

Service Offering Description for APEX Data Storage Services With Colocation

1. Introduction. This Service Offering Description is governed by the APEX Agreement located at www.dell.com/apexagreement (“APEX Agreement”) and both documents together govern the APEX Service (as defined below). “APEX Agreement” for a Reseller or Dell-authorized distributor purchasing the APEX Service directly from Dell shall mean the APEX Reseller Agreement or Distributor Agreement, respectively, located at <https://www.delltechnologies.com/partner/en-us/partner/apex-partner-agreement.htm>. Dell (as defined in the APEX Agreement) will provide the APEX Service to You,.

1.1 Definitions. The definitions below apply to this Service Offering Description. Some capitalized terms are defined within the specific context in which they are used below. Other capitalized words that are not defined in this Service Offering Description are defined in the APEX Agreement.

- “Activation Date” means the date that the APEX Service is available for customer to connect compute instances. Compute attach is required for the customer to start provisioning storage (volumes, file systems, vVols, etc.) from the deployed storage infrastructure. Notwithstanding the foregoing the Activation Date will be deemed to have occurred twenty-one (21) days after Dell’s delivery of the APEX System to the Site unless Dell caused the delay.
- “APEX Service” means Dell’s APEX Data Storage Service as further described below, and that Customer is authorized to consume under this Service Offering Description and the APEX Agreement.
- “Deployment” means installation and configuration of the APEX Service at the Site.
- “Deployment Date” means the date on which Dell, in its sole discretion, completes the installation and establishes the configuration of the APEX Service at the Site.
- “Related Software” means software provided by Dell in connection with the APEX Service for the sole purpose of enabling Customer to use the APEX Service. Related Software may include development software and tools, and software to be installed on end user devices for the purpose of using the APEX Service. Related Software excludes software that Dell makes available under separate terms or pursuant to a separate agreement.
- “Base Capacity” means storage capacity used to determine minimum recurring charges.
- “OnDemand Capacity” means storage capacity consumed beyond Base Capacity, which is used to determine charges for OnDemand usage.
- “Total Capacity” means the sum of Base Capacity and OnDemand Capacity

1.2 APEX Service. Dell will provide a managed, co-located scale out File and/or Block storage service to be used by Customer and to be consumed via Related Software. Connectivity to Related Software is further discussed in Appendix C, Remote Access Agreement. The APEX Service shall be purchased by the Customer via APEX Console with configurations, Base Capacity and OnDemand capacity, as defined in the Customer Order. This APEX Service is made available to Customer with a minimum term commitment of either one (1) or three (3) years. The APEX Service includes: (i) proactive monitoring and management to an availability Service Level and (ii) 24x7 support services, each as defined in Appendix A.

2. Technical Documentation and Training. Documents are available at <https://www.delltechnologies.com/en-us/apex/data-storage-services.htm>. Technical documentation is provided to the extent, and in such form and quantity, as is reasonably necessary to support Customer’s internal use of the APEX Service.

3 Telemetry Collector. Dell may collect certain information related to the APEX Service through a telemetry collector (“Collector”). Such information may include, without limitation, diagnostics, configurations, usage data, performance, deployment location information, and system information sent to Dell automatically by Dell’s systems and tools (“System Data”).

By utilizing the APEX Service, Customer permits Dell to use the Collector to collect and use System Data for the

following purposes (“Permitted Purposes”):

- to provide Customer with the APEX Service, including to fulfill applicable warranty and support obligations, to remotely monitor performance and modify APEX Service configurations, and to bill Customers (as applicable);
- to provide either Customer’s end users, or the Dell Channel Partner (as defined below) through which the Customer ordered the APEX Service, with metrics regarding Customer’s APEX Service usage and consumption patterns and as specified in this Service Offering Description;
- to create predictive analytics and usage intelligence to optimize Customer’s future planning activities and requirements;
- for sales and marketing, including sales and marketing research;
- to secure and protect Dell’s assets, rights and interests, including where appropriate to investigate, prevent, or take action regarding suspected illegal activity or fraud;
- to comply with Dell’s legal obligations, including in response to a court order, warrant, subpoena, regulatory or law enforcement demand, or other legal process;
- for provision, research, support, or enhancement of Dell products, services and offerings; and
- for any other legally permitted purpose.

Dell does not intend for the Collector to access, view, process, copy, modify, or handle Customer Content. Dell will treat any personal information collected through the Collector in accordance with the applicable jurisdiction’s Dell Privacy Statement, all of which are available at <http://www.dell.com/localprivacy> and each of which is hereby incorporated by reference.

Customer agrees that Dell may share the System Data with the following categories of third-parties that are involved in the transaction for the Permitted Purposes:

- Dell third-party service providers; and
- Dell channel partners, including but not limited to resellers, distributors, channel service partners, and OEM partners (collectively, “Dell Channel Partners”).

Dell owns all anonymized and aggregated System Data (“Dell System Data”). Dell System Data will not contain any personal information, and will be de-identified such that it will not disclose the identity of Customer to any third party. Customer acknowledges and agrees that the Collector and Dell System Data is Dell’s Confidential Information. Nothing herein grants Customer a license, express or implied, by estoppel, inducement, or otherwise, to use the Collector for any purpose.

Additional requirements and implementation details concerning the collection and use of System Data may be found in the technical documentation for the APEX Service available at <https://www.delltechnologies.com/en-us/apex/data-storage-services.htm>. To the extent this Section 3. conflicts with any other agreement between Dell and Customer, the terms of this Section shall control.

Customer may not disable the Collector at any time. Customer acknowledges that disabling the Collector will limit Dell’s ability and obligations (if any) to provide and/or support the APEX Service.

4. Service Operations.

4.1 Site Location. Dell will ship the APEX System to the Site and complete Deployment. Dell cannot perform Deployment of the APEX System at ‘dark sites’, meaning locations that do not allow the APEX System in the APEX Service to connect with anyone outside of that location. Customer will not be provided access to the Site and cannot co-locate additional customer-owned equipment at the Site.

4.2 Customer’s Obligations. Customer may not use the APEX Service, APEX System or Related Software to offer services to multiple, unrelated persons, such as for outsourcing, service bureau, or other similar business operations unless specifically authorized by Dell in writing. Customer shall remain directly liable to Dell for any breach of these terms resulting from Customer’s end users or its customers violation of these terms.

To the extent applicable to the APEX Service, Customer shall, at Dell’s request and Customer’s expense:

- a. utilize the APEX Service with reasonable care and in accordance with this Service Offering Description;
- b. restore Customer Content on the APEX Service (including on any that Customer provides on an external hard drive);
- c. make available to Dell, Customer technical personnel familiar with Customer’s business requirements (primary and alternate designated technical personnel);
- d. provide to Dell complete and accurate information regarding Customer’s business requirements in respect of the APEX Services;
- e. respond within a reasonable timeframe (or if no time period is specified, within three (3) Business Days) to all requests for approvals, which approval shall not be unreasonably withheld or delayed, provided however approval shall be deemed to have been provided if Customer has not responded within the applicable time;
- f. cooperate with Dell;
- g. promptly notify Dell of any third-party claims or invalid or nonexistent licenses that may have an impact on this Service Offering Description or the APEX Service; and
- h. perform all other obligations of Customer described in this Service Offering Description. Customer shall not act in a way that affects or impacts the APEX Service, APEX System or Related Software without Dell’s prior written approval.

Customer has responsibilities stated in Section 4.7 (Customer Data Removal and Backup) below.

4.3 Contacting Dell for Support. Dell is the single point of contact for all APEX Service support requests. All support for the APEX Service is conducted through the support information provided to the Customer at the start of the APEX Service. Any attempts to contact Dell through any other means could result in delayed support.

4.3.1. Incident Management

- a. **“Incident”** means an event, exclusive of a Cybersecurity Incident, which is not part of the standard operation of the APEX Service and which causes, or may cause, an interruption to, or a reduction in, the quality of the APEX Service.
- b. **“Cybersecurity Incident”** means a malicious act or attempt to gain unauthorized access to, disrupt or misuse the APEX Service or APEX System, or the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to, any Customer Content that is transmitted, stored or processed by the APEX Service.
- c. **“Response Time”** is measured as the time between the proper notification of an incident, and the incident acknowledged within the Dell service management system.
- d. **“Notification of an Incident”** is time in an incident is opened in the Dell’s incident tracking tool as noted by the tool.

Incident Level	Response Time	Service Window**
High	Ticket acknowledged within 15 minutes	24x7x365
Medium	Ticket acknowledged within 1 hour	24x7x365
Low	Ticket acknowledged within 4 Business Hours	8x5 Business Hours
None	Ticket acknowledged within 8 Business Hours	8x5 Business Hours

**Business Hours/Days are Monday – Friday, 8:00am – 5:00pm, local data center time, excluding local holidays.

4.3.2 **Incident Level**

- a. **High:** Customer is experiencing significant loss or degradation of the APEX Service and requires immediate attention from Dell. Customer is available 24x7 to work with a support team to resolve this Incident.
- b. **Medium:** Customer is experiencing moderate loss or degradation of the APEX Service, but work can reasonably continue in an impaired manner. Customer is available during normal business hours to work with a Dell support team to resolve this Incident.
- c. **Low:** Customer is experiencing minor APEX Service disruption. Customer is available during normal business hours to work with a Dell support team to resolve this Incident.
- d. **None:** Customer wants to request an enhancement or a documentation update, or Customer needs information on how to do something within the APEX Console.

4.3.3. Problem Management – Incident Report. The Incident Management process follows ITIL standards in which all incidents are closed with an explanation of the issue and how it was resolved. The Incident Report is a more in-depth analysis and is performed at Dells discretion and only for incidents with a High Incident Level. Customer requests for an Incident Report against events with a designated Incident Level of Medium, Low, and None must be approved by Dell.

If an Incident Report is deemed needed by the Dell, the Dell will produce the following information in the Incident Report:

- a. Problem Description
- b. Problem Scope
- c. Probable Root Cause

4.4 Restriction on Modification of Systems. The APEX System used to deliver the APEX Service is a closed system, for use solely with the APEX Service.

4.5 APEX System. Dell will determine, at its discretion, the hardware and software applicable for the APEX System and APEX Service. After reasonable notice to Customer, Dell reserves the right to replace or refresh the APEX System at any time for any reason. Dell also reserves the right to reuse the APEX System for different customers when appropriate. . If Dell elects to provide a previously deployed APEX System to a customer, the APEX System that is delivered will be refurbished and it will be verified that the data and configuration have been deleted. Dell will monitor capacity, utilization, performance, as well as other metrics, as part of the APEX Service and is authorized in its sole discretion to expand (or contract) the capacity to maintain a sufficient OnDemand Capacity as the Customer's usage dictates and to overprovision the available capacity for future growth accommodation. Dell reserves the right to overprovision the available capacity for future growth accommodation at its sole discretion. Dell will notify Customer if OnDemand Capacity is required in order to schedule related activities. Should Total Capacity be consumed prior to expansion activities, Customer may experience a degradation of APEX Services.

4.6 Security. Customer is responsible for the following:

- ensuring the physical security of Customer-owned systems interacting with the APEX System.
- managing the configuration of the APEX Service through the APEX Console and, if applicable, other tools provided by Dell..
- Customers' network security and vulnerability scans of the Customer systems connected to the APEX Service, and performing security monitoring of those systems.

4.7 Customer Data Removal and Backup. To the extent applicable to the APEX Service, Customer shall, at Customer's expense, perform the following:

- back up its data before Dell performs any remedial, upgrade or other work on the Service Offering;
- operate and maintain a data back-up system in Customer's data center environment, including retaining multiple copies of Customer Content, consistent with industry best practices; and
- provide for a daily back-up process, including backing up data before performance of any remedial,

upgrade or other work on Customer's production systems.

The Customer represents and warrants that Customer has removed all Customer Content, especially all confidential, proprietary, sensitive or other non-public data from the APEX System as described in Sections 5.7 and 5.9 of this Service Offering Description as applicable. Customer may incur additional fees and expenses for any resulting additional time, materials, losses or damages incurred by Dell or its vendors or partners.

4.8 Deployment Exclusions. The deployment features of the APEX Service do not include the following:

- Any configuration of non-Dell provided equipment for the APEX Service;
- Installation, configuration, migration, or testing of VMs, hosts or other workloads;
- Any configuration of client computers;
- Configuration of client or VM networks;
- Any extra add-on options or services such as Disaster Recovery (DR); or
- Network topology or performance assessment.

5. Business Operations.

5.1 Pricing. Pricing for the APEX Service subscription is based on configuration of the APEX System and the Subscription Term. Pricing may vary depending on Customer need and resulting configuration. For details on pricing, consult Customer's sales representative. Enterprise license agreements may not be applied to the APEX Service.

5.2 Billing. Customer will be billed monthly for the APEX Service. Billing consists of a monthly Base Capacity charge and an OnDemand usage charge. A customer will be billed for the entire Base Capacity whether that entire Base Capacity is used or not. OnDemand usage will be billed based on the average TBs used above the Base Capacity over each hour of the month. Storing of encrypted and/or pre-compressed data, or any workloads which result in an aggregate data reduction ratio less than 2:1 for the APEX Block Services subscription, as determined by Dell, will be billed at 2.5x the effective rate.

5.3 Subscription Term and Expansion. The APEX Service is offered for a committed term subscription of either one (1) or three (3) years as identified in Customer's quote ("Subscription Term"). Customer's initial Subscription Term and charges for the subscription begin on the Activation Date. If Customer utilizes the APEX Service after deployment but prior to the Activation Date, this Service Offering Description and the APEX Agreement apply to Customer's use of the APEX Service. The APEX Service is not transferrable.

5.4 Capacity Expansion. If Customer desires additional capacity in excess of Base Capacity after the initial order ("Additional Base Capacity"), Customer may add Additional Base Capacity to the APEX Service during Customer's Subscription Term by placing an order for same at least three (3) months before the end of Customer's Subscription Term. The Subscription Term for the Additional Base Capacity will be co-terminus with that of the APEX Service to which it is being applied. Additional charges will apply for such Additional Base Capacity, and will begin on the Activation Date for such Additional Base Capacity. If Customer utilizes the Additional Capacity after Deployment but prior to the Activation Date, this APEX Service Offering Description and the APEX Agreement apply to the use of the Additional Base Capacity. If Customer desires Additional Base Capacity within three months of the end of the Customer's Subscription Term, Customer will contact Customer's sales representative to renew Customer's Subscription Term and order Additional Base Capacity.

5.5 Notice and Renewal. If Customer does not intend to use the APEX Service after the Subscription Term, Customer must provide Dell with written notice of Customer's intent to terminate no later than three (3) calendar months before the end of the then-current Subscription Term. Such notice must be received before the first day of the month to avoid additional costs. If Customer wishes to use the APEX Service after the Subscription Term, Customer may renew upon mutually-agreed upon pricing and terms. **If Customer has not renewed its subscription, not purchased a new subscription, nor provided Dell with notice of Customer's intent to terminate the subscription, the APEX Service subscription will continue after Customer's initial Subscription Term on a monthly basis ("Monthly Renewal Term"). For the Monthly Renewal Term(s), Customer will be billed at the monthly rate which is different than the billable rate for longer subscription terms (to the extent permitted by local law), until Customer either renews its subscription, purchases a**

new subscription or cancels the Monthly Renewal Term(s). For additional information on the monthly rate, place contact your sales representative. Customer may cancel the Monthly Renewal Term by providing Dell with at least three (3) calendar month's written notice of Customer's intent to terminate the Monthly Renewal Term.

5.6 Suspension and Re-Enablement. During the time Customer's access to and use of the APEX Service is suspended for any reason as provided in the APEX Agreement, Customer will be required to stop use of the APEX Service. Dell will not support the APEX Service during the period of suspension.

5.7 Termination of the APEX Service. If Dell terminates Customer's access to the APEX Service then Customer will permanently lose Customer's access to the configurations and environments, which will be deleted by Dell. Notwithstanding the foregoing, if Customer wishes to extract Customer Content from the APEX Service (to the extent Customer has not already done so prior to termination of Customer's Subscription Term), Customer must notify Dell before Dell's authorized technician removes the APEX System from the Site, and, subject to additional fees, Dell will assist Customer in extracting Content from the APEX Service. Customer will be responsible for all fees associated with Customer Content extraction. If Customer does not notify Dell before APEX System removal, then Dell may permanently delete Customer Content and it will not be recoverable. Dell shall have no obligation nor responsibility for deleting Customer Content in accordance with this section.

5.8 Cancellation. Except to the extent otherwise required by applicable law, Customer cannot cancel or terminate the APEX Service prior to the expiration of the committed Subscription Term. Customer may stop using the APEX Service at any time, but Customer is liable for all remaining charges for the Subscription Term, regardless of whether Customer actually uses the APEX Service for the entire Subscription Term. There is no refund for any committed charges that Customer paid at the time Customer purchased the APEX Service, regardless of whether or not Customers actually uses the APEX Service for the entire Subscription Term. If Customer is on a Monthly Renewal Term (as defined in Section 5.5 (Notice and Renewal)), Customer may stop using the APEX Service at any time during the month, but Customer is obligated for monthly fees at the Monthly Renewal Rate until Customer provides Dell with written notice of Customer's intent to terminate the Monthly Renewal Terms for the APEX Service in accordance with Section 5.5 (Notice and Renewal).

5.9 Decommission of APEX System. If Customer has elected to terminate the APEX Service at the end of Customer's committed Subscription Term or Monthly Renewal Term(s), Customer will have thirty (30) days from the time Dell notifies Customer, or if no notice is provided, then thirty (30) days from the last day of the Subscription Term or Monthly Renewal Term(s), as applicable, within which to delete Customer Content from the APEX System. If the Subscription is terminated prior to the end of the term, Customer will have thirty (30) days from the time Dell notifies Customer of termination, within which to delete Customer's Content from the APEX System. In any case, it is Customer's obligation to delete Customer Content as per the Customer's own requirements. At the end of the thirty (30) days, in either case, Dell's authorized technician will remove the APEX System from the Site and, pursuant to the Termination Section 5.7 (Termination of the APEX Service) above, if Customer has not deleted Customer Content from the system, it may be deleted by Dell.

6. Country-Specific Terms and Conditions.

6.1 United States of America. Insert the following section at the end of Section 4.

4.9 U.S. Customers and HIPAA. Dell hereby disclaims any and all liability for any restoration of Customer Content on the APEX Service (including on any that Customer provides on removable media). If Customer has operations in the United States or is otherwise subject to the US Health Insurance Portability and Accountability Act ("HIPAA"), Customer acknowledges that the APEX Service and the APEX Console are not designed or intended to be used for compliance with HIPAA. Customer represents and warrants that if Dell is provided access to the APEX System, the APEX System contains no Protected Health Information as defined in 45 C.F.R. Section 160.103 ("PHI").

6.2. Germany and Austria.

In Section 2 of Appendix A "Service Level Agreement (SLA) - APEX Data Storage Services" called "UPTIME SERVICE LEVEL COMMITMENT", the last sentence shall be replaced with:

Service Credits shall be offset against any claim for loss or damages.

Appendix A: Service Level Agreement (SLA)

1. **Introduction.** This Service Level Agreement for APEX Data Storage Services supplements the Service Offering Description for APEX Data Storage Services that govern the APEX Service. This Section identifies the expected services levels for the Term and is subject to review upon renewal.

1.1 **Definitions.**

- **“Change and Maintenance Window”** means a coordinated timeframe for Dell to perform any technical changes or maintenance to the equipment or APEX Service (i.e. patches, upgrades, refresh, third party vendor updates, etc.). Change and Maintenance Windows are typically scheduled at mutually agreed upon times. Otherwise, Dell will use commercially reasonable efforts to notify Customer with advance prior notice of planned Change and Maintenance Windows. Dell reserves the right to change the Change and Maintenance Windows period with advance prior notice to Customer; provided, however, Dell will make every effort to schedule maintenance, systems repairs, and systems upgrades during low utilization periods (typically nights, weekends and holiday periods) of the APEX Service. Each Change and Maintenance Window will have a start time, maximum duration, and description of tasks to be performed.
- **“Downtime Minutes”** means the total number of minutes data is unavailable to any Customer system, excluding any actions needed on the Customer’s part to access or consume the data, subject to Exclusions to Uptime Commitment.
- **“Total Calendar Month Minutes”** means the actual minutes in the Gregorian calendar month.
- **“Measurement Period”** means a calendar month during which the Uptime Commitment is in force. No Service Level shall apply during the enablement phase of the APEX Service.

2. **Uptime Commitment.** While Customer is receiving the Service, the Service will be operational and available to Customer at least 99.99% of the time in any calendar month. The “Uptime Commitment” is measured as the extent to which the data within the Service is available for use. Service Administration tools are not included in the Uptime Commitment. Customer may be entitled to a Service Credit if Dell does not satisfy the Uptime Commitment. Customer is responsible for initiating any claim for a Service Credit within thirty (30) days from distribution of availability report, and providing any documentation reasonably requested by Dell to be eligible to earn a Service Credit. Service Credits shall be Customer’s sole and exclusive remedy for not satisfying the Uptime Commitment.

- **“Monthly Uptime Percentage”** means Total Calendar Month Minutes minus the Downtime Minutes incurred during a calendar month, divided by Total Calendar Month Minutes, such product then multiplied by 100. And periods of unavailability for which Dell is not found responsible through an Incident Report will be added back to the Monthly Uptime Percentage prior to the execution of the calculation.

$$\text{Monthly Uptime Percentage} = \left(\frac{\text{Total Calendar Month Minutes} - \text{Downtime Minutes}}{\text{Total Calendar Month Minutes}} \right) \times 100$$

- **“Service Credit”** is calculated based on the formula below:

Monthly Uptime Percentage	Service Credit
<99.99%	10%
<99.95%	25%
<99.9%	100%

- **Application of Service Credits:** Service Credits can only be applied to the total (monthly) invoice subsequent to the month in which the Service Credit was earned, and only on the affected System. In no event shall:
 - a) Service Credits be applied to anything other than the Service described in this Appendix A;
 - b) Service Credits be combined with any other incentive or discount offered by Dell; and
 - c) Customer be issued cash or a cash rebate in lieu of a credit, even if Service Offering is not being renewed.

3. **Third Party Performance.** In addition, with respect to Service Levels where the target is time-based, measurement time shall be suspended during periods when Dell is awaiting performance of functions by any party other than Dell that are necessary for Dell to complete the activities required by the Uptime Commitment.

4. **Uptime Commitment Failures.** If the Uptime Commitment targets are not met, Dell will, at its discretion, perform the following:

- Investigate, assemble and preserve pertinent information with respect to the Incidents or other factors which led to same;
- Execute a corrective action plan;
- Advise Customer, if necessary, of the status of remedial efforts being undertaken; and
- Take appropriate preventive measures to address reoccurrence.

5. **Exclusions to Uptime Commitment.** You must meet the following conditions, and, upon Dell's request, provide Dell with information on these conditions in order to honor the Uptime Commitment:

- Telemetry must be enabled

The Uptime Commitment does not apply to any issues that resulted from:

- a. Occurrences outside the APEX Services environment, or any other cause beyond Dell's control;
- b. Force majeure, suspension, or cancellation events;
- c. The acts or omissions of Customer or Customer affiliates, employees, subcontractors, representatives, agents, or Third-parties,
- d. Failure of Customer's or Third-Party equipment, environment or services, including any failure thereof;
- e. Customer's failure to take corrective actions reasonably requested and identified by Dell in writing to Customer as essential to maintain Service Levels;
- f. Infringement by Customer of Dell or a third party's intellectual property,
- g. Failure to meet Service Levels while under a business continuity or disaster recovery plan;
- h. An event caused by or attendant to an existing incident which the subject of Service Credits;
- i. Any action taken by Dell at the direction of Customer or within a Change and Maintenance Window;
- j. Cybersecurity Incidents related to customers failure to properly mitigate such issues through proper monitoring; and
- k. Incidents where Total Capacity has been consumed.

Appendix B: Remote Access Agreement

1. **Introduction.** This Remote Access Agreement for APEX Data Storage Services supplements the Service Offering Description for APEX Data Storage Services that govern the Services.

Network connectivity exists between the front-end hosted in Dell data centers and the “Dell Management Stack (MS)” at the Site. Secure Connection Gateway is required for the Services. Customer is responsible for internet services; Dell is responsible for MS equipment and management at the Site. Dell and Customer will cooperate to maintain the operational status of the network connection between the parties.

The network design for remote connectivity requires a highly secure protocol to be adhered to by both Dell and Customer. Customer must adhere to Dell’s standard protocol configuration as advised during Service Enablement, and as updated by Dell from time to time at Dell’s absolute discretion.

Customer shall ensure the network connection remains accessible on a 24x7x365 basis.

2. **Security at Dell Colocation Facility.** The Dell Management Stack is deployed with the solution at the Dell Colocation Facility. The firewall rules are explicitly allowed on a required basis and with traffic justification.

All access to and from the management zone is controlled via firewall rules or ACLs. The exact components at the Dell Colocation Facility will depend on the information provided by the Customer. Key inputs from the Customer provide details on the low-level design including the communication ports used.

Only authorized team members can connect or view the notification from system, all communications are bilaterally authenticated with RSA digital certificates.