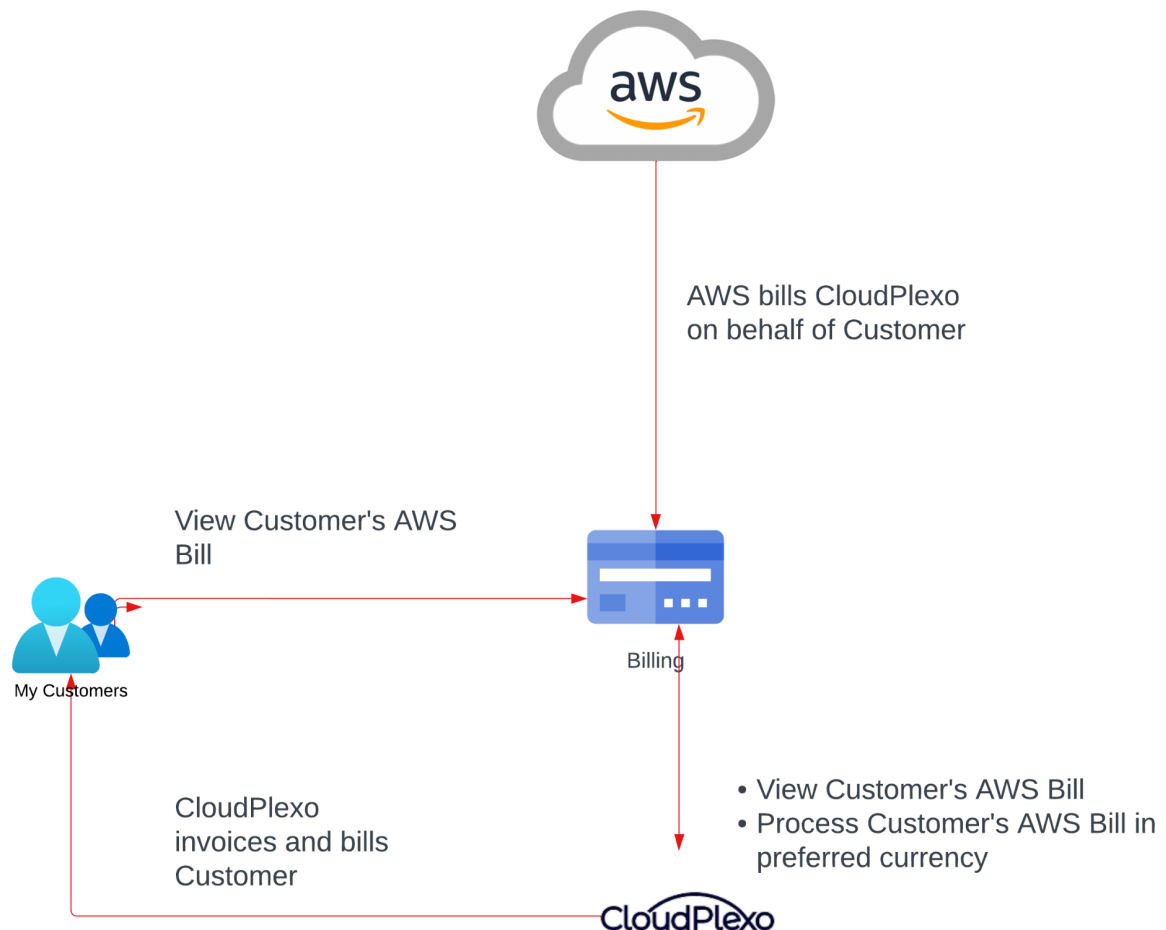
**Bank Account Number (USD): 0055216545**

**Bank Name: Stanbic IBTC**

## How This Works

AWS bills AWS Partner (CloudPlexo) on behalf of Customer. At the end of each month, CloudPlexo invoices and bills Customer in Customer's preferred currency on behalf of AWS.

CloudPlexo Cloud Billing Process Flow Diagram



## Frequently Asked Questions

1. **Does the customer still have access to view their billing data / usage to ensure the AWS partner is invoicing and billing me the correct amount monthly?** Yes, as the customer, you still have access to view your AWS bills to ensure the right invoice is sent to you by the AWS Partner.
2. **What exchange rate am I to make payment with to the AWS Partner?** The Customer is expected to make payments based on the present day's (the day the payment is made) exchange rate to the AWS Partner.
3. **How does CloudPlexo's cloud billing service work?** CloudPlexo's cloud billing service involves bringing your existing AWS accounts under our Organization

account for streamlined billing and management. This consolidation enables enhanced cost optimization, centralized billing, and improved security.

4. **What about data security and control?** We understand the importance of data security. Our Organization account offers advanced security features such as fine-grained permissions and multi-factor authentication. Your data remains fully under your control while benefiting from heightened security measures.
5. **Is the AWS account onboarding process complex?** No, our onboarding process is designed to be seamless. We provide step-by-step guidance and support to ensure a smooth transition of your AWS accounts to our Organization account, minimizing disruptions.
6. **Will I lose autonomy over my AWS resources?** No, you'll retain full operational autonomy over your resources. While billing will be centralized, you'll continue to manage and configure your services according to your business needs.
7. **Can I revert to my previous billing structure?** Yes, you have the flexibility to revert to your previous billing structure if desired, in accordance with our contract agreement. We focus on delivering value through cost optimization, security, and streamlined management to encourage continued usage.
8. **Will the onboarding disrupt my operations?** No, invitations to onboard our Organisation account will not disrupt your operations.
9. **Is there a risk of vendor lock-in?** Our service is designed to provide value without creating vendor lock-in. You can choose to revert to your previous billing structure if you decide to discontinue using our service.
10. **If I have an Organisation account, can I onboard only a specific set of AWS accounts?** Yes, our service is flexible. You can choose to migrate specific AWS accounts that align with your business goals and needs.

You can learn more here:

<https://docs.aws.amazon.com/awsaccountbilling/latest/aboutv2/consolidated-billing.html>

[https://docs.aws.amazon.com/organizations/latest/userguide/orgs\\_manage\\_accounts\\_invites.html](https://docs.aws.amazon.com/organizations/latest/userguide/orgs_manage_accounts_invites.html)

## Length of Contract & Contract Termination

This contract will last for 12 months from the date the contract is signed.....  
Afterwhich, both parties can decide to renew the contract.

### How to Terminate Contract

**Termination without cause.** The customer may terminate this agreement for any reason upon 30 (thirty) days written notice to CloudPlexo

**Termination for cause.** In the event of any material breach of this agreement by either party, the non-breaching party may terminate this agreement immediately by providing a written notice to the other party.

**Effect of Termination.** If this Agreement is terminated by the customer, the CloudPlexo shall, within ten (10) business days of receipt of the notice of termination, confirm whether or not payments have been completed by the customer. In the event, payments have not been completed, the **Overdue/ Late Invoice Payment Policy** in this agreement will be enforced.

# Your CloudPlexo Support Team

## Account Manager/Team

- Your dedicated Account Manager shall be responsible for the following:
- Provide education and guidance around AWS Partner Programs – Funding Programs and Volume Discount Programs
- Responsible for guiding Maturity services customers through the onboarding process
- Monitor and manage the delivery of Maturity services to ensure smooth onboarding, operations and customer satisfaction
- Lead regular service improvement meetings with the customer and any appropriate third parties and documents resulting recommendations in a service improvement plan
- Follow through any actions, issues, and service improvement opportunities highlighted at service review meetings
- Manage the overall execution of the service improvement plan, especially feedback on Wendu (backed by a team of certified cloud engineers)
- Act as a point of contact for technical escalations by or for the customer

## Support & Management

### How to request support / give feedback

Log an incident, change, or request support using one of the options below.

#### **Option 1: Log a request by telephone**

Call the Technical Account Manager/Team assigned to you

#### **Option 2: Log a request by email**

Email the cloud team ([contact@cloudplexo.com](mailto:contact@cloudplexo.com)) and refer to the customer instructions. For all tickets submitted via email, please call your account manager to escalate if necessary.

#### **Customer Instructions**

The support team will prompt you for the following information. Please ensure you have all relevant details ready:

- Your Organisation's Name
- Your Contact Name, Email and Phone Number
- Details of the incident, change, or request

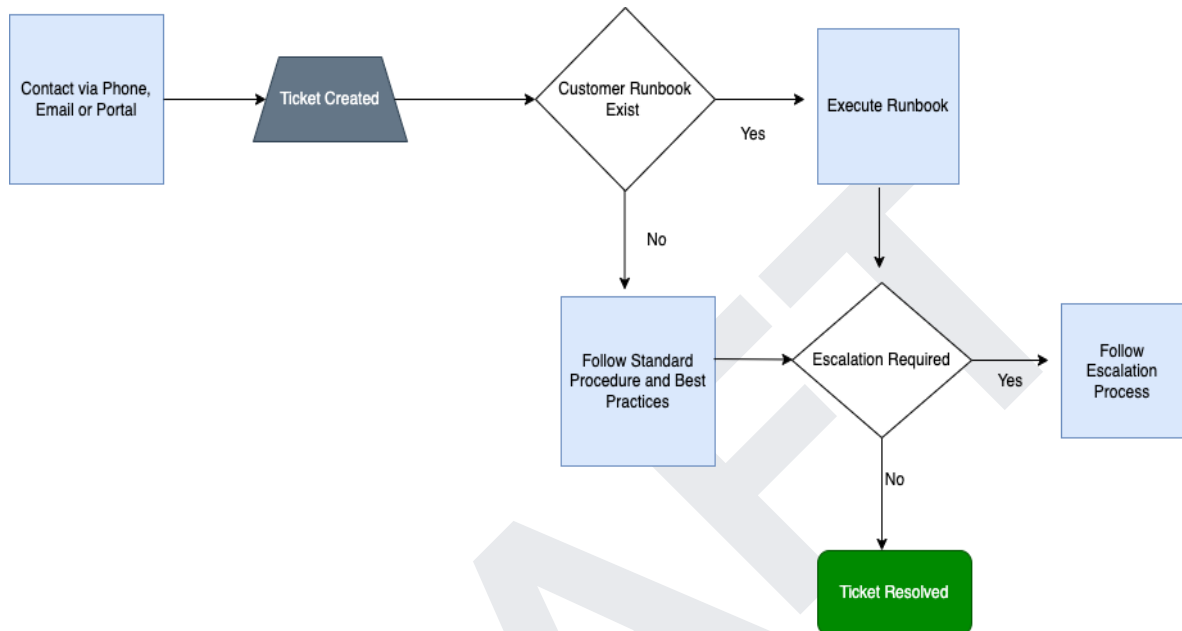
Contact information

Phone: **+2347017540595**

Email: **[david@cloudplexo.com](mailto:david@cloudplexo.com)**

## Request flow

Service requests submitted by the Customer will follow the path outlined below. If a Customer Runbook has not been created for the request or issue, then a Standard Process will be followed. Our Standard Process covers requests for information and basic service troubleshooting.



## Managing your Service

Important Processes

### Onboarding

For CloudPlexo to provide the complete set of services, it is critically important that the onboarding process be performed with precision and detail. The depth of onboarding varies based on service level.

### For Maturity Service Level

- Capture any billing requirements and chargeback rules if necessary ○ Ensure customer understands how to request support and what support is entitled under the current service level
- Ensure customer can access the CloudPlexo Security and Cloud Management Portal - Wendu
- Establish a regular service review cadence with your Technical Account Manager/Team
- Ensure CloudPlexo has all necessary access to systems to provide agreed upon level of service
- Optionally begin scheduling for the annual WAR review

## CloudPlexo Access Requirements

For any service level where the customer is invoicing their AWS infrastructure and services through CloudPlexo we require the AWS account to be configured in the following way:

- AWS customer account is part of CloudPlexo AWS Organization

## Dispute Resolution

- I. Any dispute arising out of or in connection with this Agreement shall to the extent possible, be settled amicably by negotiation and discussion between the Parties. If the Parties are unable to settle the dispute amicably within fourteen (14) days of its commencement, such dispute shall be referred to arbitration and settled in accordance with the provisions of the Arbitration and Mediation Act, 2023.
- II. The arbitral tribunal shall comprise a sole arbitrator; and where both Parties are unable to agree on the sole arbitrator within five (5) days of the commencement of the arbitration, either Party shall apply to the Chairman of the Nigerian Branch of the Chartered Institute of Arbitrators (UK), who shall then appoint a sole arbitrator.
- III. The place of arbitration shall be Lagos State, and the language of arbitration shall be the English language.
- IV. In the event that the dispute cannot be resolved through Arbitration, the dispute shall be referred to be fully and finally resolved by a court of competent jurisdiction.

## Confidentiality

- A. Parties agree to maintain the confidentiality of all information received from each other, including but not limited to project specifications, proprietary algorithms, billing data.
- B. Each party agrees to regard and preserve as confidential all technical, financial and business information related to the business and activities of the other party (the “**Disclosing Party**”), that may be obtained by such party (the “**Receiving Party**”) from any source or may be developed as a result of this Agreement (“**Confidential Information**” of the Disclosing Party). The Receiving Party agrees to hold such information in trust and confidence for the Disclosing Party and not to disclose such Confidential Information to any person, firm or enterprise, or use, directly or indirectly, any such Confidential Information for its own benefit or the benefit of any other party, unless otherwise authorized in writing by the Disclosing Party, and even then, to limit access to and disclosure of such Confidential Information to the Receiving Party’s employees on a need-to-know basis only. Confidential Information shall not be considered confidential if such information is: (i) already known by the Receiving Party free of any restriction at the time it is obtained as evidenced by written records of the Receiving Party; (ii) subsequently learned by the Receiving Party from an

independent third party having the right to make such disclosure, free of any restriction; or (iii) becomes available publicly by means other than a wrongful act of the Receiving Party.

- C. Each party acknowledges and agrees that, in the event of a breach or threatened breach of any of the foregoing provisions, the other party will have no adequate remedy in damages and, accordingly, shall be entitled to injunctive relief against such breach; provided, however, that no specification of a particular legal or equitable remedy shall be construed as a waiver, prohibition or limitation of any other legal or equitable remedies in the event of a breach hereof.

## Overdue / Late Invoice Payments Policy

By signing this agreement, you agree to pay all invoices from CloudPlexo within 15 business days of the date the invoice is sent.

Overdue invoice balances will be subject to a late payment fee of 2.5 % of the owing balance, which will be charged daily until the owing balance is paid.

If you are unable to make a payment for reasonable circumstances that are out of your control, contact us through the email: **david@cloudplexo.com** three hours before 5pm (WAT) of the day your invoice is due and we will discuss alternative options.

Your mail must include the following;

- I. Company name/Contact Person
- II. Reason for delayed payment
- III. Proposed date of company making payment
- IV. Signature from top management level employee within the company

## Governing Law

This Agreement shall be governed by and construed in accordance with the laws of the Federal Republic of Nigeria.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the day and year first above written.

-----  
Customer Signature

Name:

Date:

-----  
CloudPlexo Signature

Name:

Date: