Master Cloud Service Agreement
Service Attachment #_7_

This Service Attachment (the "Service Attachment"), is between Carahsoft Technology Corporation ("Service Provider") having an office at 1860 Michael Faraday Drive, Suite 100, Reston, VA 20190 and the State of Ohio, through the Department of Administrative Services, Office of Information Technology ("the State"), having its principal place of business at 30 E. Broad Street, 40th Floor, Columbus, OH 43215 (jointly referred hereto as the "Parties"), and it is effective as of the date signed by the State. It amends that certain Master Cloud Services Agreement ("MCSA") between the Parties dated August 14, 2013.

1. Definitions.

The defined terms in the Master Cloud Services Agreement will have the same meanings in this Service Attachment as they do in the MCSA. There may be additional definitions contained herein.

For further definitions applicable to this Service attachment, a reference is hereby made to Attachment A, Acquia Subscription and Services Agreement, Section 1.

2. Services.

Overview.

Acquia helps organizations transform to meet the ever changing needs of the digital world. Acquia's digital innovative platform empowers organizations to create integrated digital experiences faster. The Acquia platform provides open cloud hosting, powerful development tools, contextualized content delivery, and services and support for Drupal-- the open source content management system that unifies content, community, and commerce. The use case for the Drupal application is to manage the Website's publicly facing policies, procedures, and manuals and to be the ODJFS central repository for Ohio Administrative Code rules, policies, handbooks & manuals in a mobile device friendly manner. The Website currently presents static web pages and provides full content search serving information to the public. Version control is currently being done via Dimensions. Customer notifications are generated for each content posting on the Website. This Website eliminates hard copy distribution of this material and the costs associated (printing/mailing) with hard copy distribution. Customers include ODJFS staff, CDJFS staff, Legal Aid, Medicaid providers, Child Care providers, other state and federal agencies as well as the general public. This Website receives approximately 10,000 hits per week. The eManuals site content is currently equivalent to 13,500 printed pages.

For more information regarding the following products and services offered by Acquia please see the Acquia Product and Services Guide (hereinafter referred to as "Guide" or "Attachment B").

Acquia Cloud Enterprise Business Pg. 1-5
Acquia Platform as a Service Pg. 10-11
Remote Administration Premium Pg. 5-6
Discovery Workshop Pg. 31
Drupal Jumpstart Pg. 32
Front End Theming Jumpstart Pg. 32
Architecture Workshop Pg. 33

Drupal Continuous Integration Workshop Pg. 33
Acquia Cloud Edge Protect Pg. 17

Standard Service Features.

Standard Service Features can be found within the Attachment B, Product and Services Guide

Optional Service Features.

The following are Optional Service Features offered by Acquia to enable enhanced customer success:

TECHNICAL ACCOUNT MANAGER
Customers with an Acquia Cloud Enterprise Premium Elite subscription and/or Acquia Cloud Site Factory Elite subscription may add a Technical Account Manager ("TAM") to their Subscription for an additional fee.

Multi-Region Replication With Failover.
The Acquia Multi-Region service is an extension of Acquia Cloud Enterprise and is limited to one Code Base. Fees for this service cover environment and application set up preparation, ongoing support and operational service, coordination and restoration of service during outages, and development on improving the service.

Multi Region Failover requires Customers to utilize a third party Content Delivery Network (CDN) in order to achieve failover in the event of primary Region loss. Customer is responsible for performing the failover upon Acquia's recommendation during a Region outage. Customer may be required to implement Acquia recommended application changes to ensure optimal Multi Region Service and support. Customer must provide Acquia with at least five business days advance notice before electing to add an additional Code Base to this service. 2.

Acquia Search Dedicated Instance.
Acquia will provide Customer with the Acquia Search Dedicated instance, which provides an isolated, hosted search environment for its website(s) that is totally dedicated to a particular Customer. Dedicated Search includes (1) the ability to scale queries and index size beyond limits available on shared search, (2) a 99.95% uptime in accordance with Acquia's Service Level Policy, (3) ability for Customer to perform load tests, (4) option to deploy other Solr libraries (Customer must test libraries locally), and (5) the ability for Customer to provision additional indexes to support multiple search use cases.

Varnish Configuration Language (VCL)
Acquia will provide one or more of several standard VCL modifications requiring minimal customization and assist with deployment and testing process.

Simple SAML. Acquia will assist Customer with the configuration and support of Simple SAML/LDAP.

Provision of Services. The Service Provider will make the Services available to the Subscribing Entities pursuant to the Agreement, this Service Attachment (including any Attachments and Exhibits), and the applicable Order Forms during each Order Term. The State agrees that purchases hereunder are neither contingent on the delivery of any future

functionality or features nor dependent on any oral or written public comments made by the Service Provider regarding future functionality or features.

The Service Provider Responsibilities. The Service Provider must: (i) provide the Service Provider's basic support for the Services to the Subscribing Entities at no additional charge, and/or upgraded support if available and if purchased, (ii) use commercially reasonable efforts to make the Services available 24 hours a day, 7 days a week, except for: (a) planned downtime (of which the Service Provider must give at least 8 hours notice via the Services and which the Service Provider must schedule [11 p.m. and 7 a.m. Eastern Time and on Saturdays], or (b) any unavailability covered by the Agreement's Excusable Delay clause or by the Service Level section later herein, and (iii) provide the Services in full accordance with applicable laws and government regulations.

3. Fees and Payment

Fee Structure.

Please reference Attachment C, Pricing.

Fees. The Subscribing Entities will pay all fees specified in all Order Forms hereunder, subject to the terms of the Agreement. Except as otherwise specified herein or in an Order Form, fees are based on Services purchased and not actual usage, and the number of Object subscriptions (e.g., the number of users) purchased cannot be decreased during the relevant Order Term, except as provided in the Agreement. They may, however, be increased during an Order Term. Object subscription fees are based on yearly periods that begin on the subscription start date and Carahsoft's receipt of Customer Purchase Order and each yearly anniversary thereof; therefore, fees for Object subscriptions added in the middle of a yearly period will be charged for that full yearly period and the yearly periods remaining in the subscription term. Additions of Object subscriptions during a term does not extend that term. No Order Form may specify a subscription term not identified and priced in this Attachment. Nor may it cover any billable services not listed in this Service Attachment as a Service.
After 90 days, the Service Provider may suspend the delinquent Subscribing Entity's access to the unpaid Services until all delinquent amounts are paid, notwithstanding the prohibition against self-help provided for elsewhere in the Agreement, but the Service Provider may not do so if the Subscribing Entity is disputing the applicable charges reasonably and in good faith and is cooperating diligently to resolve the dispute.

Invoicing and Payment. Fees will be invoiced in accordance with the Order Form and the Agreement. Fees are due in accordance with the terms of the Agreement, which no Order Form may alter. The Subscribing Entity is responsible for providing complete and accurate billing and contact information to the Service Provider and notifying the Service Provider of any changes to such information.

4. Proprietary Rights

Reservation of Rights in Services. Subject to the limited rights expressly granted hereunder, the Service Provider, or Acquia as the case may be, reserves all rights, title, and interest in and to the Services, including all related intellectual property rights. No rights are granted to the

State or Subscribing Entities hereunder other than as expressly set forth herein or elsewhere in the Agreement.

Restrictions. Subscribing Entities will not intentionally permit any third party to access the Services, except as permitted herein or in an Order Form, create derivative works based on the Services except as permitted herein or elsewhere in the Agreement, reverse engineer the Services, or access the Services to build a competitive product or service or to copy any features, functions, or graphics of the Services. Nothing herein prohibits a Subscribing Entity from porting and hosting Generated Code, as defined in this Agreement, to other sites to support its own business purposes during and after any term of an Order.

State Applications and Code. If a Subscribing Entity, a third party acting on a Subscribing Entity's behalf, or a user creates applications or program code using the Services, such will be part of the Subscribing Entity's Data. The Subscribing Entity authorizes the Service Provider to host, copy, transmit, display, and adapt such applications and program code, solely as necessary for the Service Provider to provide the Services in accordance with this Agreement. Subject to the above, the Service Provider acquires no right, title or interest from the Subscribing Entity or its licensors under this Agreement in or to such applications or program code, including any intellectual property rights therein, and the Subscribing Entity is entitled to port, use, and host such anywhere.

Subscribing Entity Data. Subject to the limited rights granted by a Subscribing Entity hereunder, the Service Provider acquires no right, title, or interest from a Subscribing Entity or its licensors under this Agreement in or to the Subscribing Entity Data, including any intellectual property rights therein.

5. Service Levels

SLAs for the Services. This Agreement includes SLAs that will be used to monitor and manage the Service Provider's performance of Services. The minimum SLAs are listed below, but the Service Provider may supplement them with additional SLAs, pursuant to the Guide, that are generally applicable to its other Services customers, so long as those additional SLAs cover parameters not addressed in the below SLAs or are more stringent than those listed below. Modifications to the SLAs provided below may only be made by the written agreement of the State and the Service Provider, except with respect to SLAs the Service Provider offers generally to other customers that are more stringent or in addition to those below.

Availability. "Availability" or "Available" means the Subscribing Entity's users are able to access a Service and use all material features and functions of the Service effectively and efficiently and the Service meets all the SLAs contained in this Attachment. "Unavailable" or "Unavailability" means the Subscribing Entity's users are unable to access the Service or use all the Service's features and functions effectively and efficiently or they do not otherwise meet all SLAs in this Service Attachment, subject to the following:

A Service may be inaccessible to a Subscribing Entity's users during scheduled downtime. Scheduled downtime will occur for less than [one hour] between [11 p.m. and 7 a.m. Eastern Time and on Saturdays], but not more than once [monthly]. The Service Provider may change the scheduled downtime to other non-business hours upon reasonable notice to the affected Subscribing Entities. Scheduled downtime will not be considered times when the Services are Unavailable.

In addition to scheduled downtime, the following will not be considered times when a Service is Unavailable:

(i) Outages resulting from a Subscribing Entity's equipment or its Internet service provider;
(ii) A Subscribing Entity's negligence or breach of its material obligations under this Agreement; and
(iii) Excusable Delays, as provided for and handled in accordance with the Agreement.

"Target Availability Level" is the Service's Availability Level that the Service Provider plans to meet or exceed during each calendar month as set forth below. The "Service Availability Level" is the number of hours during a particular period that the Service was Available to the Subscribing Entity, excluding scheduled downtime permitted above, divided by the total number of hours during such period. The **Target Availability Level** or **Service Commitment** is provided in the next section.

The Service Provider must actively monitor and report to the State and each Subscribing Entity any and all Unavailability of a Service monthly, along with reasonable details regarding such Unavailability. In the event the Service Provider does not meet the the Target Availability Level for a particular calendar month, Service Provider shall either credit or extend the Subscribing Entity's Subscription subject to the following:

Specific SLAs.

The Service Level Policy set forth in the Guide Chapter 9, governs the use of Acquia Cloud Enterprise and Acquia Site Factory (each, a "PaaS") under the terms of the applicable Order between Service Provider and Customer.

1. Service Commitment. Acquia will use commercially reasonable efforts to make PaaS infrastructure available for 99.95% during any calendar month during the applicable Subscription Term (the **"Service Commitment"**).

   Definitions. "Availability" will be calculated per calendar month, as follows: Where:
   • total means the total number of minutes for the calendar month
   • nonexcluded means downtime/unavailability that is not excluded
   • excluded means the Service Commitment exclusions defined below.
   "Unavailability" means that the PaaS infrastructure is unresponsive or responds with an error.

2. Service Extension. Per Chapter 9, subsection 3 of the Guide, in the event Acquia does not meet 99.95% general availability of the PaaS for a calendar month, for each one-half hour of unavailability Customer will receive a one-day extension of their Subscription (each a "Service Extension"). To properly claim a Service Extension, Customer must inform Acquia within fifteen days of the purported outage and provide a full description of the service interruption, including logs if applicable. If Customer has accumulated Service Extensions during two consecutive months or three months in any six- month period, Customer may terminate the applicable Order upon seven days advance written notice to Acquia. In the event any Unavailability of the PaaS is directly attributable to flaws in Customer's

environment (including the underlying code) where, despite reasonable notification from Acquia or Service Provider that such flaws are adversely impacting availability and Customer fails to correct such flaws, then Acquia may terminate the applicable Order upon thirty days written notice to Customer. The Service Extension and termination rights constitute Customer's exclusive remedy and Acquia's sole liability and obligation for any failure to maintain the Service Commitment.

3. Service Credit. In the event the Subscribing Entity has elected not to renew such Subscription at the then end of the applicable Subscription term, with no less than 30 days advance written notice to Acquia and Service Provider of such Subscription end date, Subscribing Entity may be entitled to the following service credit ("Service Credit") in lieu of the above stated Service Extension:

    a. If the Service Provider fails to meet the monthly Service Commitment by up to four hours, each affected Subscribing Entity will be entitled to a credit equivalent of one day's fee for the Service. That is, if the fee is an annual fee, the credit would be 1/365th of that annual fee, or if it is a monthly fee, the Subscribing Entity would be entitled to 1/30th of its monthly fee as a Service Credit.
    b. If the Service Provider fails to meet the monthly Service Commitment by more than four but less than eight hours for the applicable calendar month, each affected Subscribing will be entitled to a credit equivalent of two day's fee for the Service.
    c. If the Service Provider fails to meet the monthly Service Commitment by greater than eight hours for the applicable calendar month, the Subscribing Entity will be entitled to the entire fee applicable to that month.
    d. Any such credits must be paid to the Subscribing Entity within 30 days after termination of the applicable Subscription Term.
    e. If the Service Provider fails to meet the Service Commitment for three consecutive calendar months, any affected Subscribing Entity may terminate for cause any or all Orders for that Service affected by such non-availability.

4. **Service Commitment Exclusions**. Per Chapter 9, subsection 3 of the Guide, the Service Commitment does not apply to any Unavailability, outage, suspension or termination of any Acquia PaaS performance issues:
(i) that are caused by factors outside of Acquia's reasonable control, including any force majeure event, network intrusions or denial of service attacks;
(ii) any outages that result from any actions or inactions of Customer or any third parties engaged by Customer, missing Customer Data, errors caused by Customer code or Drupal configuration errors, or usage capacity in excess of the Customer purchased amount;
(iii) any outages caused by programming errors in Customer's website(s), programming bugs in the third-party extensions/modules made available through Acquia Cloud or the Site Factory Platform, Drupal Modules with Site Factory;
(iv) any outages attributable to flaws in Customer's environment (including the underlying code) where, despite reasonable notification from Acquia that such flaws are adversely impacting availability and Customer fails to correct such flaws (e.g., failure to upsize to recommended hardware configuration),
(v) any outages lasting less than 1 minute but no more than 3 such outages in a 24hour period;
(vi) any outages related to emergency maintenance to Customer's website(s) (e.g., to install security fixes);
(vii) any outages resulting from scheduled maintenance (typically 11pm to 7am at the datacenter location identified on Customer's Order), if Acquia notified Customer 48 hours prior

to the commencement of the maintenance work (there will be no more than two hours of scheduled maintenance downtime per calendar year);
(viii) Unavailability that relates to any malware, viruses, Trojan horses, spyware, worms or other malicious or harmful code in the website that (1) was not introduced by Acquia or (2) was not introduced as a result of Acquia's failure to perform the Services in compliance with the standard included herein or in the Subscription and Services Agreement; or
(ix) acts or omissions caused by Customer's CDN. In addition, unavailability of some specific features or functions within the website while other features remain available will not constitute Unavailability of the website, so long as the unavailable features or functions are not, in the aggregate, material to the website. In the event of any outages described above, Acquia will use commercially reasonable efforts to minimize any disruption, inaccessibility and/or inoperability of the website in connection with outages, whether scheduled or not. Such efforts will include instances in another Availability Zone if available.

5. Terms and Termination

Term of Subscriptions. Subscriptions commence on the start date specified in the applicable Order Form and continue for the subscription term specified therein, subject to relevant provisions in the MCSA, such as termination and the non-appropriation provisions, if any. Should a Subscribing Entity elect to renew a subscription, provided this Agreement remains in effect or is renewed, the renewal will be at the Subscribing Entity's option and will be at the rates set forth in the MCSA, and under the same terms and conditions, unless a change in governmental law, rules, or regulations requires a modification, in which case the Parties will in good faith negotiate the modifications necessitated by such a change in governmental law, rules, or regulations.

6. Miscellaneous

Return of Subscribing Entity Data

At no additional cost to the Subscribing Entity, upon request made at anytime during a Service term or within 30 days after the effective date of termination or expiration of a Subscribing Entity's Order for that Service, the Service Provider will make available to the Subscribing Entity for download its Subscribing Entity Data covered by that terminated or expired Service, including any Generated Files, in native format or any other format the Subscribing Entity reasonably requests within one day of the request and at no additional charge to the Subscribing Entity. After such 30-day period, the Service Provider will have no obligation to maintain the Subscribing Entity Data covered by an expired Service Order and must thereafter, unless legally prohibited, delete the applicable Subscribing Entity Data in its systems or otherwise in its possession or under its control.

Please Reference Acquia SSA and Product and Services Guide for additional information (Attachments A and B.)

In Witness Whereof, the Parties have executed this Service Attachment, which is effective on the date the State's duly authorized representative signs it on behalf of the State, ("Effective Date").

Master Cloud Service Agreement
Service Attachment # 7

SERVICE PROVIDER	STATE OF OHIO, DEPARTMENT OF ADMINISTRATIVE SERVICES
Signature	Signature
Rich Savage	Robert Blair
Printed Name	Printed Name
Senior Team Manager	Director
Title	Title
7/25/2016	7-26-16
Date	Effective Date

Master Cloud Service Agreement
Service Attachment # 7

STANDARD AFFIRMATION AND DISCLOSURE FORM

EXECUTIVE ORDER 2011-12K

Governing the Expenditure of Public Funds on Offshore Services

Executed Form contained herein as Attachment D.

ATTACHMENT A

SUBSCRIPTION AND SERVICES AGREEMENT

This subscription and services agreement (the "**Acquia Services Agreement**") and the relevant terms of the Acquia Product and Services Guide Guide shall be incorporated into and form part of any order for the the provision of Acquia Services under MCSA Contract No. 0016 ("Statewide Contract") between State of Ohio Department of Administrative Services ("Customer") and Carahsoft Corp. ("Carahsoft"). Customer and its Affiliates may place orders under this Agreement by submitting separate Order(s) and SOW(s), pursuant to which an Affiliate will be considered the Customer as forth herein. This Agreement shall commence upon Carahsoft's receipt of Customer's Purchase Order or SOW ("**Effective Date**") and will continue until otherwise terminated in accordance with Section 12 below.

1. DEFINITIONS.

"**Affiliate**" means any authorized purchaser, including but not limited to Agencies, Departments, Boards, authorized political subdivisions, and Commissions, under the Statewide Contract.

"**Customer Applications**" means all software programs, including Drupal, that Customer uses on the Platform as a Service. Subscription Services do not fall within the meaning of Customer Applications.

"**Customer Data**" means all data, records, files, images, graphics, audio, video, photographs, reports, forms and other content and material, in any format, that are submitted, stored, posted, displayed, transmitted or otherwise used with the Subscription Services, but specifically excludes Sensitive Data for which the applicable Subscription Services have not been subscribed by Customer.

"**Data Center Region**" refers to the geographic region in which the Platform environment is physically located and the Customer Data is housed. The Data Center Region is set forth in the applicable Order.

"**Deliverable**" means any work product, deliverables, programs, interfaces, modifications, configurations, reports, or documentation developed or delivered in the performance of Professional Services.

"**Documentation**" means the Guide as updated from time to time.

"**Guide**" means the Acquia Product and Services Guide with documented descriptions of the products and services that are applicable to the Services under Customer's Order and attached hereto as Exhibit A.

The Guide is subject to change at Acquia's discretion to reflect changes in technology, industry practices and patterns of system use; however, Acquia's changes to the Guide will not result in a material reduction in the level of performance or availability of the applicable Services provided to Customer for the duration of the Subscription Term.

"**Order Form**" or "**Order**" or "**Purchase Order**" means each ordering document for Services purchased from Carahsoft hereunder executed by Carahsoft and Customer from time to time. Customer Affiliates may purchase Services subject to this Agreement by executing Order Forms hereunder.

"**PaaS**", "**Platform as a Service**", or "**Platform**" means the cloud platform ordered by Customer under an Order Form and made available by Acquia to Customer as a managed service.

"**Professional Services**" means fee-based migration, implementation, training or consulting services that Acquia performs as described in an Order Form or SOW, but excluding Support Services.

"**Services**" means the Subscription Services and Professional Services that Customer may purchases under an Order Form or SOW.

"**Statement of Work**" or "**SOW**" means a statement of work entered into and executed by the parties describing Professional Services to be provided by Acquia to Customer.

"**Subscription Services**" means SaaS, PaaS, and associated Support Services, as applicable.

"**SaaS**" or "**Software as a Service**" means the software ordered by Customer under an Order Form and made available by Acquia to Customer online via the applicable customer logins.

"**Sensitive Data**" means any and all health, payment card or other sensitive personal information that requires specific regulatory, legal or industry data security obligations for the processing of such data.

"**Support Services**" means the level of support services purchased by Customer pursuant to an Order Form.

"**Third Party Marketplace**" means any non-Acquia products or services made available as an accommodation on Acquia's website, which are subject to change during the Subscription Term.

2. SUBSCRIPTION SERVICES

2.1. Provision of Subscription Services. Acquia will make the Subscription Services available to Customer pursuant to this Agreement, the Guide and the relevant Order Form during the subscription term as set forth in the Order Form (the "**Subscription Term**"). The Order will specify the Data Center Region within the United States in which the Subscription Services environment will reside. Acquia and its affiliates may perform certain aspects of the Subscription Services, such as service administration and Support Services, as well as other Services (including Professional Services and disaster recovery), from locations and/or through the use of Authorized Contractors, worldwide, including but not limited to the use of Amazon Web Services (AWS) for infrastructure and hardware, as necessary. The Order shall also set forth any Sensitive Data to be provided by Customer and the relevant Subscription Services. Customer's use of the Subscription Services includes the right to access all functionality available in the purchased Subscription Services as of the effective date of Acquia's receipt of the Purchase Order and the Order Form. Subsequent updates, upgrades, enhancements to the Subscription Services made generally available to all subscribing customers will be made available to Customer at no additional charge, at Acquia's sole discretion, but the purchase of Subscription Services is not contingent on the delivery of any future functionality or features.

2.2 Trial Services. From time to time Acquia may invite Customer to try, at no charge, Acquia products or services not generally available to Acquia customers ("**Trial Services**"). Customer may accept or decline any such trial in Customer's sole discretion. Any Trial Services will be clearly designated as trial, beta, pilot, limited release, non-production or by a description of similar import. Trial Services are provided for evaluation purposes and not for production use, are not supported, may contain bugs or errors, and may be subject to additional terms that will be provided to Customer. TRIAL SERVICES ARE NOT CONSIDERED "SERVICES" HEREUNDER AND ARE PROVIDED "AS IS" WITH NO EXPRESS OR IMPLIED WARRANTY. Acquia may, in its sole discretion, discontinue Trial Services at any time.

3. SECURITY AND DATA PRIVACY

3.1. Security. Acquia shall use commercially reasonable efforts to maintain the security and integrity of the Subscription Services, and of the Customer Data, using the capabilities of currently available technologies and in accordance with prevailing industry practices and standards.

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3.2. Data Privacy. In performing Subscription Services, Acquia will comply with the Acquia Privacy Policy attached hereto as Exhibit B. The Acquia Privacy Policy is subject to change at Acquia's discretion; however, Acquia policy changes will not result in a material reduction in the level of protection provided for Customer Data during the Subscription Term. Subject to 12.3 and 12.4, Customer reserves the right to terminate the portion of the individual Order Forms or SOWs affected by any changes made to the Acquia Privacy Policy which Customer determines to materially violate this Section 3.2. Acquia subscribes to the United States/European Union Safe Harbor Principles, and as a result, appears on the U.S. Department of Commerce Safe Harbor list (available at http://www.export.gov/safeharbor) as of the effective date of this Agreement. Acquia's Safe Harbor certification specifically includes Acquia's performance of Subscription Services for Customer Data. Acquia will not move Customer Data from the selected Data Center Region without notifying Customer, unless required to comply with the law or requests of a governmental or regulatory body (including subpoenas or court orders). Customer consents to Acquia's collection, use and disclosure of information associated with the Subscription Services to the processing of Customer Data in, and transfer of Customer Data into, the Data Center Regions Customer selects.

3.3. Compliance. The internal controls of the Subscription Services are subject to periodic testing by independent third party audit organizations with Service Organization Controls 1 (SOC 1) and, SOC 2 audits performed annually. Such audits may be based on the Statement on Standards for Attestation Engagements (SSAE) No. 16, Reporting on Controls at a Service Organization, the International Standard on Assurance Engagements (ISAE) No. 3402, Assurance Reports on Controls at a Service Organization or the Trust Services Principles, specifically Security and Availability respectively., Customer may, upon prior written request, request a copy of the current published audit report available for the Subscription Services. Such audit reports, and the information they contain, are Acquia Confidential Information, and must be handled by Customer accordingly. Such reports may be used solely by Customer to evaluate the design and operating effectiveness of defined controls applicable to Subscription Services and are provided without any warranty.

Customer remains solely responsible for its legal and regulatory compliance in its use of any Subscription Services. Customer must make Acquia aware of any technical requirements that result from its regulatory obligations prior to contract execution. Customer must not provide Acquia with Sensitive Data that requires specific regulatory, legal or industry data security obligations for the processing of such data unless specified in the applicable Order. If available, Customer may purchase services from Acquia designed to address particular data protection requirements applicable for the processing of Sensitive Data within the Subscription Services environment. Acquia may require Customer to purchase specific Subscription Services prior to any requirement by Customer for Acquia to sign a Business Associate Agreement (BAA) due to the processing of personal health information (PHI) Sensitive Data subject to the U.S. Health Insurance Portability and Accountability Act (HIPAA) Note that such additional services are not available for all Subscription Services.

4. CUSTOMER OBLIGATIONS

4.1. Responsibilities. Customer shall (i) access and use the Services in accordance with this Agreement, applicable laws and government regulations and Acquia's Acceptable Use Policy available at Exhibit C. (ii) be responsible for the accuracy, quality and legality of Customer Data and the means by which Customer acquired Customer Data; (iii) not cause, or otherwise request that Acquia create, receive, maintain or transmit Sensitive Data for Customer or on Customer's behalf in connection with the Services without first subscribing to the required applicable Subscription Services; (iv) use commercially reasonable efforts to prevent unauthorized access to or use of the Services, and notify Acquia promptly of any such unauthorized access or use, (v) take all steps necessary to ensure the security and compliance of the Customer Applications; and (vi) be responsible for obtaining and maintaining all telephone, computer hardware, Internet access services and other equipment or services needed to access and use the Services and all costs and fees associated therewith.

4.2. Restrictions. Customer agrees that it will not: (a) license, sublicense, sell, resell, rent, lease, transfer, distribute or otherwise similarly exploit the Subscription Services; (b) use the Subscription Services to store, collect, transmit or process any material that is infringing, obscene, threatening, libelous, or otherwise unlawful or tortious, including material that is harmful to children or violates third party rights; (c) use the Subscription Services to send, store, publish, post, upload or otherwise transmit any viruses, Trojan horses, worms, time bombs, corrupted files or other computer programming routines that are intended to damage, detrimentally interfere with, surreptitiously intercept or expropriate any systems, data, personal information or property of another; (d) interfere with or disrupt the integrity or performance of the Subscription Services;
(e) attempt to gain unauthorized access to the Subscription Services or its related systems or networks; (f) use or knowingly permit others to use any security testing tools in order to probe, scan or attempt to penetrate or ascertain the security of the Subscription Services; (g) copy, create a derivative work of, reverse engineer, reverse assemble, disassemble, or decompile the Subscription Services or any part thereof or otherwise attempt to discover any source code or modify the Subscription Services; or (h) perform or disclose any benchmark or performance tests of the Services.

4.3. Service Monitoring. Acquia monitors all use of the Subscription Services for security and operational purposes. Acquia may temporarily suspend Customer's access to the Subscription Services in the event that Customer is engaged in, or Acquia in good faith believes Customer is engaged in or is supporting, any unauthorized conduct (including any violation of this Agreement, any applicable law or third party right or Acquia's Acceptable Use Policy). Acquia will attempt to contact Customer prior to or contemporaneously with such suspension; provided, however, that Acquia's exercise of the suspension rights herein shall not be conditioned upon Customer's receipt of any notification. A suspension may take effect for Customer's entire account and Customer understands that such suspension would therefore include Affiliate and/or user sub-accounts. Customer agrees that Acquia will not be liable to Customer or to any Affiliate or user or any other third party if Acquia exercises its suspension rights as permitted by this Section.

5. PROFESSIONAL SERVICES

5.1. Standard Professional Services. A description of Acquia's standard Professional Services offerings, including training, and workshops, may be found in the Guide. Standard Professional Services may be identified in an Order Form without the need for issuance of an SOW.

5.2. Other Professional Services. For any non-standard Professional Services, Acquia will provide Customer with Professional Services as set forth in the applicable SOW. Each SOW will include, at a minimum: (i) a description of the Professional Services and any Deliverable to be delivered to Customer; (ii) the scope of Professional Services; (iii) the schedule for the provision of such Professional Services; and (iv) the applicable fees and payment terms for such Professional Services, if not specified elsewhere.

5.3. Change Orders. Changes to an SOW or Order Form will require a written Change Order signed by the parties prior to implementation of the changes. Such changes may include, for example, changes to the scope of work and any corresponding changes to the estimated fees and schedule. Change Orders shall be deemed part of, and subject to, this Agreement.

5.4. Staffing, Designated Contact and Cooperation. Acquia shall have sole discretion in staffing the Services and may use independent contractors, licensors or subcontractors (**"Authorized Contractors"**) to assist in the delivery of the Services, provided that Acquia shall remain liable for the actions or omissions of such Authorized Contractors. Customer shall

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designate at least one employee with knowledge of Customer's business as its primary contact to be available for communication with Acquia in providing the Professional Services. Customer will cooperate with Acquia, will provide Acquia with accurate and complete information, will provide Acquia with such assistance and access as Acquia may reasonably request, and will fulfill its responsibilities as set forth in this Agreement and the applicable SOW. If Acquia personnel are required to be present on a Customer site, Customer will provide adequate workspace and may provide reasonable worksite safety and security rules to which such personnel are to conform.

6. FEES AND PAYMENT

6.1. Fees. In accordance with Customer's MCSA with Carahsoft.

6.2. Invoicing and Payment. In accordance with Customer's MCSA with Carahsoft.

6.3. Suspension of Service. In accordance with Customer's MCSA with Carahsoft.

6.4. Payment Disputes. In accordance with Customer's MCSA with Carahsoft.

6.5. Taxes. In accordance with Customer's MCSA with Carahsoft.

7. PROPRIETARY RIGHTS

7.1. Subscription Services. Acquia, its licensors and its service providers own all right, title and interest in and to the Subscription Services, including all related intellectual property rights. Acquia reserves all rights not expressly granted to Customer under this Agreement. Customer will notdelete or in any manner alter the copyright, trademark, and otherproprietary notices of Acquia.

7.2. Customer Data and Customer Applications. To enable Acquia to provide Customer with the Subscription Services, Customer hereby grants Acquia a worldwide, limited term license to use, process, display andtransmit Customer Data and Customer Applications solely as necessary for Acquia to provide the Services in accordance with this Agreement. Subject to the limited licenses granted herein, Acquia acquires no right, title or interest from Customer or Customer licensors hereunder in or to Customer Data and Customer Applications, including any intellectual property rights therein.

7.3. Deliverables. Excluding any property that constitutes Outside Property, any Deliverables shall be the sole property of Customer upon Customer's payment in full of all associated Professional Services fees. Acquia shall execute and, at Customer's written request, require its personnel to execute any document that may be necessary or desirable to establish or perfect Customer's rights to the ownership of such Deliverables. For purposes of this Agreement, "Outside Property" means any and all technology and information, methodologies, data, designs, ideas, concepts, know-how, techniques, user-interfaces, templates, documentation, software, hardware, modules, development tools and other tangible or intangible technical material or information that Acquia possesses or owns prior to the commencement of Professional Services or which it develops independent of any activities governed by this Agreement, and any derivatives, modifications or enhancements made to any such property. Outside Property shall also include any enhancements, modifications or derivatives made by Acquia to the Outside Property while performing Professional Services hereunder, and any software, modules, routines or algorithms which are developed by Acquia during the term in providing the Professional Services to Customer, provided such software, modules, routines or algorithms have general application to work performed by Acquia for its other customers and do not include any content that is specific to Customer or which, directly or indirectly, incorporate or disclose Customer's Confidential Information.

7.4 Outside Property License. To the extent that Acquia incorporates any Outside Property into any Deliverables, then Acquia hereby grants Customer a limited, royalty-free, non-exclusive, non-transferable (subject to Section 14.12) license to use such Outside Property delivered to Customer solely as necessary for and in conjunction with Customer 's use of the Deliverables.

8. CONFIDENTIALITY

8.1. Definition of Confidential Information. "**Confidential Information**" means all confidential or proprietary information of a party ("**Disclosing Party**") disclosed to the other party ("**Receiving Party**"), whether orally or in writing, that is designated as confidential or reasonably should be understood to be confidential given the nature of information and the circumstances of disclosure. Without limiting the coverage of theseconfidentiality obligations, the parties acknowledge and agree that Customer Confidential Information shall include the Customer Data andCustomer Applications.

8.2. Exceptions. Confidential Information shall not include information that: (i) is or becomes publicly available without a breach of any obligation owed to the Disclosing Party, (ii) is already known to the Receiving Party at the time of its disclosure by the Disclosing Party, without a breach of any obligation owed to the Disclosing Party, (iii) following its disclosure to the Receiving Party, is received by the Receiving Party from a third party without breach of any obligation owed to Disclosing Party, or (iv) is independently developed by Receiving Party without reference to or use of the Disclosing Party's Confidential Information.

8.3. Protection of Confidential Information. The Receiving Party shall use the same degree of care used to protect the confidentiality of its own Confidential Information of like kind (but in no event less than reasonable care), and, except with Disclosing Party's written consent, shall (i) not use

any Confidential Information of Disclosing Party for any purpose outside the scope of this Agreement and (ii) limit access to Confidential Information of Disclosing Party to those of its and its Affiliates' employees, contractors and agents who need such access for purposes consistent with this Agreement and who have a duty or obligation of confidentiality no less stringent than that set forth herein.

8.4. Compelled Disclosure. The Receiving Party may disclose Confidential Information of the Disclosing Party to the extent required by applicable law, regulation or legal process, provided that the Receiving Party
(i) provides prompt written notice to the extent legally permitted,
(ii) provides reasonable assistance, at Disclosing Party's cost, in the event the Disclosing Party wishes to oppose the disclosure, and (iii) limits disclosure to that required by law, regulation or legal process.

8.5. Injunctive Relief. The parties agree that any unauthorized disclosure of Confidential Information may cause immediate and irreparable injury to the Disclosing Party and that, in the event of such breach, the Disclosing will be entitled, in addition to any other available remedies, to seek immediate injunctive and other equitable relief, without bond and without the necessity of showing actual monetary damages.

9. WARRANTIES AND DISCLAIMERS

9.1. Acquia Warranties. Acquia warrants that (i) Acquia has the legal authority to enter into this Agreement, (ii) the Subscription Services will materially conform with the relevant Documentation, (iii) the functionality and security of the Subscription Services will not be materially decreased during a Subscription Term, and (iv) Professional Services will be performed in a competent and workmanlike manner consistent with generally accepted industry standards.

9.2. Remedies. For any failure of any Subscription Services or Professional Services, as applicable, to conform to their respective warranties, Acquia's liability and Customer's sole and exclusive remedy shall be for Acquia, in the case of a breach of the warranty set forth in Section 9.1 (ii) and/or (iii), to use commercially reasonable efforts to correct such failure; or, in the case of a breach of the warranty set forth in Section 9.1 (iv) to re-perform the affected Professional Services. If the foregoing remedies are not commercially practicable, Acquia may, terminate the applicable Order Form or SOW upon providing Customer with written notice thereof, and, as Customer's sole and exclusive remedy, refund to Customer: (a) in the case of breach of the warranty set forth in Section 9.1(ii), any Subscription Services fees paid by Customer with respect to the unexpired portion of the current Subscription Term for the non-conforming Subscription Services; or (b) in the case of breach of the warranty set forth in Section 9.1(iv), any fees paid by Customer for the portion of Professional Services giving rise to the breach.

9.3. Customer Warranties. Customer warrants that (i) it has the legal authority to enter into this Agreement, and (ii) it will use the Services only as authorized by this Agreement and in compliance with all applicable laws, rules and regulations.

9.4. Disclaimer. EXCEPT AS EXPRESSLY PROVIDED HEREIN, ACQUIA MAKES NO WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, AND ACQUIA HEREBY DISCLAIMS ALL IMPLIED WARRANTIES AND CONDITIONS, INCLUDING, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OR ANY WARRANTY WITH RESPECT TO THE QUALITY, PERFORMANCE, ACCURACY OR FUNCTIONALITY OF THE SERVICES OR THAT THE SERVICES WILL BE ERROR FREE.

10. INDEMNIFICATION

10.1. Indemnification by Acquia. Acquia shall indemnify, defend and hold Customer harmless from and against any judgments, settlements, costs and fees reasonably incurred (including reasonable attorney's fees) resulting from any claim, demand, suit, or proceeding made or brought against Customer by a third party alleging that the use of the Services hereunder infringes or misappropriates the intellectual property rights of a third party (a "**Claim Against Customer**"); provided that Customer (a) promptly gives Acquia written notice of the Claim Against Customer;
(b) gives Acquia sole control of the defense and settlement of the Claim Against Customer (provided that Acquia may not settle any Claim Against Customer unless the settlement unconditionally releases Customer of all liability); and (c) provides to Acquia all reasonable assistance, at Acquia's expense. Notwithstanding the foregoing, to the extent required under applicable law or regulation, The Ohio Attorney General must consent in advance and in writing to 10.1 (b). In the event of a Claim Against Customer, or if Acquia reasonably believes the Services may infringe or misappropriate, Acquia may in Acquia's sole discretion and at no cost to Customer (i) modify the Services so that they no longer infringe or misappropriate, without breaching Acquia's warranties hereunder, (ii) obtain a license for Customer's continued use of Services in accordance with this Agreement, or (iii) terminate Customer's subscriptions for such Subscription Services and refund to Customer any prepaid fees covering the remainder of the term of such subscriptions after the effective date of termination. Notwithstanding the foregoing, Acquia shall have no obligation to indemnify, defend, or hold Customer harmless from any Claim Against Customer to the extent it arises from Customer Data or Customer Applications, use by Customer after notice by Acquia to discontinue use of all or a portion of the Services or Customer's breach of this Agreement. Acquia has no responsibility for claims based on any violation of law or third party rights solely caused by such Customer Data.

10.2. Indemnification by Customer. The State agrees to remain responsible only for those claims permitted under the provisions of Ohio Revised Code Chapter 2743.

10.3. Exclusive Remedy. This Section 10 states the indemnifying party's sole liability to, and the indemnified party's exclusive remedy against, the other party for any type of claim described in this Section.

11. LIMITATION OF LIABILITY

11.1. Limitation of Liability. OTHER THAN EACH PARTY'S OBLIGATIONS SET FORTH IN SECTION 8 (CONFIDENTIALITY) OR SECTION 10 (INDEMNIFICATION), NEITHER PARTY'S TOTAL AGGREGATE LIABILITY RELATING TO THIS AGREEMENT (WHETHER IN CONTRACT OR TORT OR UNDER ANY OTHER THEORY OF LIABILITY) SHALL EXCEED TWO (2) TIMES THE AMOUNT PAID BY CUSTOMER FOR THOSE ACQUIA SERVICES GIVING RISE TO SUCH LIABILITY THE NINE (9) MONTHS PRECEDING THE APPLICABLE INCIDENT. THE ABOVE LIMITATIONS DO NOT APPLY TO THE INDEMNIFICATIONS OBLIGATIONS REQUIRED UNDER THIS AGREEMENT UNDER SECTION 10, OR TANGIBLE PROPERTY DAMAGE TO THE EXTENT CAUSED BY ACQUIA'S NEGLIGENCE OR WILLFUL MISCONDUCT IN CONNECTION WITH THE PERFORMANCE OF SERVICES AT CUSTOMER'S PREMISES. THE FOREGOING SHALL NOT LIMIT CUSTOMER'S PAYMENT OBLIGATIONS UNDER Customer's MCSA with Carahsoft.

11.2. Exclusion of Consequential and Related Damages. NOTWITHSTANDING ANYTHING TO THE CONTRARY CONTAINED HEREIN, NEITHER PARTY SHALL HAVE ANY LIABILITY TO THE OTHER PARTY FOR ANY LOST PROFITS OR REVENUES OR FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, COVER OR PUNITIVE DAMAGES HOWEVER CAUSED, WHETHER IN CONTRACT, TORT OR UNDER ANY OTHER THEORY OF LIABILITY, AND WHETHER OR NOT THE PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

12. TERM AND TERMINATION

12.1. Term of Agreement. This Agreement commences on the Effective Date stated above and continues until otherwise terminated, by written agreement of the parties, in accordance with Section 12.3 or upon the expiration of the last Subscription Term or renewal thereof.

12.2. Term of Subscription Services. Subscription Services purchased by Customer commence on the start date specified in the applicable Order Form and continue for the subscription term specified therein (each, a

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"Subscription Term"). Customer shall provide prior written notice of least 30 days to the end of the applicable Subscription Terms of its intent to either renew or discontinue such Subscription. In the event of a renewal, the Subscription Services fees for any renewal shall be at rates set forth in the MCSA.

12.3. Termination for Cause. A party may terminate the individual Order Forms or SOWs affected by the applicable breach), for cause: (i) upon 30 days written notice to the other party of a material breach if such breach remains uncured at the expiration of such same 30 day period, or (ii) automatically if the other party becomes the subject of a petition in bankruptcy or other proceeding relating to insolvency, receivership, liquidation or assignment for the benefit of creditors.

12.4. Refund upon Termination. Upon termination for cause by Customer and upon Customer's written request, Acquia shall refund to Customer the prepaid fees covering the remainder of the applicable Subscription Termafter the effective date of termination. In no event shall any termination relieve Customer of the obligation to pay all fees payable to Acquia for the period prior to theeffective date of termination.

12.5. Effect upon Termination. Upon termination or expiration of the Subscription Services under an applicable Order, Customer will no longerhave right to access or use the Subscription Services; however, for a period of up to 30 days after the applicable Subscription Term, and upon Customer's written request, Acquia will make available Customer Data and Customer Applications in a tar.gz file for the purpose of retrieval byCustomer. At the end of such 30 day period, Acquia will delete or otherwise render inaccessible any Customer Data and Customer Applications residing in the Subscription Services environment, unless legally prohibited. Acquia has no obligation to retain the Customer Datafor Customer purposes after this 30 day post termination period.

12.6. Survival. Section 7 (Proprietary Rights), 8 (Confidentiality), 9.4 (Disclaimer), 10 (Indemnification), 11 (Limitation of Liability), 12.4 (Refund upon Termination), 13 (Notices, Governing Law and Jurisdiction) and 14 (General Provisions) and any other rights and obligations of the parties hereunder that by their nature are reasonably intended to survive termination or expiration, shall survive any termination or expiration of this Agreement.

13. NOTICES, GOVERNING LAW AND JURISDICTION

13.1. Manner of Giving Notice. Except as otherwise specified in this Agreement, all notices, permissions and approvals hereunder shall be in writing and shall be deemed to have been given upon: (i) personal delivery, (ii) the fifth business day after being sent by certified mail return receipt requested, or (iii) the first business day after sending by a generally recognized international guaranteed overnight delivery service. Eachparty shall send all notices, demands, requests or other communications which may be or are required to be given hereunder to the other party atthe address set forth in the applicable Order Form or SOW, as such party may update such information from time to time, with, in the case ofnotices sent by Customer, a copy sent to the Acquia Legal Department at the address first set forth above.

13.2. Governing Law and Jurisdiction. This Agreementshall be governed and construed in accordance with the laws of the state of Ohio, excluding its conflicts of law rules. Anycivil action or legal proceeding arising out of or relating to this Agreementshall be brought in the courts of record of the state of Ohio in Franklin County. Each party consents to the jurisdiction of such court in any such civil action or legal proceeding and waives any objection to the laying of venue of any such civil action or legal proceeding in such court. The United Nations Convention on Contracts for the International Sale of Goods and the Uniform Computer Information Transactions Act do not apply to the Agreement.

13.3. RESERVED

14. GENERAL PROVISIONS

14.1. Export Compliance. The Services, other technology that Acquia makes available, and any derivatives thereof may be subject to export laws and regulations of the United States and other jurisdictions, with whichCustomer shall comply. Each party represents that it is not named on any U.S. government denied-party list. Customer shall not permit users to access or use Services in a U.S.-embargoed country or in violation of any U.S. export law or regulation.

14.2. Anti-Corruption. Customer is not aware of nor has received or been offered any illegal or improper bribe, kickback, payment, gift, or thing of value from any of Acquia employees or agents in connection with this Agreement. If Customer learns of any violation of the above restriction, Customer will use reasonable efforts to promptly notify Acquia.

14.3. Federal Government End Use Provisions. RESERVED

14.4. Subscription Service Analyses. Acquia may (i) compile statistical and other information related to the performance, operation and use ofthe Subscription Services, and (ii) use, and share data from the Subscription Services environment in aggregated form for security and operations management, to create statistical analyses, and for research and development purposes (clauses i and ii are collectively referred to as 'Subscription Service Analyses"). Subscription Service Analyses will not incorporate any information in a form that could serve to identify Customer or an individual. Acquia retains all intellectual property rights in Subscription Service Analyses.

14.5. Relationship of the Parties. The parties are independent contractors. This Agreement does not create a partnership, franchise, joint venture, agency, fiduciary or employment relationship between the parties.

14.6. Non-Solicitation. Each party agrees that during the term of each Order Form and/or SOW and for twelve (12) months thereafter, it will not knowingly solicit, hire or attempt to hire, any person employed by the other party. Nothing in this clause shall be construed to prohibit individual employees from responding to public employment advertisements, postings or job fairs of a party, provided such response is not prompted by a party intentionally circumventing the restrictions of this Section.

14.7. Use of Names. Acquia may not reference or use Customer's name or trademarks and may not disclose the nature of the Services provided hereunder for any reason without the express written consent of Customer, which may be revoked at any time. Without limiting the foregoing, Customer hereby consents to Acquia's inclusion of Customer's name in textual form in Acquia's customer lists, which may be revoked at any time by Customer upon notice to Acquia or upon the termination of this Agreement or the last effective Order Form.

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14.8. No Third-Party Beneficiaries. There are no third-party beneficiaries to this Agreement.

14.9. Waiver. In accordance with Customer's MCSA with Carahsoft.

14.10. Force Majeure. Neither party shall be liable under this Agreement for delays, failures to perform, damages, losses or destruction, or malfunction of any equipment, or any consequence thereof, caused or occasioned by, or due to fire, earthquake, flood, water, the elements, labor disputes or shortages, utility curtailments, power failures, explosions, civil disturbances, governmental actions, shortages of equipment or supplies, unavailability of transportation, acts or omissions of third parties, or anyother cause beyond its reasonable control. This section does not excuseeither party's obligation to take reasonable steps to follow its normaldisaster recovery procedures or Customer's obligation to pay for the Services rendered If the force majeure event continues for more than thirty (30)calendar days, then either party may terminate the Agreement upon written notice to the other party.

14.11. Severability. In accordance with Customer's MCSA with Carahsoft.

Assignment. Neither party may assign its rights and obligations hereunder, either in whole or in part, whether by operation of law orotherwise, without the prior written consent of the other party.Notwithstanding the foregoing, either party may assign this Agreement in its entirety (including all Order Forms and SOWs), without consent of the other party, to its Affiliate or in connection with a merger, acquisition, corporate reorganization, or sale of all or substantially all of its assets not involving a direct competitor of the other party. Subject to the foregoing, this Agreement shall bind and inure to the benefit of the parties, their respective successors and permitted assigns.

14.12. Entire Agreement. This Agreement constitutes the entire agreement between the parties as it relates to the subject matter and supersedes allprior and contemporaneous agreements, proposals or representations,written or oral, concerning relating to the same. No modification,amendment, or waiver of any provision of this Agreement shall be effective unless in writing and signed by both parties with the exception that Acquia may, from time to time, modify the terms of the Guide in its solediscretion. To the extent of any conflict or inconsistency between the provisions of the MCSA, this Agreement, the Guide, any Order Form or SOW, the terms of this Agreement shall prevail. Notwithstanding any language to the contrary therein, no additional, different, or inconsistent terms or conditions stated in a Customer Purchase Order or other order documentation (excluding Order Forms and/or SOWs) shall be incorporated into or form any part of this Agreement, and all such terms or conditions shall be null and void.

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ACQUIA® THINK AHEAD

ATTACHMENT B

Acquia Products & Services Guide

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OVERVIEW

The Subscription Services described in this Product and Services Guide are subject to the applicable Order between Customer and Acquia, the Acceptable Use Policy, and the payment of all applicable fees.

CHAPTER ONE: ACQUIA INSIGHT SUBSCRIPTION

The Acquia Insight Subscription includes SaaS Tools and the level of Support Services as specified in Customer's Order.

1. SaaS Tools.

Subject to the terms and conditions of the applicable Order, Customer will be provided access to SaaS Tools including site health and monitoring tools, Acquia Search, and Acquia Mollom.

1.1 Site Health and Monitoring Tools.

Acquia provides real-time analysis and proactive alerts for issues with Customer's website Drupal code and configuration. Acquia's site health and monitoring tools enable Customer to identify code issues, simplify processes, and improve overall performance with Customer's website. Acquia Insight regularly analyzes and measures the quality of Customer's website(s) based on three main quality parameters: configuration, performance, and security. Tests ensure Customer's website(s) conform to best practices for security, performance, and general Drupal and web application development. In addition, Customer may develop custom tests using tools that can check for aspects of the website(s) that suit Customer's specific business needs.

1.2 Acquia Search.

Acquia Search integrates with Drupal applications to provide Customer with a search engine that produces faceted results and content recommendations. The number of search documents indexed and search queries allotted per year vary with each Acquia Insight Subscription tier. Customer agrees that it will not place excessive burdens (e.g., regularly consuming more than 20% of the shared Acquia Search server capacity assigned to Customer) on Acquia's CPUs, servers or other resources, including Support Services when using Acquia Search shared instances. Customer understands that bandwidth connection speeds and other similar indices of capacity are maximum numbers. Consistently reaching these capacity numbers or usage that exceed the average by similarly situated customers may result in Acquia restricting Customer's use of the Services, and/or Customer being moved to a dedicated server for Acquia Search at Customer's expense. Acquia shall give the Customer reasonable notice of its intention to place any restriction on the Customer's use of the Services.

1.3 Acquia Mollom.

Acquia Mollom is a content quality assurance solution that safeguards Customer's website against unwanted spam. Acquia Mollom helps Customer embrace social content while providing confidence that content is appropriate. Mollom functionality streamlines moderation team workflow, offering Customer content quality assurance. Customer is entitled to receive Acquia Mollom Developer access with its Acquia Insight Subscription Order.

2. Support Services.

Acquia will provide the level of Support Services as specified in Customer's Order and in accordance with the Support User's Guide. Unless otherwise provided herein or in the Order, Acquia's Insight Subscription for Support Services includes the following:

2.1 Diagnosis Support for Drupal Application.

Drupal application diagnosis support entitles Customer to engage Acquia in the diagnosis of Drupal functionality issues during Customer's development or operation of its website(s). Acquia will work to identify and diagnose the root cause of a reported issue and provide Customer with recommendations for repair to be implemented by Customer. For Platform issues, Acquia will repair such issues in accordance with its obligations under this Guide. Acquia supports the current version (N) of Drupal and the immediate preceding major version (N-1). Acquia will provide Customer with a minimum of twelve months support of an N-2 version prior to sunsetting. Diagnosis support includes support issues with:

- Drupal core, contributed and custom modules
- Drupal contributed and custom themes
- Website(s) configuration and usage tasks
- Website(s) not operating as expected within its environment
- Drupal modules or themes not interacting as expected
- Git
- Apache Subversion (SVN)
- SAML-Drupal integration only (if included on Customer's Order)

Disclaimer: Acquia reserves the right, at its discretion, to change the Products and Services Guide and the policies within it, at any time, based on prevailing market practices and the evolution of our products. Changes will not result in a reduction in the level of services provided during the period for which fees for Customer's applicable services have been paid.

Customer customizations to Drupal core files may limit Acquia's ability to diagnosis issues. Acquia may recommend or require Customer to remove such customizations and replace with alternate solutions using standard Drupal core and contributed modules or other standard, published core patches. Furthermore, diagnosis support may be limited with modified Drupal contributed modules, certain integrations or custom modules. Substitutions may be recommended by Acquia but are implemented at the sole discretion of Customer. Diagnosis support does not include assistance with the installation, configuration, maintenance or troubleshooting of other applications which Customer has installed on its website(s). Acquia reserves the right to temporarily disable any non-supported applications to troubleshoot Drupal issues. Acquia may require Customer to upgrade to a later or more stable release of a Drupal module or component in order for Acquia to continue with the diagnosis of an issue. Acquia shall give Customer prior notice of its intent to take any of the foregoing actions.

2.2 Advisory Support.

Customer may engage in advisory support discussions with Acquia on best practices for generic topics including security, migration, performance tuning, module development and architecture. Advisory support is limited to existing knowledge that can be transferred during a conversation or via email. Website specific research and/or creation of any new deliverable(s) are out of scope for advisory support. Advisory support does not generate any deliverables. Advisory support is limited to one-hour discussions unless otherwise agreed to by the parties.

2.3 Support Allowances.

The Acquia Insight Subscription for Support Services entitles Customer to submit the number of support tickets specified in Section 6 (Acquia Support Services Options) to support the number of Code Bases identified in Customer's Order. Drupal application support tickets can be applied towards any questions related to Drupal modules, custom code/configuration, non-Acquia integrations, third-party services or software and activities; however, Customer should first avail itself to the self-service help feature to avoid using a support ticket.

3. Acquia Support Services Process.

Customer may contact Acquia Support Services in accordance with the Support Users Guide.

3.1 Urgency Level Definitions.

Customer may submit support ticket requests using the level of urgency based on the criteria set forth below. If Acquia believes in good faith that Customer has submitted a ticket under the wrong urgency category, Acquia will contact Customer and the parties will mutually agree on the level of urgency for such ticket.

URGENCY	DESCRIPTION
Critical	Customer's production system is inoperative; or Customer's production operations or productivity are severely impacted with no available workaround; or there is a critical security issue. Critical issues are eligible for 24x7 support for certain Acquia Insight Subscriptions.
High	Customer's production system is operating but the issue is disrupting Customer's business operations; a workaround is not suitable for sustained operations.
Medium	Customer's system is operating and the issue's impact on Customer's business operations is moderate to low; a workaround or alternative is available. All updates to configuration files (e.g., Search synonym files, varnish configuration language, etc.) not accessible to customers and SSL certificates are considered Medium priority
Low	Issue is a minor inconvenience and does not impact business operations in any significant way; issues have little or no time sensitivity.

3.2 Maximum Initial Response Time. Initial response times for support requests vary on the urgency level and Customer's Acquia Insight Subscription tier. Most typical or routine requests are identified as "Medium" urgency. Acquia will respond to Customer support ticket requests within the time periods set forth below. Standard hours of operation for Acquia support are further detailed in the Support User's Guide.

SUPPORT OPTIONS	STARTER	BASIC	BUSINESS	PREMIUM	ELITE

Disclaimer: Acquia reserves the right, at its discretion, to change the Products and Services Guide and the policies within it, at any time, based on prevailing market practices and the evolution of our products. Changes will not result in a reduction in the level of services provided during the period for which fees for Customer's applicable services have been paid.

Initial Response Time	Critical: 1 hour, 24x7 High: 2 hours during business hours Medium: 4 hours during business hours Low: 1 business day	Critical: 30 min, 24x7 High: 1 hour during business hours Medium: 2 hours during business hours Low: 1 business day

3.3 Resolution and Escalation Procedures.

In response to Customer's request for support, Acquia will work diligently to develop a fix or a workaround in the most expedient manner reasonably possible, and will work continuously on all Critical issues until such fix or workaround is in place. If Customer is not satisfied with the current plan of action for an active issue, Customer may request the matter be escalated to Acquia management directly through Customer's Acquia Support point of contact. Customer may also request to review the matter with an Acquia Support manager.

The following actions take place when Customer escalates an issue:

1. The Acquia Support Leadership team is notified of the situation, and when appropriate, Customer's Account Manager is notified as well.
2. A review of Customer's business needs and technical case is conducted and an action plan is formulated with the goal of driving Customer's issue to the most rapid resolution possible.
3. Communication of the action plan is discussed with Customer, including deliverables and, if appropriate, timelines.
4. If the communication is not acceptable, Customer may request to speak with the next level of management:

   First Level: Regional Manager

   Second Level: Director, Acquia Support

   Third Level: Managing Director, Support Services

   Fourth Level: VP, Customer Solutions

The Acquia Support Leadership team is copied on all "Critical" tickets that are submitted by Customer. This measure helps ensure that these situations receive management attention immediately.

3.4 Request Submission and Fulfillment Procedures.

The Customer Primary Technical Contact may submit up to six names of authorized Technical Contacts to Acquia. The Primary Technical Contact may change its Technical Contacts (but not the number) by providing written notice to Acquia. Primary Technical Contacts must be able to provide Acquia with information required to complete issue diagnostics and instruct the implementation of Acquia's recommendations. Only authorized Technical Contacts may place a service request with Acquia. All requests must be submitted via phone or the online ticket system to Acquia. All Technical Contacts must be capable of providing Acquia with information required to complete issue diagnostics and able to implement recommended actions. Phone conversations to discuss or clarify requests for anything beyond simple, straightforward changes are accepted and encouraged. Decisions and requests made by phone will be confirmed via the applicable support tickets before action is taken to ensure clarity and proper authorization of the request. Acquia will use reasonable efforts to promptly inform Customer if any request requires work beyond the scope of these terms. Completed requests will be confirmed with the Customer by website ticket. Where applicable, Customer will make all relevant website Content and application data available in electronic form and on an agreed-to schedule as required by Acquia to complete requested work in a timely fashion. Customer will inform Acquia of any changes made independently by the Customer to the website(s), or to any component on which the website(s) depends, upon completion of such changes. Customer is responsible for maintaining any infrastructure not hosted by Acquia.

Customer agrees to cooperate with Acquia to the extent necessary for Acquia to perform the Support Services and shall provide Acquia with access to Customer's personnel. Any delays resulting from Customer's failure to perform or fulfill its responsibilities (e.g., not having systems ready or failing to provide necessary data) will not affect the term of the applicable Support Services or the payment schedule.

4. Remote Site Administration.

Remote site administration ("RA") services are available for Customer website(s) in accordance with the table below. RA services are provided for the website(s) and major Drupal version(s) listed on Customer's Order, and Customer must meet the system requirements for Remote Administration which are specified in the Support User's Guide.

	STARTER	BASIC*	BUSINESS*	PREMIUM	ELITE
Acquia Cloud Enterprise	Add-on	Standard RA included	Standard RA included	Premium RA included	Premium RA included

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Acquia Cloud Professional	Add-on	Standard RA included	Standard RA included	Premium RA included	n/a
Acquia Insight-only (not on Acquia Cloud)	N/A	N/A	N/A	N/A	N/A

**Basic and Business customers may upgrade to a Premium RA for an additional fee.*

4.1 Standard RA.

Standard RA is limited to a maximum of five RA service hours per month. Standard RA includes security updates for Drupal core and Customer modules.

4.2 Premium RA.

Premium RA service includes updates for Drupal core and Customer modules, module installation and configuration, module feature updates, creation and modification of views and content types, application tuning via the user interface, implementation of version control, and recommendations for bug fixes to modules. RA website modification tasks are limited to minor adjustments required for the operation of a website that can be achieved via the Drupal user interface. Any other website modification tasks are the responsibility of the Customer. Customer may engage Acquia at its standard professional services rates to perform such tasks pursuant to a separate SOW. Premium RA is limited to a maximum of ten RA services hours and a maximum of ten Code Bases per month. Additional Code Bases or RA service hours greater than the maximum stated in the Customer's Order will result in a fee adjustment.

5. Third Party Marketplace.

As part of the Acquia Insight Subscription, Acquia will provide Customer access to the Third Party Marketplace solely as an accommodation. Customer may choose to use any, all or none of such Third Party Marketplace at its sole discretion. Use of the Third Party Marketplace does not affect Acquia's ability to provide the Acquia Insight Subscription. Customer's use of the Third Party Marketplace is subject to such provider's terms and conditions and any such terms and conditions associated with such use are solely between Customer and such third party provider. Acquia does not provide any Support Services for the Third Party Marketplace.

6. Acquia Support Services Options.

Support Services are available in Starter, Basic, Business, Premium, and Elite packages as further described below:

SUPPORT SERVICES OPTIONS	STARTER	BASIC	BUSINESS	PREMIUM	ELITE
Acquia Product Support (i.e., Acquia infrastructure, SaaS Tools)	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Drupal Application Support Tickets	4	12	36	60	Unlimited
Advisory Hours	1	4	8	12	16
Acquia Search queries/year	150k	500k	1M	10M	50M
Acquia Search docs indexed/year	25k	75k	150k	250k	500k
Bandwidth/month*	125GB	500GB	1TB	2TB	5TB
Mollom	Developer	Developer	Developer	Developer	Developer

**Applicable to Acquia Cloud Enterprise only on a per Subscription basis.*

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CHAPTER TWO: ACQUIA READY ONBOARDING SERVICES

Acquia will provide the Acquia Ready Onboarding Services described below only if purchased by Customer, as indicated in the Order.

1. Acquia Ready Basic.

As part of the Acquia Ready Onboarding process, Acquia will set up and review the Acquia Insight Subscription with Customer. Acquia will guide Customer through the support procedures and provide Customer with an introduction to the Acquia Insight Subscription. Customers that purchased Acquia Insight, Acquia Cloud Professional, Acquia Cloud Enterprise, or the Acquia Cloud Site Factory offering will receive access to self-service Acquia Ready videos.

2. Acquia Ready Concierge.

Acquia Ready Concierge applies to initial launches of up to three websites on Acquia Cloud — either as three separate Code Bases or one Code Base with up to three websites in a multisite configuration. Acquia Ready Concierge is available to Acquia Cloud Enterprise customers and includes access to a Customer Success Manager and a Customer Success Engineer who will:

- Assess Customer's environment
- Seek to understand Customer's development lifecycle stage, timeline requirements, and testing and validation plans
- Share best practices
- Coordinate initial load testing and monitoring; and
- Review the pre-launch checklist with Customer

Acquia Ready Onboarding Services are performed remotely. Acquia will require an administrative login to Customer's website and access to Customer's personnel. Customer agrees to cooperate with Acquia to the extent necessary for Acquia to perform the services. Customer should anticipate a minimum of three weeks for the completion of the Acquia Ready Onboarding process. Customers who request expedited service will be subject to an additional fee. Any delays resulting from Customer's failure to perform or fulfill its responsibilities (e.g., not having systems ready or failing to provide necessary data) will not affect the term of the applicable services or the payment schedule.

	Acquia Insight	Acquia Cloud Professional	Acquia Cloud Enterprise	Acquia Cloud Site Factory
Acquia Ready Basic				
Welcome Package An introduction to Customer's Acquia Insight Subscription.	✔	✔	✔	✔
Insight Tools A guided tour of Acquia Content Services.				
Acquia Ready Concierge				
Success Manager A single point of contact through Customer's onboarding process.	Not Available	Optional	✔	✔
Onboarding Engineer A technical engineer will be made available to advise and provide Customer with Acquia Cloud platform best practices.				
Platform-Level Load Test Monitoring* An in-depth platform performance report on load testing results.				

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Pre-Launch Best Practices Review A pre-launch review of best practices and tasks.				
Launch Support A smooth and successful website launch with support from Acquia.				

** Not available for Acquia Cloud Professional*

3. Acquia Ready Custom VCL Scope.

The Acquia Ready team has pre-written templates that address common custom VCL use cases. The current list of VCL templates currently available are set forth below:

1. Hash on device string: This is an edge case mobile strategy. Customers do this when they do not want redirects to a mobile and/ or tablet specific subdomain and Customer does not have a responsive theme. Acquia strongly discourages this strategy in favor of mobile redirects or responsive themes, for the following reasons:
   - Determining which content to serve (i.e., mobile content vs desktop content) is a task that properly belongs to the application and not to a caching mechanism.
   - Increases complexity, complicating troubleshooting and increasing the burden on support.
   - Increased cost of ownership, due to the above.
2. Hash on cookie value: This is an edge case strategy whereby Customer wants to serve different content on a single URL to anonymous traffic, based on a cookie value. Acquia strongly discourages cookie dependent architectures for reasons similar to those enumerated above.
3. IP white listing: Customer may request IP white listing when they want to ensure that their website can be accessed only from certain IP addresses. Some customers insist on having it in the VCL due to perceived performance consequences related to doing the white listing in .htaccess. Acquia's recommended strategy is to implement white listing within .htaccess or similar.
4. Google FCF (First Click Free) support: If Customer participates in Google's First Click Free program then Customer will need custom VCL support.

Some of the use cases described above may require customer specific modifications. The Acquia Ready team will handle these modifications up to one hour of services. VCL customizations not described above and VCL services for self-hosted customers are out-of-scope. Customer may engage Acquia at its standard professional services rates to perform additional services.

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CHAPTER THREE: ACQUIA PLATFORM MIGRATION SERVICES

1. **Migration Services.** If included in Customer's Order, Acquia will migrate Customer's existing Code Base to the Acquia Cloud platform. Prior to Acquia performing Migration Services, Customer shall ensure that its website is running on a version of PHP supported by Acquia as defined in the Support Users Guide. Customer shall provide Acquia with an administrative login to the Code Base to be migrated and have a technical point of contact that is familiar with Drupal. Migration Services include:

- Initial, intermediate and final migration of a single Code Base, database, and associated file assets. Acquia will provide up to three syncs of the website during the migration.
- Configuration changes to settings.php to connect to Acquia Cloud.
- A basic review of Customer's existing Drupal site configuration, module selection, and code for potential availability risks.
- Migration regressions root cause analysis and recommendations.
- Installation of the Acquia connector and Acquia Search.
- Core and contributed module major version security upgrades.

Acquia Platform Migration Services are performed remotely by Acquia and Acquia will require an administrative login to Customer's website. Customer agrees to cooperate with Acquia to the extent necessary for Acquia to perform the services and shall provide Acquia with access to Customer's personnel. Once migrated, Acquia will conduct a light infrastructure site audit to determine whether any issues with the website may cause the launch to be unsuccessful. Following such audit, Acquia will disclose any launch blockers to Customer. Customer may either fix the launch blockers itself or engage Acquia at its standard professional services rates to fix the blockers. Any delays resulting from Customer's failure to perform or fulfill its responsibilities (e.g., not having systems ready or failing to provide necessary data) will not affect the term of the applicable services or the payment schedule. Customer may purchase a full infrastructure site audit for an additional fee and subject to a separate Order.

In the event Acquia determines that additional storage or servers are insufficient to properly migrate Customer's website, Acquia will inform Customer and Acquia will provision the additional necessary storage or capacity at Customer's expense.

Migrations are available as noted below in small, medium, and large options, depending on the size and complexity of Customer's project. Customers should anticipate at least four weeks to complete platform migration.

Options	Small/Train the Team[1]	Medium	Large
Drupal Code Bases / Multi-Sites	i – 2	2 – 4	3 - 5+
Drupal Core Version	Within 5 releases of current	Within 10 releases of current	> 10 Releases behind current
Custom Code	Clearly documented / described by Customer	Not fully documented / described by Customer	
Contributed Modules by Drupal Community	Up 10 100	Up to 150	
Media Assets (e.g. videos, songs, etc.)	< 10 GB / 2 locations	< 20 GB / 3 Locations	> 10 GB / 3 locations
Database Storage	< 2 GB	< 10GB	>10GB
Host	LAMP	LAMP or non-LAMP	
Special PaaS Requirements (e.g. VPN, IP white listing, etc.)	None	Yes	
Shared Database	No	Yes	Yes
Non-Drupal Apps (e.g., WordPress, PhP)	No	Yes	Y i

1. Train the Team requires remote access.

2. **Migration Train Your Team.**

If included in Customer's Order, Acquia will spend up to six hours training Customer in the basic use of Acquia's migration tools and processes, including git and drush, to enable Customer to move its website(s) to the Acquia platform. An Acquia engineer will work with Customer to identify the best migration process for Customer requirements, including elements of the process that can be automated for repeatability and consistency across the full range of website(s) Customer intends to migrate.

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CHAPTER FOUR: PLATFORM AS A SERVICE

Acquia will provide the PaaS services described below only if purchased by Customer, as indicated in the Order.

1. Acquia Cloud Professional.

Acquia Cloud is a self-service, Drupal-tuned cloud platform that will provide Customer with a pre-configured environment for delivering Drupal-powered content and services. Acquia will maintain Customer's website(s) on the Platform during the Subscription Term as more fully described at http://www.acquia.com/sites/default/files/collateral/cloud-product-sheet.pdf. Customer is entitled to up to six Users. Acquia will conduct daily backups of the website(s) on the Platform. Load balancer machines provided in the Platform are shared between multiple customers. Customer agrees it will not perform any load tests or load-inducing vulnerability tests on Customer's live website(s).

2. Acquia Cloud Enterprise.

Acquia Cloud Enterprise is a managed Platform as a Service for Customer's Drupal website(s). Acquia Cloud Enterprise includes all the features of Acquia Cloud, is subject to the Service Level Policy, and includes the additional features set forth below.

2.1 Platform Services.

Acquia will maintain Customer's website(s) on the Platform during the Subscription Term in the Region as indicated in the Order. Customer may submit an unlimited number of support requests related to the Platform. Such tickets will not be counted towards the Support Services ticket allotment unless such issue was caused by an error in Customer's website(s). Acquia will conduct daily backups of the website(s). Customer may also process on-demand backups and restores.

Acquia will work with Customer to migrate the website(s) onto the Platform. Once migrated, Acquia will conduct a light infrastructure audit of the website to determine whether any issues with the website may cause the launch to be unsuccessful. Following such audit, Acquia will disclose any launch blockers to Customer. Customer may elect to fix the launch blockers or engage Acquia at its standard consulting services rates to fix the blockers. If Customer elects not to correct the launch blockers identified by Acquia, any unavailability due to such launch blockers will not be counted when determining unavailability of the website pursuant to the Service Level Policy. Customer may purchase a full infrastructure site audit for an additional fee and subject to a separate Order.

2.2 Web Server Administration Tasks.

Acquia Cloud Enterprise includes the following web server administration tasks:

- Review system logs to diagnosis issues or upon request
- Adjustments to Apache, MySQL, and PHP configuration including:
  - Changes for service diagnostics, deployment of new sites/Code Bases
  - apache.conf changes (i.e. modify conf change Code Base locations, and add new sites)
  - php.ini changes (i.e. adjust memory limit or enable error logging)
  - my.cnf changes (i.e. enable slow query logs, modify slow query time)
  - Updates or upgrades to Apache, PHP, databases or the operating system
- LAMP stack changes pertaining to performance tuning
- Installing or upgrading server applications

2.3 Backup and Disaster Recovery for Acquia Cloud Enterprise.

2.3.1 Data Centers.

The Acquia Cloud Enterprise Platform is physically remote from Acquia's office facilities. A disaster affecting one or more of Acquia's offices would not impact the availability of Customer website(s) or Customer Data. The Acquia Cloud Enterprise environment consists of major Regions and Availability Zones. Availability Zones are separate yet interconnected data centers within major Regions in Acquia's global infrastructure. Acquia Cloud Enterprise utilizes a highly available redundant architecture that distributes replicated redundant server types (load balancing, caching, web and database servers) across multiple Availability Zones within the same Region. Acquia will use commercially reasonable efforts to restore the services in an alternate Availability Zone within the same Region (or alternate Region if Multi-Region Failover service has been purchased) in the event service in Customer's assigned Availability Zone (or Region) is severely impacted.

2.3.2 Backups.

Acquia will maintain a comprehensive backup solution which includes website code, static assets/files, and databases. Acquia will automatically export MYSQL database one time per day and retain these backups for three days. Customer may also make on-demand backups of any database at any time on the workflow tab of the Acquia Cloud UI, or via SSH/SCP. During the Subscription Term, Acquia will retain these on-demand backups for Customer until Customer chooses to delete them. Backups will count against the storage space purchased in Customer's Order. Customer may download these database backups as well as restore a previous backup on the backups tab of the Acquia Cloud UI. At the Drupal code layer, Customer developed code may be managed and deployed by Customer via Acquia's Subversion (SVN or Git) code repository service. This service allows Customer to roll back and re-

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deploy the Drupal code, effectively backing up the Drupal layer so that the website code may be re-deployed to a new web server instance as needed. In addition, Acquia conducts daily backups of each website's files and maintains a complete and current copy of each website, which will be used in the event Acquia must restore the website due to a failure of the Service. Backups are performed daily over the previous week, weekly over the previous month, and monthly thereafter.

2.3.3 Disaster Recovery.

The Acquia Cloud Enterprise Platform will make hourly internal disaster recovery snapshots of Customer Data. Acquia will retain these snapshots on a diminishing schedule for three months. These backups will be used to restore Customer website(s) at another location within the same Region in the event of a total data center loss or a loss of multiple disk systems. Acquia will not provide Customer access to these snapshots and will not use these snapshots to restore websites due to data-loss or deletion by Customer.

2.4 Server Capacity.

2.4.1 Emergency Capacity.

In the event Acquia becomes aware that Customer's instances become, or may become overloaded due to greater than normal usage, Acquia will notify Customer and will take reasonable actions to increase the server capacity in an effort to maintain website performance. Customer agrees that Acquia, in its reasonable discretion, can unilaterally add capacity up to three times the procured capacity, at Acquia's then current daily rates. Such additional capacity will remain provisioned for a minimum of five calendar days. In the event Acquia determines that such additional capacity is necessary to maintain website performance for the remainder of the Term, Acquia will contact Customer to obtain approval to increase their server capacity. If, despite reasonable notification from Acquia that failure to upgrade the server is adversely impacting availability and Customer fails to upgrade, Acquia may downsize the server capacity to the original contracted amount. Acquia reserves the right to not provision additional server capacity if Customer has any outstanding amounts due or if it determines that additional capacity is unlikely to significantly improve performance, including, without limitation, when the overload is caused by an error in Customer's software (e.g., PHP code), Customer Drupal Instance or during a denial-of-service attack. Acquia reserves the right to bill Customer for traffic associated with a denial-of-service attack.

2.4.2 Emergency Storage Capacity Increase.

In the event Acquia becomes aware that Customer's instances have reached, or may reach, their allocated storage capacity, Acquia will notify Customer and will take reasonable actions to increase the storage capacity in an effort to maintain website availability. Customer agrees that Acquia, in its reasonable discretion, can unilaterally increase storage to the next standard storage size available at Acquia's then current daily rates. Such additional storage capacity will remain provisioned for the remainder of the Term. Customer agrees to pay for such additional storage capacity for the remainder of the Term. Acquia reserves the right to not provision additional storage capacity if Customer has any outstanding amounts due. Acquia reserves the right to remove Customer from monitoring in the event that a recommended or completed storage capacity increase is refused or otherwise disputed by Customer. Downtime incurred while Customer instances are out of monitoring will be excluded from service level policy calculations.

2.4.3 Additional Capacity.

Customer may request Acquia to increase their server capacity upon prior written request. Acquia will also make reasonable efforts to contact Customer when it is determined a server upgrade is needed. Any additional servers provisioned will be billed at the then current daily rates for a minimum of five calendar days. If Customer requests additional capacity to the Platform for two (2) consecutive months, such capacity will remain at such level for the remainder of the Subscription Term.

2.4.4 Shared Environments.

If Customer is on shared development or staging environments, Customer acknowledges that such environments are only for low impact testing and development activities. Should Customer's use of the shared development or staging environment adversely impact server performance, Customer will be required to move to a dedicated environment and will need to pay the associated server fees. Furthermore, Customer will not perform any load tests or vulnerability tests on live website(s) unless it has purchased dedicated servers and will provide Acquia at least five (5) business days advance notice of any such testing.

2.4.5 Server Capacity.

If Customer regularly consumes (e.g., more than two times in any week) more than 20% of the shared server capacity (CPU, memory, disk, PHP processes) assigned to Customer based on the information provided to Acquia on the Platform Questionnaire, Customer understands that Acquia may provision additional capacity for Customer and/or move Customer to a dedicated server instance at Customer's expense.

2.5 Acquia Cloud Shield.

If included in Customer's Order, Acquia will provide to Customer a dedicated, logically isolated section of Acquia Cloud Enterprise with a customizable network configuration. Customer instances within this isolated Virtual Private Cloud ("VPC") will not be shared with any other customers and can only be accessed by other instances within the same isolated VPC.

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Customer can choose to add a Virtual Private Network ("VPN") hosted on Acquia Cloud Enterprise to facilitate a high availability, bi-directional IPSec LAN-to-LAN VPN connection between Acquia Cloud Enterprise and Customer's private network. The VPN connection will provide Customer with a secure bi-directional interaction between its website and their internal IT systems (e.g. CRM). The Acquia VPN set-up fee includes configuration of the connection between Acquia Cloud Enterprise and one Customer-defined gateway device point. Customer must purchase a subscription to Acquia Cloud Enterprise to enable the VPN.

In the event Customer changes endpoints during the Subscription Term, Customer will incur additional set-up fees, which will be billed to Customer at $250 per hour. In order for Acquia to enable the VPN connection, Customer must meet the technical requirements set forth at: http://aws.amazon.com/vpc/faqs/#C9.

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CHAPTER FIVE: ACQUIA CLOUD SITE FACTORY®

Acquia Cloud Site Factory is a website building and management platform that is accessed through a browser-based user interface. Site Factory subscriptions allow Customer to (a) perform administrative actions such as create, duplicate, export, and delete website(s) through the Site Factory Platform management dashboard, (b) configure, customize, through Customer code theme, and publish website(s) within a production environment using the applicable Site Factory Platform Drupal Instance, and (c) customize Customers' Site Factory Platform Drupal instance with additional Site Factory Platform Drupal modules.

Customization of Site Factory Platform Drupal Instance requires Customer to merge the Site Factory Drupal Modules' code with the Site Factory Platform Drupal Instance code, resulting in a Site Factory Customer Drupal Instance. Customer is responsible for maintaining and testing the Site Factory Customer Drupal Instance in the Site Factory Platform staging environment, and deploying Site Factory Customer Drupal instance to website(s) through the Site Factory Platform. Acquia will Update Site Factory. Customer will Update and test Site Factory Drupal Modules, Site Factory Customer Drupal Instance and deploy subsequent versions of the Site Factory Customer Drupal Instance to website(s).

Acquia will provide the Acquia Cloud Site Factory services described below only if purchased by Customer, as indicated in the Order.

1. Support Services.

The level of Support Services for Acquia Cloud Site Factory shall be determined in accordance with the Subscription tier purchased by the Customer, as indicated in the Order and detailed in section 2.

1.1 Diagnosis Support.

Diagnosis support entitles Customer to engage Acquia in the diagnosis of the Site Factory Platform and Drupal functionality issues during the development or operation of Customer's website(s) on the Site Factory Platform. Acquia will identify and diagnose the root cause of such reported issue and provide Customer with recommendations for repair to be implemented by Customer. Diagnosis support includes support issues with:

- Site Factory Platform administration features and configuration
- Website(s) configuration and theming through Site Factory Platform Drupal Instance
- Website(s) not operating as expected within the Site Factory Platform Drupal Instance
- Site Factory Drupal Modules
- Site Factory Drupal Modules or themes not interacting as expected
- Site Factory Platform version control

Customer customizations to Drupal core files may limit Acquia's ability to diagnosis issues. Acquia may recommend or require Customer to remove such customizations and replace with alternate solutions using standard Drupal core and contributed modules or other standard, published core patches. Furthermore, diagnosis support may be limited with modified Drupal contributed modules, certain integrations or custom modules. Substitutions may be recommended by Acquia but are made at the sole discretion of Customer. Diagnosis support does not include assistance with the installation, configuration, maintenance or troubleshooting of other applications which Customer has installed on its website(s). Acquia reserves the right to disable any non-supported applications to troubleshoot Drupal issues. Acquia may require Customer to upgrade to a later or more stable release of a Drupal module or component in order for Acquia to continue with the diagnosis of an issue.

1.2. Site Factory Platform Support.

In addition to the diagnosis support described above and the advisory support services as described in Chapter One, Site Factory Support Subscriptions include the following Site Factory Platform support services:

- Feature and maintenance updates, fixes, security alerts and critical updates to the Site Factory Platform
- How-to and technical assistance on use of the Site Factory Platform, including:
  - Customer access to the Site Factory Platform
  - Customer management of sites and users through Site Factory Platform Dashboard
  - Customer configuration, customization through Customer-side code and theming of website(s) through the Site Factory Platform Drupal Instance
  - Customer version control of Site Factory Drupal Modules and Site Factory Customer Drupal Instance through Git
  - Customer deployment of Site Factory Customer Drupal Instance to staging and production environments

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1.3. Acquia Support Services Process.

Customer may contact Support Services in accordance with the Support Users Guide and in accordance with the Urgency Levels described in Chapter One. Initial response times for support requests vary on the urgency level and Customer's Subscription tier as described in Chapter One.

2. Acquia Cloud Site Factory Subscriptions

Acquia will provide a website building and management system that is accessed through a browser-based user interface. Site Factory subscriptions allow Customer to (a) perform administrative actions such as create, duplicate, export, and delete website(s) through the Site Factory Platform Dashboard, (b) configure, customize through Customer code, theme, and publish website(s) within a production environment through the Site Factory Platform Drupal Instance, and (c) customize the Site Factory Platform Drupal Instance through the addition of Site Factory Drupal Modules. Customization of Site Factory Platform Drupal Instance requires Customer to merge the Site Factory Drupal Modules' code with the Site Factory Platform Drupal Instance code, resulting in a Site Factory Customer Drupal Instance. Customer is responsible for maintaining and testing the Site Factory Customer Drupal Instance in the Site Factory Platform staging environment, and deploying Site Factory Customer Drupal Instance to website(s) through the Platform. Acquia will Update Site Factory. Customer will Update and test Site Factory Drupal Modules, Site Factory Customer Drupal Instance, and deploy subsequent versions of the Site Factory Customer Drupal Instance to website(s).

Acquia Cloud Site Factory subscription entitlements are further described below:

ENTITLEMENT	STARTER*	SMALL	MEDIUM	LARGE	CUSTOM
Page views / month	< 100K	< 1M	1M – 5M	5M – 10M	Custom
Maximum Number of Sites	10	100	250	500	Custom
Acquia Product Support	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Drupal Support Tickets	36	36	60	60	60
Advisory Hours	12	12	12	12	12
Critical Response SLA	1 hour, 24x7	1 hour, 24x7	1 hour, 24x7	1 hour, 24x7	1 hour, 24x7
Search queries/year	10M	10M	10M	10M	10M
Search docs indexed/year	250K	250K	250K	250K	250K
Mollom	Developer	Developer	Developer	Developer	Developer

* An Acquia Cloud Site Factory Starter subscription is for new Site Factory customers only and must be part of a multi-year subscription. In other words, after the first year, the subscription must increase to an ACSF Small or greater.

2.1 Elite

As an optional add-on, any of the subscription tiers mentioned in section 2 above can be upgraded to an Elite level. This will change the entitlements for the subscription as follows:

ENTITLEMENT	
Drupal Support Tickets	Unlimited
Advisory Hours	16
Critical Response SLA	30 min, 24x7
Search queries/year	50M
Search docs indexed/year	500K

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2.2 Platform Services.

Acquia will maintain Customer's website(s) on the Site Factory Platform during the Subscription Term. Acquia will use commercially reasonable efforts to prevent unauthorized access to the servers hosting Customer's website(s) and will promptly notify Customer of any known security breaches. Customer may submit an unlimited number of support requests related to Site Factory Platform and such tickets will not be counted towards Customer's support ticket allotment as long as the root cause of such an issue shows that the issue is due to Site Factory platform and not Customer's website(s).

2.3 Data Centers.

The Site Factory Platform utilizes an infrastructure that is physically remote from Acquia's office facilities. A disaster affecting one or more of Acquia's offices would not impact the availability of Customer websites or the security of Customer data. The Site Factory environment consists of major Regions and Availability Zones. Availability Zones are separate yet interconnected data centers within major Regions in Acquia's global infrastructure. The Site Factory Platform utilizes a highly available redundant architecture that distributes replicated redundant server types (load balancing, caching, web and database servers) across multiple Availability Zones within the same Region. Acquia will use commercially reasonable efforts to restore the services in an alternate Availability Zone within the same Region in the event service in Customer's assigned Availability Zone (or Region) is severely impacted.

2.4 Backups.

Acquia will maintain a comprehensive backup solution which includes, without limitation, website code, static assets/files, and databases. Acquia will automatically export MYSQL database one time per day and retain these backups for three days. At the Drupal code layer, Customer developed code may be managed and deployed by Customer via Acquia's Git code repository service for Site Factory PaaS subscriptions. This service allows for roll back and re-deployment of Drupal code, effectively backing up the Drupal layer so that the site code may be re-deployed to a new web server instance as needed. In addition, Acquia conducts daily backups of website(s) files and maintains a complete and current copy of each website that will be used in the event the website must be restored by Acquia due to failure of the Service. These backups are performed as follows: daily over the previous week, weekly over the previous month, and monthly thereafter.

2.5 Disaster Recovery.

The Site Factory Platform will make hourly internal disaster recovery snapshots of Customer data. Acquia will retain these snapshots on a diminishing schedule for three months. These backups will be used to restore Customer website(s) at another location within the same Region in the event of a total data center loss or a loss of multiple disk systems. Acquia will not provide Customer access to these backups and will not use these snapshots to restore website(s) due to data-loss or deletion by Customer.

2.6 Emergency Capacity.

In the event Acquia becomes aware that Customer's Site Factory Platform becomes, or may become, overloaded due to greater than normal usage, Acquia will notify Customer and will take reasonable actions to increase the server capacity in an effort to maintain website performance. Customer agrees that Acquia, in its reasonable discretion, can unilaterally add capacity up to three times the contracted capacity and such additional capacity will remain provisioned for a minimum of five calendar days. Such additional capacity will be billed based on Acquia's then current pricing per 1,000 page views and per site over Customer's allotted coverage for page views and sites set forth in Customer's Order. Acquia will also make reasonable efforts to contact Customer when it is determined a server upgrade is needed. Acquia reserves the right to not provision additional server capacity if Customer has any outstanding amounts due or if it determines that additional capacity is unlikely to significantly improve performance, including, without limitation, when the overload is caused by an error in Customer's software (e.g., PHP code), Customer's configuration of the Site Factory Platform, Site Factory Platform Drupal Instance, Customer Drupal Instance or during a denial-of-service attack. Acquia reserves the right to bill Customer for traffic associated with a denial-of-service attack.

2.7 Page View Tracking.

Customer agrees to allow Acquia to place a Google Analytics tracking code (or a mutually agreed upon equivalent) on each page of Customer's website(s) to track page views per month across all website(s) for Site Factory Platform management and billing purposes.

2.8 Shared Environments.

If Customer is on shared development or staging environments, Customer acknowledges that such environments are only for low impact testing and development activities. Should Customer's use of the shared development or staging environment adversely impact server performance, Customer will be required to move to a dedicated environment and will need to pay the associated server fees. Furthermore, Customer will not perform any load tests or vulnerability tests on live website(s) unless it has purchased dedicated servers and will provide Acquia at least five (5) business days advance notice of any such testing.

2.9 Server Capacity.

If Customer regularly consumes (e.g., more than two times in any week) more than 20% of the shared server capacity (CPU, memory, disk, PHP processes) assigned to Customer based on the information provided to Acquia on the Platform Questionnaire included as part of Customer's Order, Customer understands that Acquia may provision additional capacity for Customer and/or move Customer to a dedicated instance at Customer's expense.

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2.10 Excessive Burdens.

Customer represents that it will not place excessive burdens on the Site Factory Platform's CPUs, servers or other resources, including customer support services. Customer understands that bandwidth connection speeds and other similar indices of capacity are maximum numbers. Consistently reaching these capacity numbers may result in Acquia's need to place restrictions on Customer's use of the Site Factory Platform services. Customer further agrees that Acquia may place restrictions on Customer's use of the Services, including Support Services, to the extent they exceed the use of these resources for similarly situated customers.

2.11 Connector Module

Customer agrees to keep the Acquia Cloud Site Factory Connector Module up to date, meaning no more than three (3) versions behind the latest stable version announced on Acquia's documentation site – http://docs.acquia.com.

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CHAPTER SIX: ACQUIA CLOUD EDGE POWERED BY CLOUDFLARE

Acquia will provide Acquia Cloud Edge Protect and/or Acquia Cloud Edge CDN services only if purchased by Customer, as indicated in the Order. A prerequisite for use of any Acquia Cloud Edge Powered by CloudFlare service is one or more production Domains using Acquia Cloud Enterprise or Acquia Cloud Site Factory. Please note, Acquia reserves the right to remove any other Domain from Acquia Cloud Edge Protect and Acquia Cloud Edge CDN.

For purposes of this section, "**Domain**" means a Customer production domain configured for use with the Cloud Edge service that maps to IP addresses or CNAME records provided by Acquia. Acquia treats each of the following as a separate Domain:

- example1.com
- example2.com
- example3.com

Note: all subdomains are included, so the subdomains below would all be one Domain for Acquia's subscription tiers:

- example1.com
- www.example1.com
- blog.example1.com
- store.example1.com

1. Acquia Cloud Edge Protect.

Acquia Cloud Edge Protect is a service that provides a web application firewall ("WAF") and distributed denial-of-service ("DDOS") protection designed to help mitigate the effects of online threats and optimize legitimate visitor requests for protected websites. In the event Acquia Cloud Edge Protect does not automatically mitigate a DDOS attack against a Customer website, Acquia may create a custom WAF rule for the Customer to dilute the attack so the website remains as accessible to as many legitimate visitors as possible.

Acquia will provide the Acquia Cloud Edge Protect service for up to the number of Domains specified in the applicable Order.

Customers may configure up to one development and one staging domain for each Domain.

In the event Customer exceeds the number of permitted Domains, Acquia will notify Customer (including by email) of such excess and, within ten days of such notice, Customer will either (i) provide Acquia with an Order for the applicable number of additional Domains required and pay all applicable fees in accordance herewith or (ii) remove the Domains necessary to comply with its then-current subscription. Acquia reserves the right to remove Domains in the event that Customer does not comply with the foregoing.

2. Acquia Cloud Edge CDN.

The Acquia Cloud Edge CDN service provides a global content delivery network ("CDN") and web content optimization ("WCO") service designed to accelerate the delivery of Customer website content to the visitor and decrease website load times. The Acquia Cloud Edge CDN service utilizes data centers around the world, except mainland China, to accelerate the delivery of the Customer website content. If the Customer requires fast website load times within mainland China through the use of mainland China data centers, an optional Acquia Cloud Edge CDN China Network Access service is available. Use of the Edge CDN China Network Access service requires the Customer to have or obtain a valid Internet Content Provider (ICP) license from the Chinese government.

Customers may configure up to one development and one staging domain for each Domain.

Acquia Cloud Edge CDN is customized for each Customer based on Customer-specific factors including: number of Domains accelerated; monthly traffic throughput (TB/mo) for all Domains; number of Domains that require SSL protection; and the geographic distribution of global traffic from which visitors will access the Domains. Acquia reserves the right to change pricing to Customer, including in any renewal, to the extent Customer's usage in any of such factors increases beyond the subscription purchased.

3. Acquia Cloud Edge Service Level Agreement.

The following Cloud Edge Service Level Agreement ("Edge SLA") sets forth Acquia's commitment to provide a level of service to each Acquia Cloud Edge Customer. Acquia will use commercially reasonable efforts to make Edge Services available 100% of every calendar month during the applicable Subscription Term. In the event Acquia does not meet the Edge Service Level, Customer will be eligible to receive an Edge Service Credit as described below.

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4. Edge SLA Definitions.

Capitalized terms used in this Edge SLA and not otherwise defined have the meanings ascribed to them in the Subscription and Services Agreement.

"Affected Customer Ratio" is calculated as follows:

$$\text{Affected Customer Ratio} = \frac{\text{(Unique Visitors as measured by IP address affected by Unscheduled Service Outage)}}{\text{Total unique visitors as measured by IP address}}$$

"Claim" means a claim submitted by Customer to Acquia pursuant to this Edge SLA that an Edge Service Level has not been met and that an Edge Service Credit may be due to Customer.

"Customer" refers to the organization that has signed a Subscription Services Agreement under which it has purchased Edge Services from Acquia.

"Customer Support" means the services by which Acquia may provide assistance to Customer to resolve issues with the Edge Services.

"Edge Service" means Acquia Cloud Edge Protect and/or Acquia Cloud Edge CDN services, as further described in an Order Form.

"Edge Service Credit" is the percentage of the monthly service fees for the Edge Service that is credited to Customer for a validated Claim.

"Edge Service Level" means standards Acquia chooses to adhere to and by which it measures the level of service it provides as specifically set forth below.

"Force Majeure" refers to any downtime minutes that are the result of events or conditions beyond Acquia's reasonable control. Such events might include but are not limited to any acts of common enemy, the elements, earthquakes, floods, fires, epidemics, and inability to secure products or services from other persons or entities.

"Incident" means any set of circumstances resulting in a failure to meet the Edge Service Level.

"Outage Period" is equal to the number of downtime minutes resulting from an Unscheduled Service Outage.

"Planned Downtime" is downtime specified by the Customer or Acquia that is to be excluded from any calculation of an Outage Period. This would apply to any time when the Customer has requested Edge Service access suspended from their environment. This also covers outages caused by Acquia's scheduled maintenance (typically 11pm to 7am at the datacenter location identified on Customer's Order), provided Acquia notifies Customer 48 hours prior to the commencement of the maintenance work (there will be no more than two hours of scheduled maintenance downtime per calendar year).

"Scheduled Availability" is the total number of minutes in the month minus any Planned Downtime, and downtime caused by Force Majeure.

"Unscheduled Service Outage" are those interruptions to the Edge Service that have not been previously communicated to the Customer and that result in the Customer's application being unavailable to its customers or users. Unscheduled Service Outages exclude downtime minutes resulting from Planned Downtime or downtime cause by Force Majeure.

5. Edge Service Credit Claims.

Acquia provides this Edge SLA subject to the following terms.

In order to be eligible to submit a Claim with respect to any Incident, the Customer must first have notified Acquia Support Services of the Incident via Acquia's support procedures as described in the Support Users Guide within three business days following the Incident.

To submit a Claim, Customer must contact Acquia Support Services and provide notice of its intention to submit a Claim. Customer must provide to Acquia all reasonable details regarding the Claim, including but not limited to, detailed descriptions of the Incident(s), the duration of the Incident, network traceroutes, the URL(s) affected and any attempts made by Customer to resolve the Incident.

In order for Acquia to consider a Claim, Customer must submit the Claim, including sufficient evidence to support the Claim, by the end of the billing month following the billing month in which the Incident that is the subject of the Claim occurs.

Acquia will use all information reasonably available to it to validate Claims and make a good faith judgment on whether the Edge SLA and Edge Service Levels apply to the Claim.

6. Edge SLA Exclusions.

This Edge SLA and any applicable Edge Service Levels do not apply to any performance or availability issues:

(a) Due to factors outside Acquia reasonable control;

(b) That resulted from Customer's or third party hardware or software;

(c) That resulted from actions or inactions of Customer or third parties;

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(d) Caused by Customer's use of the Edge Service after Acquia advised Customer to modify its use of the Edge Service, if Customer did not modify its use as advised;

(e) During beta and trial Services (as determined by Acquia); or

(f) Attributable to the acts or omissions of Customer or Customer's employees, agents, contractors, or vendors, or anyone gaining access to Acquia's Service by means of Customer's Authorized Users' accounts or equipment.

7. Edge Service Credits.

The amount and method of calculation of Edge Service Credits is described below in Section 6. Edge Service Credits are Customer's sole and exclusive remedy for any violation of this Edge SLA. The total amount of Edge Service Credits awarded in any yearly billing period shall not, under any circumstance, exceed six (6) months of a Customer's cumulative total monthly service fees. Edge Service Credits for this Edge SLA will only be calculated against monthly recurring fees associated with the Edge Service.

8. Edge Service Credit Calculation.

For any and each Outage Period during a monthly billing period Acquia will provide as an Edge Service Credit an amount calculated as follows:

$$\text{Edge Service Credit} = \frac{(\text{Outage Period minutes}) * (\text{Affected Customer Ratio})}{\text{Scheduled Availability minutes}}$$

9. Methodology.

Acquia is not responsible for comprehensive monitoring of Customer Content; this responsibility lies with Customer. Acquia will review data on a Customer's reported Outage Periods as determined by any commercially reasonable independent measurement system used by the Customer. Acquia will use all information reasonably available to it in order to calculate the Affected Customer Ratio during an Outage Period, including analysis of Edge Service data immediately prior to the Outage Period to estimate the ratio of a Customer's visitors that were affected during an Outage Period at one or more of Acquia's data centers.

10. Acquia Cloud Edge Quick Start.

Acquia Ready will provide the Acquia Cloud Edge Quick Start services below only if purchased by Customer, as indicated in the Order.

Customer must purchase a Quick Start for each Order that includes Acquia Cloud Edge Protect or Acquia Cloud Edge CDN services. The Quick Start services are performed over the course of two weeks and include:

- Cloud Edge initial account provisioning assistance, including set up for (i) one initial Customer account, (ii) one initial Customer Domain, and (iii) up to ten additional users, with role assignments.
- Familiarization with Acquia Cloud Edge Protect and/or Cloud Edge CDN through an introduction and guided walkthrough of the administration dashboard, to be scheduled with an Acquia Ready Customer Success Manager.
- Initial configuration of the first production website Domain hosted through Acquia Cloud Enterprise or Acquia Cloud Site Factory within Cloud Edge using either the CloudFlare nameserver or CNAME approach.
- Assistance with discovering and implementing Cloud Edge features (e.g., page rules for business specific caching policy) for up to one Domain, up to a maximum of five hours.

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CHAPTER SEVEN: ACQUIA CONTENT HUB

Acquia Content Hub is a cloud-based content distribution and discovery service that enables customers to author, search and share content throughout a complex network of sites and channels. Content Hub connects content bi-directionally, enabling global enterprises to discover, reuse, and distribute content throughout their entire organization in a secure cloud environment.

Content Hub empowers content curators, managers, and creators to take control of their content with a robust set of content discovery and sharing tools, including:

- A content repository that aggregates and normalizes content and data from any enterprise content source or system.
- Content discovery tools, including automatic updates and faceted search, to break down content silos and enable enterprise content managers to quickly find relevant content from other enterprise sites, departments, or technologies.
- Automated subscription updates from content authors to content consumers in near real time, respecting local changes and workflow rules.

Acquia will provide the Acquia Content Hub Subscription Service described below only if purchased by Customer, as indicated in the Order.

1. **Acquia Content Hub Basic**

- 99.9% Content Hub SLA
- Content Hub Customer Drupal Modules including ongoing module releases
- Publish content into Content Hub from up to two (2) Drupal sites
- Consume content into an unlimited number of Drupal sites using Acquia-provided connector modules
- Storage for up to 500,000 documents

2. **Acquia Content Hub Enterprise**

- 99.9% Content Hub SLA
- Content Hub Customer Drupal Modules including on going module releases
- Publish content into Content Hub from an unlimited number of Drupal sites
- Consume content into an unlimited number of Drupal sites using Acquia-provided connector modules
- Consume content into an unlimited number of Drupal sites by directly accessing the Content Hub API
- Storage for up to one (1) million documents

2.1 **Acquia Content Hub Enterprise Add-on Connectors**

- Access the Content Hub API to build custom integrations with non-Drupal applications
- Publish content into Content Hub from an unlimited number of instances of the add-on technology platform
- Consume content into an unlimited number of instances of the add-on technology platform

3. **Backup and Disaster Recovery for Acquia Content Hub.**

3.1 Data Centers.

The Acquia Content Hub platform is physically remote from Acquia's office facilities. A disaster affecting one or more of Acquia's offices would not impact the availability of Acquia Content Hub. The Acquia Content Hub environment consists of major Regions and Availability Zones. Availability Zones are separate yet interconnected data centers within major Regions in Acquia's global infrastructure.

3.2 Backups.

Acquia maintains a backup solution for Acquia Content Hub that includes all documents persisted in Content Hub. The backups are based on a combination of synchronous replications of documents across availability zones and hourly snapshots of document data.

3.3 Disaster Recovery.

For disaster recovery purposes, Acquia Content Hub performs synchronous replications of document data across availability zones and performs hourly snapshots of document data. These backups will be used to restore Acquia Content Hub at another location within the

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same Region in the event of a total data center loss or a loss of multiple disk systems. Acquia will not provide Customer access to these snapshots and will not use these snapshots to restore data due to data-loss or deletion by Customer.

4. Service Level Policy

Acquia will use commercially reasonable efforts to make the Acquia Content Hub Basic and Acquia Content Hub Enterprise infrastructure available for 99.9% during any calendar month during the applicable Subscription Term ("Content Hub SLA"). Availability and Unavailability shall be calculated in accordance with the formula set forth in Chapter Nine. In the event Acquia does not meet the Content Hub SLA for a calendar month, the parties shall be entitled to the rights and remedies set forth in Section 3 (Service Extensions), subject to the Service Commitment Exclusions detailed in Section 4 of Chapter Nine.

Support Services.

As part of Customer's Subscription, Acquia will provide unlimited diagnosis support for the Acquia Content Hub application. Customer may contact Support Services in accordance with the Support Users Guide and in accordance with the Urgency Levels described in Chapter One. Initial response times for support requests vary on the urgency level and Customer's Subscription tier as described in Chapter One.

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CHAPTER EIGHT: ACQUIA LIFT

Acquia Lift tracks the behavior of anonymous and authenticated customers throughout their customer journey—from first point of interaction as an anonymous visitor through to becoming a repeat, loyal customer. Lift creates a unified profile for each individual based on their historical and real-time behavior. Using these profiles, Lift segments customers in real time—allowing marketers to deliver personalized experiences. The base version of Acquia Lift is designed to support the web channel, and the Omni Channel Add-on enables customers to extend Lift to other channels and platforms such as email, marketing automation and CRM.

Acquia will provide Customer with the version as specified in Customer's Order.

1. Base Version

- Real-time profiling and segmentation of web visitors:
  - Real-time collection of data and behavior from Drupal for anonymous and known visitors
  - Person inquiry
  - Segment builder and estimation tool
  - Real-time person segmentation
  - JavaScript API
  - Ability to export up to 31 days of person data
- Drupal testing and targeting:
  - A/B testing using Drupal blocks
  - Explicit Targeting using Drupal blocks
  - Personalization UX to define testing and targeting rules
  - Performance reports for the above
- Offers:
  - Overlaid marketing messages (e.g., fly-outs, floating boxes, styled to Customer look-and-feel)
  - Embedded marketing messages (to populate assigned real-estate within page)
  - No limit to number or type of offers
  - Offers are rendered via JavaScript containers
- Content Recommendations:
  - Overlaid content recommendations (e.g., fly-outs, floating boxes, styled to Customer look-and-feel)
  - Embedded content recommendations (to populate assigned real-estate within page)
  - No limit to number or type of recommendations
  - Recommendations are rendered via JavaScript containers
  - Content is discovered via JavaScript tag

2. Omni Channel Add-on

The Omni Channel Add-on allows Customer to ingest person data from existing sources such as CRM systems, marketing automation tools, and third party data sources to augment the person profile and share this person data and associated segments with other channels like e-mail platforms. Customer may also gain insights into their person data using third party analytics tools (e.g. Tableau) connected to the data warehouse.

The Omni Channel Add-on includes the following:

- Dedicated connection to database for access to historical data
- File import API
- File export APIs
- Push API
- REST APIs

The standard configuration for the database connection provides up to 2 TB of storage in one Region for up to 5 concurrent queries.

3. Data Collection

Lift Data Collection allows Customer to collect visitor profiles for segmentation and analytics. Lift Data Collection is available in Basic and Premium. Basic offers data collection via a JavaScript API, segmentation, pre-built dashboards, and non-production A/B testing and content targeting. Premium offers data collection via a JavaScript API, segmentation, pre-built and custom dashboards, non-production A/B testing and content targeting, omni-channel APIs, raw data access via a dedicated AWS RedShift instance, and pre-built hosted connectors (e.g, Marketo).

4. Backup and Disaster Recovery for Acquia Lift.

4.1 Data Centers.

The Acquia Lift platform is physically remote from Acquia's office facilities. A disaster affecting one or more of Acquia's offices would not

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impact the availability of Acquia Lift or Customer data. The Acquia Lift environment consists of major Regions and Availability Zones. Availability Zones are separate yet interconnected data centers within major Regions in Acquia's global infrastructure.

4.2 Backups.

Acquia maintains a comprehensive backup solution for Acquia Lift that includes person profile, customer configuration and data warehouse databases. The Backups are based on a combination of synchronous replication of person data across availability zones and daily snapshots of the customer configuration and data warehouse databases.

4.3 Disaster Recovery.

For disaster recovery purposes, Acquia Lift performs synchronous replication of person data across availability zones and performs daily snapshots of customer configuration and data warehouse databases. These backups will be used to restore Acquia Lift at another location within the same Region in the event of a total data center loss or a loss of multiple disk systems. Acquia will not provide Customer access to these snapshots and will not use these snapshots to restore data due to data-loss or deletion by Customer.

5. Support Services.

Customer's subscription to Acquia Lift includes unlimited diagnosis support for the application as described in Section 2.1 of Chapter One. Customer may contact Support Services in accordance with the Support Users Guide and in accordance with the Urgency Levels described in Chapter One. Initial response times for support requests vary on the urgency level and Customer's Subscription tier as described in Chapter One.

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CHAPTER NINE: SERVICE LEVEL POLICY

This Service Level Policy governs the use of Acquia Cloud Enterprise and Acquia Site Factory (each, a "PaaS") under the terms of the applicable Order between Acquia and Customer.

1. Service Commitment.

Acquia will use commercially reasonable efforts to make PaaS infrastructure available for 99.95% during any calendar month during the applicable Subscription Term (the "Service Commitment"). In the event Acquia does not meet the Service Commitment, Customer will be eligible to receive a Service Extension as described below.

2. Definitions.

"Availability" will be calculated per calendar month, as follows:

$$\left[\left(\frac{total - nonexcluded - excluded}{total - excluded}\right) * 100\right] \geq 99.95\%$$

Where:

- *total* means the total number of minutes for the calendar month
- *nonexcluded* means downtime/unavailability that is not *excluded*
- excluded means the Service Commitment exclusions defined below.

"Unavailability" means that the PaaS infrastructure is unresponsive or responds with an error.

3. Service Extension.

In the event Acquia does not meet 99.95% general availability of the PaaS for a calendar month, for each one-half hour of unavailability Customer will receive a one-day extension of their Subscription (each a "Service Extension"). To properly claim a Service Extension, Customer must inform Acquia within fifteen days of the purported outage and provide a full description of the service interruption, including logs if applicable. If Customer has accumulated Service Extensions during two consecutive months or three months in any six-month period, Customer may terminate the applicable Order upon seven days advance written notice to Acquia. In the event Acquia any Unavailability of the PaaS is directly attributable to flaws in Customer's environment (including the underlying code) where, despite reasonable notification from Acquia that such flaws are adversely impacting availability and Customer fails to correct such flaws, then Acquia may terminate the applicable Order upon thirty days written notice to Customer. The Service Extension and termination rights constitute Customer's exclusive remedy and Acquia's sole liability and obligation for any failure to maintain the Service Commitment.

4. Service Commitment Exclusions.

The Service Commitment does not apply to any Unavailability, outage, suspension or termination of any Acquia PaaS performance issues: (i) that are caused by factors outside of Acquia's reasonable control, including any force majeure event, network intrusions or denial of service attacks; (ii) any outages that result from any actions or inactions of Customer or any third parties engaged by Customer, missing Customer Data, errors caused by Customer code or Drupal configuration errors, or usage capacity in excess of the Customer purchased amount; (iii) any outages caused by programming errors in Customer's website(s), programming bugs in the third-party extensions/modules made available through Acquia Cloud or the Site Factory Platform, Drupal Modules with Site Factory; (iv) any outages attributable to flaws in Customer's environment (including the underlying code) where, despite reasonable notification from Acquia that such flaws are adversely impacting availability and Customer fails to correct such flaws (e.g., failure to upsize to recommended hardware configuration), (v) any outages lasting less than 1 minute but no more than 3 such outages in a 24 hour period; (vi) any outages related to emergency maintenance to Customer's website(s) (e.g., to install security fixes); (vii) any outages resulting from scheduled maintenance (typically 11pm to 7am at the datacenter location identified on Customer's Order), if Acquia notified Customer 48 hours prior to the commencement of the maintenance work (there will be no more than two hours of scheduled maintenance downtime per calendar year); (viii) Unavailability that relates to any malware, viruses, Trojan horses, spyware, worms or other malicious or harmful code in the website that (1) was not introduced by Acquia or (2) was not introduced as a result of Acquia's failure to perform the Services in compliance with the standard included herein or in the Subscription and Services Agreement; or (ix) acts or omissions caused by Customer's CDN. In addition, unavailability of some specific features or functions within the website while other features remain available will not constitute Unavailability of the website, so long as the unavailable features or functions are not, in the aggregate, material to the website.

In the event of any outages described above, Acquia will use commercially reasonable efforts to minimize any disruption, inaccessibility and/or inoperability of the website in connection with outages, whether scheduled or not. Such efforts will include instances in another Availability Zone if available.

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CHAPTER TEN: MOLLOM

If included on Customer's Order, Acquia will provide the following services:

1. Mollom Content Moderation Services.

Customer website(s) using Mollom will send data they want checked to the Mollom account ("Mollom Account"), and Mollom replies with either a Spam, Ham or Unsure classification. Through the Mollom Account, Customer will create an access key pair for each of the Customer websites. Customer cannot use the same key pair for more than one website.

1.1 CAPTCHA Service.

Mollom includes a centralized CAPTCHA intended to stop non-human spam bots. Approved users are not required to solve a CAPTCHA. The CAPTCHA is invoked for three specific use cases: (i) upon user registration, when no content can be classified, (ii) when Mollom is unable to classify a user, and (iii) when a site owner using Mollom opts for more privacy, and Mollom isn't allowed to audit all content. Such events will prompt Customer websites to ask Mollom's CAPTCHA server for an audio or visual CAPTCHA challenge to present to the user. If the response is correct, the content will be accepted. Otherwise the post will be rejected.

1.2 Profanity Filter.

Mollom uses text analytics to detect harmful content such as profanity and other spam-related content.

1.3 Mollom Account Data.

Mollom stores User Data in order to facilitate the improvement of Mollom. With respect to the processing of User Data, Customer will be considered a "controller" and Acquia will be considered a "processor" as defined in the Data Protection Act. Acquia will not use any User Data it processes for purposes outside the scope of these terms. Upon termination of the Mollom subscription, Acquia will retain the right to use the User Data for the sole purpose of improving Mollom.

1.4 Mollom Service Levels.

Acquia will use commercially reasonable efforts to ensure that Mollom is available to Customer 99.9% of the time in any calendar month. Mollom Unavailability caused by the following are excluded from calculating the availability uptime: (i) factors outside of Acquia's reasonable control; (ii) outages from any actions or inactions of the Customer or any third parties engaged by Customer; (iii) outages caused by programming errors in Customer's website(s) or by programming bugs in the third-party extensions/modules; (iv) outages caused by the fact that Customer's website(s) did not implement Acquia's Customer-side load balancing mechanism as specified in the Mollom Customer API; (v) outages that are not reported within five days; and (vi) outages from Acquia scheduled maintenance of Mollom where Acquia did notify Customer at least three days prior to the commencement of the maintenance work (there will be no more than two hours of scheduled maintenance downtime of Mollom per calendar year).

In the event Acquia does not meet 99.9% general availability of Mollom for a calendar month, for each one-half hour of unavailability Customer will receive a one-day extension of its Mollom subscription (each a "Mollom Service Extension"). To properly claim a Mollom Service Extension, Customer must inform Acquia within five days of the purported outage and provide a full description of the Mollom interruption, including logs if applicable. If Customer has accumulated Mollom Service Extensions during two consecutive months or three months in any six-month period, Customer may terminate the Mollom portion of its Subscription upon seven days advance written notice to Acquia. The Mollom Service Extension and termination rights constitute Customer's exclusive remedy and Acquia's sole liability and obligation for any failure to maintain the Mollom service level.

1.5 Customer Obligations.

In order to use Mollom, Customer must create a Mollom Account on the mollom.com website in order to receive a username and password. Customer will only provide true and accurate information for its Mollom Account and will promptly update such information as necessary. Through the Mollom Account, Customer will create an access key pair for each of the Customer websites. Customer will not use the same key pair for more than one website.

By using Mollom, Customer is agreeing to comply with the Mollom Usage Guidelines. Customer is responsible to inform its website visitors, and to obtain appropriate consent from them, to allow Acquia to process the User Data for anti-spam purpose, as described in these terms. Customer will at least publish a message that informs visitors that "by posting a message, you accept that your message and other personal details about you will be analyzed and stored for anti-spam and quality monitoring purposes, in accordance with the Mollom privacy policy, accompanied by a link to either the Mollom privacy policy (or to its own privacy policy that informs the website visitors about the privacy aspects of Mollom).

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CHAPTER ELEVEN: TECHNICAL ACCOUNT MANAGER

1. **Technical Account Manager.** Customers with an Acquia Cloud Enterprise Premium Elite subscription and/or Acquia Cloud Site Factory Elite subscription may add a Technical Account Manager ("TAM") to their Subscription for an additional fee. Team TAM Subscriptions include access to a team of three to four Technical Account Managers supporting a group of customers. Customers with a Named TAM Subscription are provided with a TAM who support an average of six customers per TAM, and Global TAMs typically support two to three customers per TAM.

1.1 In-scope Activities.

TAMs will provide Customers with guidance, best practices, training, recommendations and/or consultation on the development, deployment or operation of Drupal, and for Site Factory Elite Subscriptions, the general creation, deployment, and operation of the website(s) on the Site Factory Platform. Depending upon the nature of the request, these activities may be delivered by the TAM or by another Acquia resource under the guidance of the TAM. Examples of TAM advice and guidance include:

- Convey best practices, including mentoring for proper team composition, discovery, project planning, development techniques, integration, deployment and ongoing operations.
- Mitigate risks of project planning, development, and deployment by acting as a central Drupal expert resource working with Customer stakeholders and selected development partner(s).
- Provide ad-hoc guidance during development and deployment including Drupal architecture, module selection, integration of Drupal APIs, performance tuning, scalability, security etc.
- Develop deep understanding of application so Acquia can provide optimal support during development, deployment and operations.

1.2 Onsite Visits.

If ordered by Customer under a Named TAM or Global TAM Subscription, the TAM may meet onsite with Customer up to one day per quarter (one day per month for Global TAM). Travel and expenses for each visit is included with Customer's Subscription. Any additional travel and expenses are billable. Any additional travel and expenses shall be invoiced to Customer in accordance with the Agreement.

1.3 Out-of-scope Activities.

TAMs are expert-level advisors and guides to Drupal and Acquia's products and services. TAMs are not development resources and thus certain activities are out of scope for TAM:

- Write code, or modify existing code of any kind; including but not limited to any code in a website codebase, web page authoring, shell scripts, utility scripts, etc.
- Build or modify Drupal sites for Customer, including but not limited to module installation, website building through the Drupal UI, website administration or configuration, content authoring, editing, or administration.
- Install, maintain, or configure software on Customer-maintained infrastructure.
- Work on-site at a Customer's business, outside of onsite visits described above.
- Act as first responders for site emergencies. Customers should open a Critical issue with Global Support as a first measure in an emergency.

1.4 Application Assurances.

TAMs will provide Application Assurances purchased by Customer, as indicated in the Order:

1.5 Semiannual Assurances.

TAMs will conduct two Application Assurances, each on a single Drupal Site, during the twelve month period covered under the Customer's order. For each Assurance, Customer will arrange scheduling with TAM, and select which site will be the subject of the Assurance.

1.6 Quarterly Assurances.

TAMs will conduct 4 Application Assurances, each on a single Drupal Site, during the twelve month period covered under the Customer's order. For each Assurance, Customer will arrange scheduling with TAM, and select which site will be the subject of the Assurance.

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1.7 Application Assurance Description.

For each Application Assurance, Acquia will conduct a set of automated and manual Drupal application and stack investigations to gauge critical health metrics for the site selected by the Customer. At the conclusion of the review, Acquia will provide a written Application Assurance report with findings of the review, along with recommendations that may improve website security, performance, and scalability. Acquia will provide the report within two weeks of the completion of the assurance. At Customer's request, Acquia will review the report results with Customer so the Customer is aware of the business risks and understands the technical suggestions.

Application Assurances are conducted remotely, and can only be applied to Drupal sites hosted on Acquia Cloud or Acquia Site Factory.

Assurance health metric categories and potential areas for recommendations include (but are not limited to): Commonly-exploited security vectors; Site Performance; Hardware utilization/capacity; Traffic analysis.

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CHAPTER TWELVE: OPTIONAL ADD-ON OFFERINGS

Acquia will provide the services described below only if purchased by Customer, as indicated in the Order.

1. Multi-Region Replication With Failover.

The Acquia Multi-Region service is an extension of Acquia Cloud Enterprise and is limited to one Code Base. Fees for this service cover environment and application set up preparation, ongoing support and operational service, coordination and restoration of service during outages, and development on improving the service. Multi Region Failover requires Customers to utilize a third party CDN in order to achieve failover in the event of primary Region loss. Customer is responsible for performing the failover upon Acquia's recommendation during a Region outage. Customer may be required to implement Acquia recommended application changes to ensure optimal Multi Region Service and support. Customer must provide Acquia with at least five business days advance notice before electing to add an additional Code Base to this service.

2. Acquia Search Dedicated Instance.

Acquia will provide Customer with the Acquia Search Dedicated instance, which provides an isolated, hosted search environment for its website(s) that is totally dedicated to a particular Customer. Dedicated Search includes (1) the ability to scale queries and index size beyond limits available on shared search, (2) a 99.95% uptime in accordance with Acquia's Service Level Policy, (3) ability for Customer to perform load tests, (4) option to deploy other Solr libraries (Customer must test libraries locally), and (5) the ability for Customer to provision additional indexes to support multiple search use cases.

3. Varnish Configuration Language (VCL).

Acquia will provide one or more of several standard VCL modifications requiring minimal customization and assist with deployment and testing process.

4. Simple SAML.

Acquia will assist Customer with the configuration and support of Simple SAML/LDAP.

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CHAPTER THIRTEEN: PROFESSIONAL SERVICES

Professional Services are subject to the applicable Order or SOW ("SOW") between Customer and Acquia, the terms set forth herein, and the payment of all applicable fees.

Customer acknowledges that Acquia's ability to perform the Professional Services depends upon Customer's fulfillment of the following obligations and project assumptions.

Customer Responsibilities. Customer shall (a) provide overall management and business ownership with respect to the Professional Services; (b) manage relationships with any third parties, (c) promptly provide to Acquia any applicable documentation of existing requirements, designs, and constraints, as required to provide Acquia with the insight needed to support the provision of Professional Services, (d) provide office space, phones, facilities, network connectivity and computer systems for on-site Acquia personnel, (e) provide timely access to key stakeholders, subject matter experts and project team members for approvals, decisions or other actions in connection with the performance of Acquia's obligations under the SOW, (f) obtain any Acquia subscriptions, consents and/or third party licenses required to support the Professional Services, (g) pre-install all required software and hardware prior to the commencement of any Professional Services, and (h) if applicable, Customer will make all web site content and application data available in electronic form and on the schedule required by Acquia to complete the Professional Services in a timely fashion. Professional Services do not include any associated costs with provisioning hardware for Customer. In the event a server is required for the performance of Professional Services, Customer agrees to pay Acquia the associated hardware costs at Acquia's then current list price.

Change Management. Revisions to the scope of the Professional Services described in an SOW shall be handled through a change order. Acquia will have no obligation to begin work on any change order that has not been approved and executed by each party.

Performance. Any tasks identified in an SOW are intended merely to describe a resource plan only and the scope of work that may be provided by Acquia. Acquia will provide only those services as directed and requested by Customer and only as time allows. Acquia will use good faith efforts to complete the services described in an SOW and does not guarantee that such services will be completed within the allotted hours or days set forth in an SOW or otherwise approved by Customer pursuant to a change order. Any delay in Acquia's performance that is caused by Customer or a third party not under Acquia's control will result in an extension of the applicable estimated timeframe, with a commensurate extension of the time and fees required.

Rescheduling. Customer may, without penalty, reschedule the Professional Services with a minimum of two (2) weeks advance written notice to Acquia. Once the Acquia team has been scheduled with Customer, should Customer provide Acquia with less than two (2) weeks advance notice of Customer's request to reschedule the Professional Services, Customer will be charged rescheduling fee equal to 50% of the Fees set forth in the SOW (the "Rescheduling Fee") plus, if applicable, any travel expenses already incurred by Acquia. Acquia may waive the Rescheduling Fee if Acquia is able to redeploy the Acquia team to another engagement during the originally scheduled Professional Services period.

Acquia will provide the Professional Services described below only if purchased by Customer, as indicated in the SOW.

Acquia Cloud Site Factory JumpStart

Acquia will provide Customer with instruction and hands-on mentoring to enable Customer to configure and develop its websites on the Acquia Cloud Site Factory platform, as well as assist Customer to install of the platform for Customer's use during the training. The Jumpstart will be delivered over 5 consecutive days onsite in workshop sessions. The Jumpstart will be interactive with hands on exercises and will cover the following topics:

Day 1: Site Factory Basics

- Introduction to Acquia Cloud Site Factory
- Site Factory Demo: overview, creating & cloning sites
- Creating Site Factory users
- Site Groups
- Installation
- Quick tour and definitions
- Acquia Network

Day 2: Site Factory Overview

- Git repository theming and workflow
- Advanced Acquia Cloud Site Factory site workflows
- Managing Customer codebase with Git
- Using the Acquia Cloud Site Factory staging environment

Day 3-5: Guided Practicum for Site Factory Distributions

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- Drupal distribution 101
- Considerations for Acquia Cloud Site Factory distribution
- Acquia Cloud Site Factory modules
- Planning a release cycle
- Testing Customer Acquia Cloud Site Factory platform
- Open Q&A

Acquia Content Hub Architecture Workshop

Acquia will teach Customer to create a content strategy around Acquia Content Hub, and help Customer leverage this innovative solution in the most effective way. Two Acquia consultants will come onsite for 2 days and will help Customer create a full content strategy, content data model and technical architecture for Content Hub. The workshop will be delivered by a Strategy Consultant and a Technical Consultant over three (3) consecutive days: Two (2) continuous days onsite, one (1) remote.

What the workshop covers:

- Full Content Model and many-site strategy
- Technical Architecture Recommendations
- Roadmap for installation and custom integrations

Within 5 business days after the conclusion of the workshop, Acquia will provide an Architecture document and roadmap describing the recommended candidate content architecture for the new site.

Acquia Content Hub Enhanced Onboard

Acquia Content Hub Enhanced Onboard features additional Onboarding Services for customers of either Content Hub Basic or Content Hub Enterprise. The services will be delivered by a Technical Consultant, consisting of 20 hours of remote technical onboarding effort that cover the following:

- Drupal module patching required for contrib module compatibility with Content Hub
- Custom code required for custom entities to work with Content Hub
- Setting up Content Hub with a multi-lingual Drupal site
- Addressing any additional customizations required for Content Hub compatibility

Acquia will perform any combination of the above services as necessary and within the 20 allocated hours.

Discovery Workshop

Acquia will work with Customer to conduct a Discovery Workshop to gather information required to design a project plan and budget range for Customer's development of its website. Acquia will deliver the Discovery Workshop over the course of up to 10 consecutive business days, with 3 days onsite and 7 days remote. Acquia will provide up to 2 personnel for the onsite workshop. The scope of the Discovery Workshop includes:

Onsite Phase:

- Success Metrics Review. A review of Customer's high-level goals of the project to define clear success criteria.
- Requirements Review. A review of high-level requirements for the website including the overall capabilities of the website, governance and workflow, review of any existing Customer designs and integrations with any external systems.
- Interface Discovery. A review of interfaces between the website and external software systems, which may include front-end systems, advertising management systems, media management systems, document management systems and authentication and authorization systems.
- Migration Discovery. A review of legacy systems from which data will be migrated. Acquia will assist Customer to identify required data schemes and systems access requirements.
- Risk Identification: A review of possible risks and their mitigation across the areas of design, knowledge, resourcing and technical environments.

Remote Phase:

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- Requirements Matrix. Acquia will consolidate all discovered inputs into a Requirements Matrix that will describe the high-level requirements and features of the website, grouped by category and priority and provide initial estimates of the level of effort required for each requirement.
- Development Plan. A detailed development estimate and timeline for the website development.
- Development Budget Proposal. An outline of the budget ranges for development, migration, hosting and support of the website.
- Long-term Infrastructure and Support Planning. An overview of long-term support and hosting options and costs.

Acquia will provide the Customer with a document that will include a requirements matrix, development budget, hosting architecture document and risk matrix within 5 business days after the conclusion of the Discovery Workshop offsite phase.

Drupal JumpStart

Acquia will provide Customer with hands-on coaching and training during Customer's beginning stages of a Drupal application build. The Jumpstart will be delivered onsite over 5 consecutive days in workshop sessions.

The Jumpstart will be interactive with hands on exercises and will cover the following topics:

- Introduction to Drupal, installation, user management, content creation, comments, entities
- User roles and permissions, multi-site configurations, content types & fields, input formats, files and images, taxonomy
- URL aliases, menus, blocks, views, image styles, user profiles, entity references
- Triggers, actions, blogs, forums, books, themes, stylesheets, templates, template.php, theme functions
- Administration section, variables, menu & page callbacks, form API, database API, hook system

Launch Readiness Performance Profiling

The Acquia Launch Readiness Performance Profiling will assist Customer in identifying site performance issues using automated testing to benchmark performance and identify gaps. Acquia will provide the Customer with benchmark statistics on the performance of standard low level load test scenarios. The scope of the profiling will include:

- Application profiling: performance benchmarking via automated testing.

Within 5 business days after the conclusion of the profile, Acquia will deliver the benchmark analysis.

Lift Align Workshop

Leveraging the foundations created in Lift Initiate, Acquia will work with Customer to craft and build basic campaigns, while Acquia develops the business requirements for integration with other marketing tools such as analytics or marketing automation platform. The workshop will be delivered by a Strategy Consultant and a Technical Consultant over (5) consecutive days: three (3) continuous days onsite, two (2) remote.

What's Included:

- Review milestones and impact of Lift Initiate Workshop actions
- Begin personalization campaigns based on user's online behavior
- Expand Lift to additional web properties
- Define business rules for integration with a marketing automation platform, if available
- Define business rules for the integration of analytic tools
- Create A/B testing campaigns
- Adjust personalization milestones as needed

Customer Preparation:

- Share metrics from the pilot campaigns with Acquia
- Provide Acquia with access to Lift environment for review

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Lift Initiate Workshop

Get started with the Lift Initiate workshop. Acquia will assist Customer to create the foundation for Customer's personalization strategy by defining Customer's business objectives, creating Lift ready customer profiles and personas, identifying key tactics, creating milestones and execution roadmap. This workshop should take place during a planning phase and for new site builds can happen during the design and development process. The workshop will be delivered by a Strategy Consultant and a Technical Consultant over (5) consecutive days: three (3) continuous days onsite, two (2) remote.

What's Included:

- Review historical data
- Develop overall personalization strategy
- Develop Lift personas and segments, create a consolidated customer profile
- Explore and define personalization tactics to run within a Pilot campaign
- Align technical roadmap to business objectives

Customer Preparation:

- Complete pre-work questionnaire prior to workshop
- Access to Customer's analytics

Lift Nurture Workshop

Acquia will assist Customer to incorporate more advanced techniques, tease out lessons learned from previous campaigns, apply best practices, and learn how to influence the technical roadmap with Customer's learnings from A/B testing. The workshop will be delivered by a Strategy Consultant and a Technical Consultant over (5) consecutive days: three (3) continuous days onsite, two (2) remote.

What's Included:

- Review milestones and impact of Align Workshop actions
- Create advanced personalization campaigns based on both on and offline behavior
- Analyze performance of basic campaigns established in the Align Workshop and document lessons learned
- Apply best practices learned through Align Workshop to new campaigns and tests
- Apply learnings to drive technical feature request and help influence technical roadmap
- Adjust milestones as needed

Customer Preparation:

- Share metrics from the pilot campaigns with Acquia
- Provide Acquia with access to Lift environment for review

Lift Optimize Workshop

Acquia will revisit the Lift customer personas, incorporate new site features, analyze the advanced campaigns and add even more customer touch points within Customer's eco-system. The workshop will be delivered by a Strategy Consultant and a Technical Consultant over (5) consecutive days: three (3) continuous days onsite, two (2) remote.

What's Included:

- Review milestones and impact of Optimize Workshop actions
- Refine the Lift customer personas based on learnings
- In-depth analysis of campaign results
- Incorporate new innovations
- Plan for additional customer touch points
- Document a plan for continuous refinement
- Adjust milestones for Q4

Customer Preparation:

- Share metrics from the pilot campaigns with Acquia
- Provide Acquia access to Lift environment for review"

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Front End Theming Jumpstart

The Front End Theming Jumpstart provides Customer with 5 consecutive onsite workshop sessions around Drupal theming and best practices for front-end development.

The scope of the Jumpstart will be interactive with hands on exercises and will cover the following topics:

- Rendering and styling content according to Drupal's best practices.
- The anatomy of a theme: template files, theme functions, code organization, style and script aggregation, content display types, view displays.
- Theming performance best practices.

Migration JumpStart

Acquia's Migration JumpStart to Drupal will assist Customer to develop a data migration plan to migrate existing content to Customer's Drupal website, providing Customer with a proof of concept of the data migration module. The services are delivered over 5 consecutive business days, 3 days onsite at Customer location and 2 days remote. The scope of the workshop includes:

- Migration of Analysis: A review of the legacy data in light of the system requirements of the new site.
- Data Mapping. Review and refine the initial proof of concept data mapping.
- Proof of concept of the Drupal Data Migration module implementing the basic migration processes (e.g., migration of user email addresses and usernames, article titles and bodies, etc.) as a framework for Customer migration implementation team to build upon.

Within 5 business days after the conclusion of the workshop, Acquia will provide the Customer with an outline of the content mapping and proof of concept of the migration module, as well as a document detailing the architecture of the migration solution and instructions on how to refine and enhance and support the module as the basis for Customer to build out the module for the full site data/content migration.

Architecture Workshop

The Architecture Workshop is designed to assist Customer align its Drupal architecture with its business goals. An Acquia Technical Architect will conduct an architecture and planning workshop with the Customer to define the architecture for the new system. The workshop will be delivered over 5 consecutive days, 3 days onsite at Customer location, 2 days remote. The scope of the workshop includes:

- Requirements review. High-level review of functional, design and business requirements.
- Component architecture. Map requirements available contributed Drupal modules and propose design for custom modules.
- Content Architecture. Design the content types, fields, views, taxonomies and publishing workflows.

Within 5 business days after the conclusion of the workshop, Acquia will provide an Architecture and Design Document describing the recommended candidate architecture and high-level design aspects for the new site.

Infrastructure Planning Workshop

Acquia's Drupal Infrastructure Workshop will help Customer design a plan for implementing an infrastructure for its Drupal website. Acquia will conduct an Infrastructure Planning Workshop with the Customer to define the infrastructure for the new system and deliver best practices for Drupal hosting architecture. The workshop will be delivered over 5 consecutive days: 3 continuous days onsite, 2 remote. The scope of this workshop will include:

- Discovery and best practices: Definition of the architecture of the new system, focusing on requirements review and best practices for caching and high-availability.
- Implementation assistance. Acquia will assist Customer with implementation of best practices as determined during the Discovery stage. Implementation assistance may include helping to configure such applications as: Apache web servers, PHP, Drupal, MySQL, Varnish, and Linux.
-

Within 5 business days after the conclusion of the workshop, Acquia will deliver a report detailing the proposed infrastructure plan.

Drupal Continuous Integration Workshop

Acquia's Continuous Integration workshop provides Customer with hands-on training and guidance to architect a code deployment process that includes continuous integration and automated testing. The workshop will be delivered over 5 consecutive days: 3 continuous days onsite, 2 remote. The scope of this workshop includes:

- Deployment process architecture
- Automated testing best practices
- Continuous integration tools
- Hands-on implementation assistance

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At the conclusion of the Workshop, Acquia will provide a deployment process report, including recommendations for automated testing best practices, continuous integration tools and deployment methodologies.

Governance Workshop

Acquia's Governance Workshop will provide Customer with consulting and guidance around the creation of a comprehensive digital governance model. The workshop will be delivered over 5 consecutive days: 3 days onsite, 2 day remote. The scope of this workshop will include:

- Change management and process requirements
- Organizational models
- Platform management and many-site structure
- Technical platform best practices

At the conclusion of the services, Acquia will provide a report detailing the proposed model created by Acquia during the sessions.

D8 Readiness Workshop

Acquia will conduct a Drupal 8 readiness workshop with the Customer to plan help Customer prepare and plan for Drupal 8. Acquia will provide a review of site architecture and module selection. The workshop will be delivered over 5 consecutive days: 3 four days onsite, 2 days remote). The scope of this workshop will include:

- Requirements Review: review scope, articulate high-level requirements
- Intro to Drupal 8: overall structure, content architecture, display architecture, theming, module development and integrations
- Drupal 8 Roadmap: map requirements to Drupal 8 concepts, recommend modules, align with broader community timelines
- Drupal 8 Deployment: overview of detailed changes to deployment with Drupal 8

Within 5 business days after the conclusion of the workshop, Acquia will deliver a report summarizing topics covered during the sessions.

Site Audit

Acquia will conduct a Site Audit to provide a focused assessment, evaluating the current environment for adherence to Drupal best practices surrounding architecture, development, performance, configuration management, and security. The audit will be delivered remotely over 5 consecutive days. The scope of the audit will include:

- Site architecture walkthrough and analysis: Customer will provide Acquia with a walkthrough of the site architecture including the database and web server configurations, installed Drupal modules, content types and taxonomies, and the site theme. Acquia will document and provide a holistic analysis of the site based on each layer.
- Contributed module review: review contributed modules to check for up-to-date versions and patches and whether best community supported modules were selected.
- Static performance and scalability assessment: performance assessment using static analysis techniques, reviewing the configuration of the Apache Web Server, Drupal Social Publishing platform, and MySQL databases.
- Content lifecycle management review: review the lifecycle for site content from authoring through editorial review and publication is optimized to support the required editorial process.
- Configuration management assessment: review and assess that proper procedures are followed for managing changes to the site through the development process.
- Custom module walkthrough and static analysis: If the site has implemented any custom modules, Acquia will conduct code walkthroughs to review the implementation against the best development practices.
- Security analysis: high-level security analysis of site including scans of the web and database servers and a review of the Drupal configuration (user roles and permissions and other areas that are prone to insecure misconfiguration).

Within 5 business days after the conclusion of the audit, Acquia will deliver a Site Assessment Report that includes an evaluation of the site's adherence to best practices and Acquia recommendations for improvement in each of the areas evaluated.

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Infrastructure Audit

Acquia will conduct an audit of Customer's infrastructure and deliver a report covering best practices for Drupal hosting architecture. The audit will be delivered remotely over 5 consecutive days. The scope of the audit will include:

- Discovery and best practices: review of the architecture of the new system, focusing on review and best practices uses for caching and high-availability.
- Acquia will audit the Customers configurations of such applications as: Apache web servers, PHP, Drupal, MySQL, Varnish, and Linux.

Within 5 business days after the conclusion of the audit, Acquia will deliver a report detailing results and recommendations of the audit.

Security Audit

Acquia will conduct a Security Audit of Customer's for adherence to recognized security best practices and identify commonly exploited security holes, and provide recommendations on how to mitigate potential issues. The workshop will be delivered remotely over 5 consecutive days. The scope of the audit will include:

- Customer expectations: Acquia will engage Customer to determine security expectations and potential risks from the site.
- Drupal update status & static analysis: review modules for Customer update status and identify those that have security updates available. Acquia will analyze the modules for Drupal best coding practices.
- Drupal configuration security practices: Drupal configuration review of user roles and permissions and other areas that are prone to insecure configuration.
- Custom module & theme walkthrough: if the site has implemented any custom modules or themes, Acquia will conduct code walkthroughs with Customer to review the security and their implementation against the best security practices and identify potential risks.

Within 5 business days after the conclusion of the audit, Acquia will provide a site security assessment report detailing findings of the security audit, along with recommendations for applying any improvements not completed during the audit.

Front End Audit

Acquia will conduct a front-end audit and theme layer for Customer's Drupal site. The audit will be delivered over 5 consecutive days remotely and will include:

- Detailed analysis of the Drupal theme code
- Cross-browser and viewport audit
- Front-end performance analysis

Within 5 business days after the conclusion of the audit, Acquia will deliver a report with recommendations for high performance and scalable theming.

Launch Readiness Performance Audit

The Acquia Launch Readiness Performance Audit will assist Customer optimize its site using recognized best practices and automated testing to benchmark performance and identify gaps. If substantial issues, outside optimization, are uncovered during testing, Acquia will propose recommendations to remedy these issues so that Customer can ensure its site meets or exceeds expectations when deployed. Acquia Launch Readiness Performance Audit is designed for any single site and will be delivered remotely over 5 consecutive business days. The scope of the audit will include:

- Drupal site performance audit: traffic analysis, performance and scalability assessment, module review.
- Application profiling: performance benchmarking via automated testing.
- Optional hardware audit: MySQL, Apache, PHP and Varnish configurations.

Within 5 business days after the conclusion of the audit, Acquia will deliver a report with custom recommendations performance and scalability.

Launch Readiness Basic

Acquia Launch Readiness Basic is designed to assist Customer prepare Customer's existing site for launch on the Acquia Platform. The engagement includes load testing by Drupal experts, who also diagnose and remediate critical performance issues. Launch Readiness Basic is intended for non-commerce single sites hosted on Acquia Cloud and will be delivered remotely over 10 consecutive business days. The scope of this engagement includes:

- Drupal site performance audit: traffic analysis, performance and scalability assessment, module review
- Load testing: environment provisioning, test case discovery, load generation (up to 4 hours)
- Remediation: identification of critical issues, critical issue remediation, validation load testing

Within 5 business days after the conclusion of the audit, Acquia will deliver a custom summary report of the findings.

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Launch Readiness Complete

Acquia Launch Readiness Complete will assist Customer to ensure that Customer's existing site is ready for launch on the Acquia Platform. The engagement includes load testing by Drupal experts, who will also diagnose and remediate critical performance issues. Acquia's performance engineers will identify bottlenecks and assist Customer to make changes to Customer Drupal code and configuration. Launch Readiness Complete is intended for a single commerce sites hosted on Acquia Cloud or multisites on Acquia Cloud SiteFactory and will be delivered remotely over 15 consecutive business days. The scope of this engagement includes:

- Drupal site performance audit. Traffic analysis, performance and scalability assessment, module review.
- Load testing. Environment provisioning, test case discovery, load generation (up to 4 hours).
- Remediation. Identification of critical issues, critical issue remediation, and validation load testing.

Within 5 business days after the conclusion of the audit, Acquia will deliver a summary report of the findings.

Acquia Lift Base Enablement Service

The Acquia Lift Enablement service begins Customer's web personalization journey with an onsite workshop, a detailed personalization roadmap, and additional remote guidance as Customer gets started. It includes a two-day onsite workshop with one strategic Acquia resource and one technical Acquia resource, the creation of a personalization roadmap, and 20 hours of additional personalization enablement services delivered remotely. As part of this offering, Acquia will consult on Customer's web channel personalization strategy; align Customer's business goals to technical roadmap; and create a basic personalization roadmap that includes basic segment definition, user journeys, pilot personalization campaign, and milestones in rollout. Acquia will install Lift modules; recommend further work necessary for enablement if applicable; and assist with personalization strategy. During enablement, Acquia may find that additional code and configuration changes to Customer's Drupal site are necessary for 100% Lift compatibility.

Acquia Lift Base + Omni-channel Enablement Service

The Acquia Lift Enablement service kickstarts Customer's omni-channel personalization journey with an onsite workshop, a detailed personalization roadmap and data architecture report, and additional remote guidance as Customer gets started. It includes 2 onsite workshops which are up to 2 days each, with up to 2 Acquia resources onsite, the creation of a personalization roadmap and data architecture report, and 40 hours of additional personalization enablement services delivered remotely. As part of this offering, Acquia will consult on Customer's omni-channel personalization strategy; align Customer's business goals to technical roadmap; and create a full personalization roadmap that includes advanced segment definition, enhanced user journeys, pilot omni-channel personalization campaign, data connection architecture, and milestones in rollout. Acquia will install Lift modules; kickstart custom Lift reporting; architect back-end data connections via the Lift API; recommend further work necessary for enablement if applicable; and assist with personalization strategy. During enablement, Acquia may find that additional code and configuration changes to Customer's Drupal site are necessary for 100% Lift compatibility. This service does not include custom integrations with third-party systems.

Acquia Lift Omni-channel Upgrade Enablement Service

The Acquia Lift Enablement service upgrades Customer's personalization journey from web to omni-channel with an onsite workshop, a data architecture report, and additional remote guidance as Customer gets started. It includes a 2 day onsite workshop with one strategic Acquia resource and one technical Acquia resource, the creation of a data architecture report, and 20 hours of additional personalization enablement services delivered remotely. As part of this offering, Acquia will consult on Customer's omni-channel personalization strategy; align Customer's business goals to technical roadmap; and extend Customer's personalization roadmap to include advanced segment definition, enhanced user journeys, pilot omni-channel personalization campaign, data connection architecture, and milestones in rollout. Acquia will kickstart custom Lift reporting; architect back-end data connections via the Lift API; recommend further work necessary for enablement if applicable; and assist with personalization strategy. During enablement, Acquia may find that additional code and configuration changes to Customer's Drupal site are necessary for 100% Lift compatibility. This service does not include custom integrations with third-party systems.

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Continuous Delivery Service

Continuous Delivery is available to Acquia Cloud Subscription customers in Standard, Gold, and Elite packages and available to Acquia Cloud Site Factory customers in Basic only. Continuous Delivery Service provides for offshore development with 24x7 emergency support only. Continuous Delivery does not include resolution of user issues, or server/infrastructure related issues outside of any Acquia environment.

Package	Backlog	Development
Basic*	50 hours per month	Offshore
Standard	100 hours per month	Offshore
Gold	200 hours per month	Offshore
Elite	400 hours per month	Offshore

*Available for Acquia Cloud Site Factory only

Acquia will provide Continuous Delivery if specified on Customer's Order. Customer must maintain an active Acquia Subscription with unlimited support tickets in order to purchase and receive Continuous Delivery services.

1. **Description.** Acquia will provide Continuous Delivery to Customer for backlog issues organized as two (2) week Sprints as determined by the Customer. Continuous Delivery is organized into three (3) phases:

1.1 **Onboarding Phase**. During the onboarding phase, Customer and Acquia will perform discovery and code audit/reviews, systems setup and Sprint and process planning, including a communications plan. The parties will identify and document the Backlog and establish the workflow for Backlog management.

1.2 **Baseline Phase**. During the baseline phase, the cadence of Sprints will be finalized. Acquia will establish the Sprint velocity and the parties shall agree upon a mutually agreeable baseline Velocity. Sprint Velocity will be quantified as a defined number of Velocity points that can be accomplished within each Sprint.

1.3 **Ongoing Delivery Phase**. For the remainder of the then current Term, Acquia will perform Continuous Delivery according to the baseline Velocity points established during the Baseline Phase. Each Sprint will be mutually agreed upon in advance during remote Sprint planning sessions. Continuous Delivery includes the following:

- Implementation of ongoing maintenance backlog at Customer's direction.
- Resolution of bugs, small feature enhancements or requests documented and prioritized in the backlog, as directed by the Customer.
- Acquia will use commercially reasonable efforts to complete the agreed upon Backlog in each Sprint.
- Acquia will issue regular Customer updates until resolution.
- Customer may track the status of each Backlog ticket during each Sprint through a ticket tracking system to be agreed upon between the parties.
- Acquia will provide a weekly status report of the list of issues collected, Defects resolved, and status of issues in the Backlog that may be waiting resolution, as well as notification of the available Sprint points.

2. **Continuous Delivery Procedures.** Acquia shall perform Continuous Delivery in accordance with the Sprint as mutually agreed. Customer should submit support for Critical requests in accordance with the Support Request Procedures set forth in the Support User's Guide. Critical requests that are submitted will be handled by the Acquia Support team pursuant to Customer's applicable Support Subscription. Critical issues that cannot be remediated by Acquia Support will be directed to the Continuous Delivery team. New requests that are submitted by Customer for immediate resolution which impact an in-process Sprint, or any modifications to an existing Sprint, may require the addition of a Burst Capacity Pack, a Change Request or reprioritization. Any other requests submitted by Customer will be triaged and entered into the Backlog queue. Any additional effort shall be documented in a mutually executed Change Request prior to engaging in development of new features, Enhancements or Burst Capacity Packs.

Acquia will make resolved Backlog tickets available on staging for review and approval by Customer before being released on Customer's production Website.

3. **Continuous Delivery Limitations**. Continuous Delivery in excess of the capacity of one Sprint for the resolution of a single Backlog ticket will require a separate statement of work mutually agreed to by the parties. Continuous Delivery hours from future months cannot be advanced for use in the current month. Continuous Delivery hours not used within a month cannot be carried over for use in a subsequent month.

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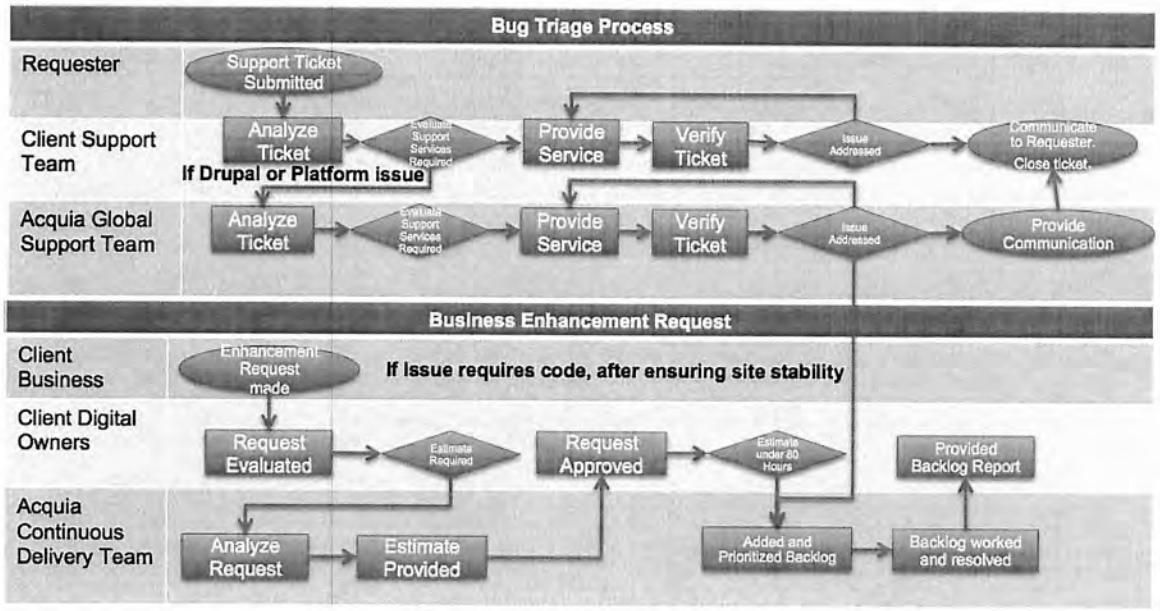
4. Workflow. The process flow below depicts both the "Application Support" (non-enhancement) flow as well as the typical "Enhancement" request flow.



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CHAPTER FOURTEEN: LEARNING SERVICES

Learning Services are subject to the applicable Order or SOW ("SOW") between Customer and Acquia, the terms set forth under the Professional Services section set forth above, and the payment of all applicable fees.

Drupal Content Administration Training

One day course designed for Customer content administrators which will cover workflows, the management of landing pages, and other advanced aspects of Drupal content maintenance. Training is limited to 10 participants. The scope of this training covers:

- Content types in Drupal.
- Create, publish, unpublish and manage content.
- Add attached files, media or inline images/video to content.
- Edit content according to SEO improvement procedures, customizing the URL, and metadata.
- Conduct tasks as a content creator, editor and light site building for comprehension of the system.
- Create webforms and access data from webforms.
- Articulate the various roles and permissions in a typical Drupal site.
- Manage users, review roles and permissions and change account settings.
- Manage spam, problem users or spammers.

Drupal for PHP Training

Acquia's Drupal for PHP Training is a 1 day introduction covering the basics of PHP essentials for module development. An Acquia Consultant will provide an introduction to PHP and its use in Drupal. This course assumes that participants have prior experience in coding in another language. Training is limited to 10 participants.

Participants will gain a better understanding of reading PHP in a Drupal context and acquire knowledge to employ the essential features of PHP to comprehend and extend Drupal including:

- Variables in PHP
- Conditional statements
- Arrays
- Loops
- Objects
- Functions
- Globals
- Drupal coding standards
- HTML functions
- Database queries

Drupal Immersion for Developers

In Acquia's Drupal Immersion for Developers, developers who have no prior experience in Drupal are enabled to make the conversion to Drupal from .NET, ColdFusion Java or other framework or CMS. In this five day course, attendees gain insight into how Drupal works from the ground up. This includes Drupal in a Day, Layout and Theming and Module development. Limited to 10 participants. Delivered onsite at Customer location over 5 days. The scope of the training covers:

- Configure Drupal - with a focus on the developer experience and workflow.
- Plan and create flexible content types.
- Structure your site with custom paths and menus.
- Create dynamic lists of content with Drupal.
- Create custom layouts for landing pages on your site.
- Make content appear dynamically based on where you are in the site structure.
- Create a custom theme in Drupal.
- Understand when to configure and when to code.
- Understand Drupal's hook system and development architecture.
- Insert and extract data using Drupal's core database abstraction layer.
- Responsibly modify contributed modules using patches.
- Employ and articulate best practices, security techniques, conventions and coding standards.

Drupal 7 in a Day Training

Acquia's Drupal 7 in a Day Training provides a high level overview of the most essential features and concepts of Drupal through hands on activities. Limited to 10 attendees. Delivered onsite at Customer location over 1 day. By the end of this course, attendees will acquire the knowledge to:

- Configure and set up a basic Drupal site.

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- Select, install and configure modules and themes from Drupal.org
- Create content and configure content types. Create listings of content.
- Manage user roles and accounts.
- Manage aliases and URL paths.
- Create blocks and place them in the layout.

Drupal Module Development Training

In Acquia's Drupal Module Development Training, up to ten participants will learn how to leverage Drupal's API to create custom functionality. This 2 day course was designed for those who have experience with website building and knowledge of PHP.

By the end of this course, attendees will acquire the skills to:

- Understand Drupal's hook system and development architecture.
- Articulate the construction of Drupal modules.
- Insert and extract data using Drupal's core database abstraction layer.
- Responsibly modify contributed modules using patches.
- Employ and articulate best practices, security techniques, conventions and coding standards.

Drupal Multilingual Site Development Training

Acquia's Drupal Multilingual Site Development Training demonstrates the power of Drupal in building multilingual websites. Participants will learn how to allow users to switch languages at the click of a button. . This one-day course makes it easy for content editors to translate content, and provide users with a multilingual interface. Previous Drupal site-building skills are a prerequisite. For up to 10 attendees - delivered onsite at Customer location over 1 day.

By the end of this course, attendees will acquire the skills to:

- Understand the most important decisions to make when building a multilingual website.
- Identify the elements of a Drupal site that need translation.
- Configure the multilingual settings for content types to match the translations available.
- Define the difference between field-level and node-level translation and when to use each one.
- Configure core and contributed modules for multilingual site building.
- Identify the challenges of translating Drupal's user interface, plan a project accordingly.
- Use Drupal's localize.drupal.org website and take advantage of updates to module language file.

Drupal Panels Training

In Acquia's Drupal Panels Training, up to ten participants learn the power of Drupal Panels, a popular Drupal module used to create individual pages with complex layouts to control configuration and what content displays on Customer's website. In this one-day course, participants will learn how configure per-page or per-section layouts, create custom layouts for various roles, and control where content is displayed. Participants will learn how to embed views within panels, create custom block sections, create custom node displays, and create custom administration pages. By the end of this course, attendees will acquire the skills to:

- Create customizable, configurable layouts.
- Create a system to allow users to modify layout without touching code.
- Employ contexts and variants for a control over display of content depending on context such as page or user role.

Drupal 7 Site Building Training

In Acquia's Drupal Site Building Training, up to ten participants will build on their Drupal skills with in-depth discussions and hands-on directions on Drupal's installation process and managing users, comments, and content. In this two day course, participants will select and configure the most popular Drupal modules. The scope of this course includes:

- Overview of the possibilities with Drupal.
- How to manage users, create user profiles.
- How to add custom content, and manage that content.
- Manage navigation through Drupal's menu system.
- Content references and relationships.
- Content flagging and bookmarking.
- Configure event calendar display.
- Manage content layout with display suite.
- Customize content administration.
- Configure both controlled vocabularies and free tagging with Taxonomy.

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- Configure your site to improve search, through the use of URL path configuration, and configure faceted search.
- Be able to configure automatically generated thumbnails.
- Know how to create advanced listings of content.
- Maintain a secure and speedy website

Drupal Theming & Layout Training

In Acquia's Drupal Theming & Layout Training, up to ten participants will learn the basics of Drupal's front-end structure and how best to create visual designs that will be efficient to implement. In this two day training, participants study the visual structure of common elements of Drupal sites (nodes, fields, fieldsets, views, blocks, regions, breadcrumbs, menus, forms, etc.) to understand the freedoms and limitations when designing for Drupal. The course will cover the most commonly used front end contributed modules and patterns in Drupal user interface elements. By the end of this course, attendees will acquire the skills to:

- Create custom layouts for landing pages on your site.
- Make content appear dynamically based on where you are in the site structure.
- Change the look of sections on your site.
- Create a custom theme in Drupal.
- Learn the essential PHP you need to make a theme in Drupal.
- Use best practices for sustainable theming.

Site Building Foundation

In Acquia's Site Building Foundation course, up to ten web-builders and developers with no prior experience with Drupal will spend 5 days learning the concepts needed to build a site in Drupal, layouts and theming, and panels configurations. By the end of this course, attendees will acquire the skills to:

- Build complex and powerful functionality.
- Articulate best practices of site building with Drupal.
- Know how to create advanced listings of content.
- Maintain a secure and speedy website.
- Create customizable, configurable layouts.
- Create a system to allow users to modify layout without touching code.
- Employ contexts and variants for a control over display of content depending on context such as page or user role.
- Create custom layouts for landing pages on your site.
- Make content appear dynamically based on where you are in the site structure.
- Create a custom theme in Drupal.
- Understand when to configure and when to code.

Training Credit Package - 10 Credits

Ten training credits which can be used to organize Learning Services training for Customer's team. Credits can only be sold in quantities of 10. The quaintly of credits per course will be determined upon size of Customer team and breadth of project. Credits must be purchased prior to use and are valid for 12 months. Any credits not used are forfeited. Training credits cannot be rolled over or used for any other Acquia products or services.

Acquia Certified Developer Workshop

In Acquia's Certified Developer Workshop, an Acquia Certified Instructor will guide up to 10 Drupal developers with six months or more practical experience in uncovering the end-to-end aspects of Drupal, and prepare them for taking the Acquia Certified Developer exam. This extensive, hands-on 4 day workshop contains a series of tasks and challenges to help participants understand the various layers of Drupal core and apply the understanding for practical use cases. The workshop includes ten Acquia Certified Developer Exam vouchers, which can be used within 90 days following attendance.

Acquia Certified Developer Exam

The Acquia Certified Developer exam is intended to gauge the skillset of Customer's Developers. This exam validates a candidate's ability to:

- Design, develop and deploy Drupal based solutions.
- Understand the core Drupal basic architecture best practices for front and back end development.
- Develop and maintain applications using Drupal front and back end development.
- Develop and implement new Drupal modules and themes.

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- Customize and extend existing modules and themes.

Limited to one attempt per registrant for the Acquia Certified Developer exam. Minimum of 15 vouchers per Order.

Acquia Certified Developer Back End Specialist Exam

The Acquia Certified Developer Back End Specialist exam is intended to gauge the skillset of Customer's Back End Developers. This exam validates a candidate's ability to:

- Design, develop and deploy Drupal based solutions focusing on the back end.
- Understand the core Drupal basic architecture best practices for back end development.
- Develop and maintain applications using Drupal back end development.
- Develop and implement new Drupal modules.
- Customize and extend existing modules.

Limited to one attempt per registrant for the Acquia Certified Developer - Back End Specialist exam. Minimum of 15 vouchers per Order.

Acquia Certified Developer Front End Specialist Exam

The Acquia Certified Developer Front End Specialist exam is intended to gauge the skillset of Customer's Front end Developers. This exam validates a candidate's ability to:

- Design, develop and deploy Drupal 7 based solutions focusing on the front end.
- Understand core Drupal architecture best practices for site building and theme development.
- Develop and maintain applications using Drupal front end development.
- Develop, customize, and implement new Drupal themes.
- Customize and extend existing modules.
- Build and customize displays using Views module.
-

Limited to one attempt per registrant for the Acquia Certified Developer - Front End Specialist exam. Minimum of 15 vouchers per Order.

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CHAPTER FIFTEEN: DEFINITIONS

Any terms used in this Guide but not defined herein will have the meaning ascribed to such term in the Subscription and Services Agreement between Acquia and Customer.

"**Acceptable Use Policy**" means the policy currently available at https://www.acquia.com/about-us/legal/acquia-acceptable-use-policy, as it may be updated by Acquia from time to time.

"**Acquia Search**" means the fully managed SaaS search offering created by Acquia and included as part of the Acquia Network that integrates with Drupal applications built on the Apache Solr search engine.

"**SaaS Tools**" means Acquia's proprietary website management tools (e.g., Acquia Search, Acquia Insight and Mollom Developer).

"**Apache**" means the freely available web server that is distributed under an open source license.

"**Availability Zones**" means the distinct physical locations that house the AWS data centers and which are engineered to be insulated from failures in other Availability Zones and provide low latency network connectivity to other Availability Zones in the same Region.

"**AWS**" means Amazon Web Services.

"**CAPTCHA**" stands for "Completely Automated Public Turing test to tell Computers and Humans Apart." It is a type of challenge-response test used to determine whether a user is human. This is done by asking a user to solve a challenge that is hard for computers, but relatively easy for human beings. Acquia currently supports both image and audio CAPTCHAs.

"**CDN**" means a content delivery network provided by a third party (e.g. Akamai).

"**Certified Customer Drupal Modules**" means the Drupal Modules that have been certified by Acquia through an Acquia Professional Services engagement

"**Code Base**" means one set of Drupal code and files powering one or more website(s).

"**Drupal Modules**" means Customer-selected contributed or custom Drupal modules.

"**Enhancement**" is an addition of functionality not currently present on Customer's websites.

"**Git**" means a distributed revision control and source code management system with an emphasis on speed.

"**Instance**" will be as defined in each Order.

"**Ham**" means positive content and is automatically published.

"**LAMP Stack**" means the solution stack of free, open source software. The acronym LAMP refers to the first letters of Linux, Apache, MySQL, and PHP.

"**Mollom**" is a text filtering and content analysis web service that analyzes the quality of content posted to websites including comments, contact-form messages, blogs, forum posts, etc. Mollom screens contributions to Customer's websites to help prevent inappropriate user-contributed content from posting to Customer's websites. Acquia provides Mollom to Customer as a web service.

"**Mollom Unavailability**" means that all Mollom servers made available to Customer are unresponsive or otherwise fail to respond to Mollom requests made by Customer's websites. Unavailability does not mean that Mollom incorrectly classifies visitors or their content, even if these classification errors are repeatable.

"**Mollom Usage Guidelines**" means the general usage guidelines Customer will adhere to when using the Acquia API found at: http://mollom.com/usage-guidelines.

"**Order**" means any written order for products, hosting and/or support services, including, without limitation, a purchase order, order, Statement of Work, or other form of ordering document delivered to Acquia, which is subject to, and incorporates by reference, the terms and conditions of the Master Agreement, and to which no other terms apply.

"**PHP**" means the open source server-side scripting language designed for web development to produce dynamic web pages.

"**Platform Drupal Instance**" a production environment through a Drupal 7-based web site builder.

"**Publicly Available Software**" means any open source software, free software or any similar software.

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"**Regions**" means the various geographic areas in which AWS infrastructure services are hosted within the United States, Europe, and Asia Pacific. As of the date hereof, Acquia utilizes AWS services in the following regions:

US East (Northern Virginia)
US West (Oregon)
EU West (Dublin, Ireland)
EU Central (Frankfurt, Germany)
APAC (Singapore & Sydney)

"**Site Factory Platform**" means Acquia's Cloud Site Factory platform provisioned for Customer on Acquia's managed hosting infrastructure.

"**Site Factory Platform Dashboard**" means a management dashboard.

"**Site Factory Platform Drupal Instance**" means a production environment through a Drupal-based web site builder.

"**Site Factory Platform Version Control**" means the Git version control application.

"**Site Factory Customer Drupal Instance**" means a version of the Site Factory Platform Drupal Instance that has been customized by the Customer or on behalf of the Customer.

"**Site Factory Drupal Modules**" means Drupal contributed and custom modules added to the Site Factory Platform Drupal Instance to create the Site Factory Customer Drupal Instance.

"**Spam**" means negative content and is automatically blocked.

"**Subversion**" or "**SVN**" means the software versioning and revision control system distributed under an open source license.

"**Support Users Guide**" located at http://docs.acquia.com/support/guide.

"**Unavailability**" means that the PaaS is unresponsive or responds with an error.

"**Unsure**" means anything between Ham and Spam. Acquia does not recognize the user, they are shown CAPTCHA's, and the Customer gets to decide if the content is automatically published, blocked, or sent for manual moderation.

"**Update**" means the deployment of a subsequent release of the Site Factory Platform or Site Factory Platform Drupal Instance that Acquia generally makes available at no additional license fee. Updates are provided when available as determined by Acquia. Acquia retains the right to deploy updates Monday through Friday, between 11pm – 7am data center local time.

"**User**" means any of Customer's employees, consultants, contractors or agents authorized to use the Services in accordance with the terms and conditions of this Guide.

"**User Data**" means any personal data (such as messages, IP addresses, domain names, nicknames, email addresses, OpenID, etc.) analyzed by Mollom.

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Exhibit A
Carahsoft/Acquia Ohio Pricelist
July 20, 2016

Carahsoft Part Number	Description	List Price	Ohio Price
29-ACB-001	Additional Cloud Bandwidth (per GB)	$3.00	$2.87
29-ACE-MIG-LRG	Acquia Ready Platform Migration Large (Acquia Cloud Enterprise)	$15,000.00	$14,331.99
29-ACE-MIG-MED	Acquia Ready Platform Migration Medium (Acquia Cloud Enterprise)	$8,000.00	$7,643.73
29-ACE-MIG-SM	Acquia Ready Platform Migration Small (Acquia Cloud Enterprise)	$4,000.00	$3,821.86
29-ACP-CONC	Acquia Ready Onboarding Concierge (Acquia Cloud Professional)	$2,500.00	$2,388.66
29-ACP-MIG-LRG	Acquia Ready Platform Migration Large (Acquia Cloud Professional)	$15,000.00	$14,331.99
29-ACP-MIG-MED	Acquia Ready Platform Migration Medium (Acquia Cloud Professional)	$8,000.00	$7,643.73
29-ACP-MIG-SM	Acquia Ready Platform Migration Small (Acquia Cloud Professional)	$4,000.00	$3,821.86
29-ASD-001	Additional Shared Dev/Staging Environment PER CODE BASE	$600.00	$573.28
29-BIWEL	Bi-Weekly Engagement Level	$65,000.00	$62,105.29
29-CD-ELITE	Continuous Delivery Elite	$750,000.00	$716,599.50
29-CD-ELITE-PLUS	Continuous Delivery Elite Plus	$770,000.00	$735,708.82
29-CD-GOLD	Continuous Delivery Gold	$420,000.00	$401,295.72
29-CD-GOLD-PLUS	Continuous Delivery Gold Plus	$450,000.00	$429,959.70
29-CD-STAND	Continuous Delivery Standard	$228,000.00	$217,846.25
29-CONFIG-SSO	Configuration Support SSO	$2,500.00	$2,388.66
29-CONFIG-VARNISH	Configuration Support Varnish (per VCL)	$2,500.00	$2,388.66
29-DC-EV-3	DigiCert - Extended Validation (3 DOMAINS)	$250.00	$238.87
29-DC-W	DigiCert - Wildcard	$600.00	$573.28
29-DVPN-FEE	Dedicated VPN - Set Up Fee	$10,000.00	$9,554.66
29-G2-2XL	Gen2 2XL	$8,182.00	$7,817.62
29-G2-2XL-CPU	Gen2 2XL CPU+	$6,137.00	$5,863.69
29-G2-2XL-STOR	Gen2 2XL Stor+	$24,910.00	$23,800.66
29-G2-4XL-CPU	Gen2 4XL CPU+	$12,272.00	$11,725.48
29-G2-4XL-STOR	Gen2 4XL Stor+	$49,819.00	$47,600.36
29-G2-8XL-CPU	Gen2 8XL CPU+	$24,545.00	$23,451.91
29-G2-8XL-STOR	Gen2 8XL Stor+	$99,638.00	$95,200.72
29-G2-LRG	Gen2 Large	$2,046.00	$1,954.88
29-G2-LRG-CPU	Gen2 Large CPU+	$1,535.00	$1,466.64
29-G2-XL	Gen2 XL	$4,091.00	$3,908.81
29-G2-XL-CPU	Gen2 XL CPU+	$3,068.00	$2,931.37
29-G2-XL-STOR	Gen2 XL Stor+	$12,462.00	$11,907.02
29-GOV-G2-2XL	GovCloud Gen2 2XL	$9,818.00	$9,380.77
29-GOV-G2-2XL-CPU	GovCloud Gen2 2XL CPU+	$7,364.00	$7,036.05
29-GOV-G2-2XL-STOR	GovCloud Gen2 2XL Stor+	$29,892.00	$28,560.79
29-GOV-G2-4XL-CPU	GovCloud Gen2 4XL CPU+	$14,728.00	$14,072.10
29-GOV-G2-4XL-STOR	GovCloud Gen2 4XL Stor+	$59,783.00	$57,120.62
29-GOV-G2-8XL-CPU	GovCloud Gen2 8XL CPU+	$29,454.00	$28,142.30
29-GOV-G2-8XL-STOR	GovCloud Gen2 8XL Stor+	$119,566.00	$114,241.25
29-GOV-G2-LRG	GovCloud Gen2 Large	$2,455.00	$2,345.67
29-GOV-G2-LRG-CPU	GovCloud Gen2 Large CPU+	$1,842.00	$1,759.97
29-GOV-G2-XL	GovCloud Gen2 XL	$4,909.00	$4,690.38
29-GOV-G2-XL-CPU	GovCloud Gen2 XL CPU+	$3,683.00	$3,518.98
29-GOV-G2-XL-STOR	GovCloud Gen2 XL Stor+	$14,946.00	$14,280.39
29-IA-05	Infrastructure Audit (5 Days)	$15,000.00	$14,331.99
29-LIFT-BDL-100MM	Acquia Lift Bundle - Testing & Targeting with Content Recommendations & Offers -	$310,000.00	$296,194.46
29-LIFT-BDL-10MM	Acquia Lift Bundle - Testing & Targeting with Content Recommendations & Offers -	$115,000.00	$109,878.59
29-LIFT-BDL-25MM	Acquia Lift Bundle - Testing & Targeting with Content Recommendations & Offers -	$167,500.00	$160,040.55
29-LIFT-BDL-50MM	Acquia Lift Bundle - Testing & Targeting with Content Recommendations & Offers -	$250,000.00	$238,866.50
29-LIFT-BDL-5MM	Acquia Lift Bundle - Testing & Targeting with Content Recommendations & Offers -	$65,000.00	$62,105.29
29-LIFT-TIER1	Acquia Lift Tier 1 - Content Recommendations & Offers - Up to 5MM Monthly Unic	$50,000.00	$47,773.30
29-LIFT-TIER2	Acquia Lift Tier 2 - Content Recommendations & Offers - Up to 10MM Monthly Uni	$90,000.00	$85,991.94
29-SB.S.SS.DED1	Dedicated Search Tier 1 Dedicated Acquia Search environment supporting a search	$28,750.00	$27,518.89
29-SB.S.SS.DED2	Dedicated Search Tier 2 Dedicated Acquia Search environment supporting a search	$40,250.00	$38,526.45
29-SB.S.SS.DED3	Dedicated Search Tier 3 Dedicated Acquia Search environment supporting a search	$51,750.00	$49,534.01
29-SB.S.SS.DED4	Dedicated Search Tier 4 Dedicated Acquia Search environment supporting a search	$63,250.00	$60,541.56
29-SB.H.HH.00131	Acquia Cloud Professional 1 GB Storage (Qty of 10 25 50 100 200 500 1 TB Only) A	$6.00	$5.74
29-SB.H.HA.DBS.100	Acquia Cloud Enterprise High Availability Database Storage and Disaster Recovery	$1,200.00	$1,148.61
29-SB.H.HA.DBS.1TB	Acquia Cloud Enterprise High Availability Database Storage and Disaster Recovery	$12,288.00	$11,761.81
29-SB.H.HA.DBS.200	Acquia Cloud Enterprise High Availability Database Storage and Disaster Recovery	$2,400.00	$2,297.23
29-SB.H.HA.DBS.250	Acquia Cloud Enterprise High Availability Database Storage and Disaster Recovery	$3,000.00	$2,871.54

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Carahsoft Part Number	Description	List Price	Ohio Price
29-SB.H.HA.DBS.TW	Acquia Cloud Enterprise High Availability Database Storage and Disaster Recovery /	$300.00	$287.15
29-SB.H.HA.DBS.500	Acquia Cloud Enterprise High Availability Database Storage and Disaster Recovery /	$6,000.00	$5,743.07
29-SB.H.HA.DBS.FI	Acquia Cloud Enterprise High Availability Database Storage and Disaster Recovery /	$600.00	$574.31
29-SB.H.HA.DBS.750	Acquia Cloud Enterprise High Availability Database Storage and Disaster Recovery /	$9,000.00	$8,614.61
29-SB.H.HA.FSS.100	Acquia Cloud Enterprise High Availability File System Storage and Disaster Recover	$1,200.00	$1,148.61
29-SB.H.HA.FSS.1TB	Acquia Cloud Enterprise High Availability File System Storage and Disaster Recover	$12,288.00	$11,761.81
29-SB.H.HA.FSS.200	Acquia Cloud Enterprise High Availability File System Storage and Disaster Recover	$2,400.00	$2,297.23
29-SB.H.HA.FSS.250	Acquia Cloud Enterprise High Availability File System Storage and Disaster Recover	$3,000.00	$2,871.54
29-SB.H.HA.FSS.TW	Acquia Cloud Enterprise High Availability File System Storage and Disaster Recover	$300.00	$287.15
29-SB.H.HA.FSSDR.500	Acquia Cloud Enterprise High Availability File System Storage and Disaster Recover	$6,000.00	$5,743.07
29-SB.H.HA.FSS.FI	Acquia Cloud Enterprise High Availability File System Storage and Disaster Recover	$600.00	$574.31
29-SB.H.HA.FSS.750	Acquia Cloud Enterprise High Availability File System Storage and Disaster Recover	$9,000.00	$8,614.61
29-SB.H.ACE.00100	Acquia Cloud Enterprise Elite Silver Monthly TAM hours not to exceed 20; Quarter	$161,000.00	$154,105.79
29-SB.H.ACE.00103	Acquia Cloud Enterprise Elite Gold Monthly TAM hours not to exceed 40; Quarterl	$269,100.00	$257,576.83
29-SB.H.ACE.00106	Acquia Cloud Enterprise Elite Platinum Monthly TAM hours not to exceed 80; Qua	$486,450.00	$465,619.65
29-SB.H.ACE.00107	Acquia Cloud Enterprise Elite Diamond Dedicated TAM; Monthly TAM hours not tc	$746,350.00	$714,390.43
29-SB.H.ACE.00074	Acquia Cloud Enterprise Elite Bronze Monthly TAM hours not to exceed 10 no on s	$102,350.00	$97,967.25
29-SB.H.HH.00212	Acquia Cloud Cluster Gen2 Large (GovCloud) High Availability web & database (2 A	$11,660.00	$11,160.71
29-SB.H.HH.00087	Acquia Cloud Cluster Gen2 Large Highly-available web & database (2 AC Instance G	$9,716.00	$9,299.95
29-SB.H.HH.00211	Acquia Cloud Gen2 Medium (GovCloud) Highly-available web & database (2 AC Ins	$6,752.00	$6,462.87
29-SB.H.HH.00086	Acquia Cloud Cluster Gen2 Medium Highly-available web & database (2 AC Instanc	$5,627.00	$5,386.05
29-SB.H.HH.00215	Acquia Cloud Cluster Gen2 Multi-tier Large (GovCloud) Highly-available web (4 AC	$20,260.00	$19,392.44
29-SB.H.HH.00090	Acquia Cloud Cluster Gen2 Multi-tier Large Highly-available web (4 AC Instance Ge	$16,890.00	$16,166.75
29-SB.H.HH.00214	Acquia Cloud Cluster Gen2 Multi-tier Medium (GovCloud) Highly-available web (2 /	$16,580.00	$15,870.03
29-SB.H.HH.00089	Acquia Cloud Cluster Gen2 Multi-tier Medium Highly-available web (2 AC Instance	$13,820.00	$13,228.21
29-SB.H.HH.00210	Acquia Cloud Cluster Gen2 Small (GovCloud) Highly-available web & database (2 A	$5,526.00	$5,289.37
29-SB.H.HH.00006	Acquia Cloud Cluster Gen2 Small Highly-available web & database (2 AC Instance G	$4,604.00	$4,406.85
29-SB.H.HH.00213	Acquia Cloud Cluster Gen2 XL (GovCloud) Highly-available web & database (2 AC Ir	$21,478.00	$20,558.29
29-SB.H.HH.00088	Acquia Cloud Cluster Gen2 XL Highly-available web & database (2 AC Instance Gen	$17,898.00	$17,131.59
29-SB.SF.ELI.SF117	Acquia Cloud Site Factory Small Elite Bronze Coverage for up to 1MM pageviews/n	$217,350.00	$208,042.82
29-SB.SF.ELI.SF120	Acquia Cloud Site Factory Small Elite Silver Coverage for up to 1MM pageviews/m	$276,000.00	$264,181.36
29-SB.SF.ELI.SF123	Acquia Cloud Site Factory Small Elite Gold Coverage for up to 1MM pageviews/mo	$384,100.00	$367,652.39
29-SB.SF.ELI.SF126	Acquia Cloud Site Factory Small Elite Platinum Coverage for up to 1MM pageviews,	$601,450.00	$575,695.21
29-SB.SF.ELI.SF127	Acquia Cloud Site Factory Small Elite Diamond Coverage for up to 1MM pageviews,	$861,350.00	$824,465.99
29-SB.SF.ELI.SF128	Acquia Cloud Site Factory Medium Elite Bronze Coverage for up to 5MM pageview	$303,600.00	$290,599.50
29-SB.SF.ELI.SF131	Acquia Cloud Site Factory Medium Elite Silver Coverage for up to 5MM pageviews/	$362,250.00	$346,738.04
29-SB.SF.ELI.SF134	Acquia Cloud Site Factory Medium Elite Gold Coverage for up to 5MM pageviews/	$470,350.00	$450,209.07
29-SB.SF.ELI.SF137	Acquia Cloud Site Factory Medium Elite Platinum Coverage for up to 5MM pagevie	$687,700.00	$658,251.89
29-SB.SF.ELI.SF138	Acquia Cloud Site Factory Diamond Coverage for up to 5MM pageviews/month; Ur	$947,600.00	$907,022.67
29-SB.SF.ELI.SF139	Acquia Cloud Site Factory Large Elite Bronze Coverage for up to 10MM pageviews/	$470,350.00	$450,209.07
29-SB.SF.ELI.SF142	Acquia Cloud Site Factory Large Elite Silver Coverage for up to 10MM pageviews/m	$529,000.00	$506,347.61
29-SB.SF.ELI.SF145	Acquia Cloud Site Factory Large Elite Gold Coverage for up to 10MM pageviews/m	$637,100.00	$609,818.64
29-SB.SF.ELI.SF148	Acquia Cloud Site Factory Large Elite Platinum Coverage for up to 10MM pageview	$854,450.00	$817,861.46
29-SB.SF.ELI.SF149	Acquia Cloud Site Factory Large Elite Diamond Coverage for up to 10MM pageview	$1,114,350.00	$1,066,632.24
29-S.HS.SVPN	Secure VPN **Set-Up Required** Secure VPN service	$15,000.00	$14,357.68
29-SB.H.HH.00352	Acquia Cloud Cluster Full Tier Medium	$22,000.00	$21,057.93
29-SB.H.HH.00364	Acquia Cloud Cluster Full Tier Medium (GovCloud)	$26,400.00	$25,269.52
29-SB.H.HH.00365	Acquia Cloud Cluster Full Tier Large (GovCloud)	$30,080.00	$28,791.94
29-SB.H.HH.00353	Acquia Cloud Cluster Full Tier Large	$25,070.00	$23,996.47
29-S.HS.EDGE.5	Acquia Cloud Edge Protect - 5 Domains Acquia Cloud Edge Protect provides Distrib	$40,000.00	$38,287.15
29-S.HS.EDGE.10	Acquia Cloud Edge Protect - 10 Domains Acquia Cloud Edge Protect provides Distri	$50,000.00	$47,858.94
29-S.HS.EDGE.25	Acquia Cloud Edge Protect - 25 Domains Acquia Cloud Edge Protect provides Distri	$65,000.00	$62,216.62
29-S.HS.EDGE.50	Acquia Cloud Edge Protect - 50 Domains Acquia Cloud Edge Protect provides Distri	$90,000.00	$86,146.10
29-S.HS.EDGE.100	Acquia Cloud Edge Protect - 100 Domains Acquia Cloud Edge Protect provides Dist	$120,000.00	$114,861.46
29-SB.H.LIFT.0023	Acquia Lift Base (500K uniques) Data warehouse powering unified customer profile	$60,000.00	$57,430.73
29-SB.H.LIFT.0029	Acquia Lift Omni-channel Add-on (500K uniques) APIs and dedicated warehouse	$30,000.00	$28,715.37
29-SB.H.LIFT.0024	Acquia Lift Base (5M uniques) Data warehouse powering unified customer profiles	$75,000.00	$71,788.41
29-SB.H.LIFT.0030	Acquia Lift Omni-channel Add-on (5M uniques) APIs and dedicated warehouse	$37,500.00	$35,894.21
29-SB.H.LIFT.0025	Acquia Lift Base (10M uniques) Data warehouse powering unified customer profile	$100,000.00	$95,717.88
29-SB.H.LIFT.0031	Acquia Lift Omni-channel Add-on (10M uniques) APIs and dedicated warehouse	$50,000.00	$47,858.94
29-SB.H.LIFT.0026	Acquia Lift Base (25M uniques) Data warehouse powering unified customer profile	$150,000.00	$143,576.83

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29-SB.H.LIFT.0032	Acquia Lift Omni-channel Add-on (25M uniques) APIs and dedicated warehouse	$75,000.00	$71,788.41
29-SB.H.LIFT.0027	Acquia Lift Base (50M uniques) Data warehouse powering unified customer profile	$225,000.00	$215,365.24
29-SB.H.LIFT.0033	Acquia Lift Omni-channel Add-on (50M uniques) APIs and dedicated warehouse	$112,500.00	$107,682.62
29-SB.H.LIFT.0028	Acquia Lift Base (100M uniques) Data warehouse powering unified customer profil	$275,000.00	$263,224.18
29-SB.H.LIFT.0034	Acquia Lift Omni-channel Add-on (100M uniques) APIs and dedicated warehouse	$137,500.00	$131,612.09
29-PS.P.LIFT.BASE	Acquia Lift Enablement: Base This Lift enablement package begins your web persoı	$18,500.00	$17,707.81
29-PS.A.ASSURE.001	Elite Assurances **REQUIRES ELITE SUB** Security and performance assurance for	$20,000.00	$19,143.58
29-PS.H.LIFT.0016	Acquia Lift - Target - Concierge One time fee - Acquia Ready Concierge for Acquia L	$7,500.00	$7,178.84
29-PS.P.LFT.REC	Acquia Lift - Recommend - Concierge One time fee- Acquia Ready Concierge for Ac	$7,500.00	$7,178.84
29-PS.P.SU.CDN	Acquia Cloud Edge Quick Start The Acquia Cloud Edge Quick Start service provides	$5,000.00	$4,785.89
29-PS.T.MT	Migration Train your Team One time fee - Acquia will spend up to six hours trainin	$1,500.00	$1,435.77
29-PS.T.TRAIN.CMT3	Drupal Content Management Training (3-days) During this three (3) day course tra	$4,000.00	$3,828.72
29-SB.H.ACP.00037	Acquia Cloud Professional Per Additional Code Base Fee (2-9)	$1,500.00	$1,435.77
29-SB.H.ACP.00038	Acquia Cloud Professional Per Additional Code Base Fee (10-19)	$1,250.00	$1,196.47
29-PS.P.FE.002	Front End Theming Jumpstart Acquia's Front End Theming Jumpstart will provide C	$18,000.00	$17,229.22
29-PS.P.IPW	Infrastructure Planning Workshop Acquia's Drupal Infrastructure Workshop will he	$18,000.00	$17,229.22
29-PS.P.DCIW	Drupal Continuous Integration Workshop Acquia's Continuous Integration workshc	$18,000.00	$17,229.22
29-PS.P.GW	Governance Workshop Acquia's Governance Workshop will provide Customer with	$18,000.00	$17,229.22
29-PS.P.D8.WKS	Database Readiness Workshop Database Readiness Workshop will help our custom	$35,500.00	$33,979.85
29-PS.P.FE.001	Front End Audit Acquia's Front End Audit will provide Customer with a detailed ana	$15,000.00	$14,357.68
29-PS.P.LNCH.BSC	Launch Readiness Basic Acquia Launch Readiness Basic is a strategic offering for a s	$25,000.00	$23,929.47
29-PS.P.LNCH.FULL	Launch Readiness Complete Acquia Launch Readiness Complete offering is for a sir	$37,500.00	$35,894.21
29-PS.P.LR.003	Launch Readiness Performance Profiling	$5,000.00	$4,785.89
29-TRN-DR-THEME	Drupal 7 Theming & Layouts (2 Days)	$8,800.00	$8,423.17
29-TRN-DR-SB	Drupal 7 Site Building (2 Days)	$8,800.00	$8,423.17
29-TRN-DR-PHP	PHP for Drupal (1 day)	$4,400.00	$4,211.59
29-TRN-DR-PANELS	Drupal 7 Panels (1 day)	$4,400.00	$4,211.59
29-TRN-DR-MULTI	Drupal 7 Multilingual Development (1 day)	$4,400.00	$4,211.59
29-TRN-DR-MD	Drupal 7 Module Development (2 Days)	$8,800.00	$8,423.17
29-TRN-DR-DAY	Drupal 7 in a Day (1 Day)	$4,400.00	$4,211.59
29-RA-STAND	Remote Administration Standard	$5,500.00	$5,264.48
29-RA-PREM	Remote Administration Premium	$11,000.00	$10,528.97
29-PAAS-SFS	Site Factory Small; PaaS	$110,000.00	$105,289.67
29-PAAS-SFM	Site Factory Medium; PaaS	$192,500.00	$184,256.93
29-PAAS-SFL	Site Factory Large; PaaS	$352,000.00	$336,926.95
29-OC-05	On-site Consulting (5 Days)	$16,500.00	$15,793.45
29-MP-OMP	Mollom Professional (Old Mollom Premium)	$5,280.00	$5,053.90
29-MD-OMP	Mollom Developer (Old Mollom Plus)	$528.00	$505.39
29-JS-00	JumpStart	$16,500.00	$15,793.45
29-DW-11	Discovery Workshop - 1 week onsite 1 week remote	$44,000.00	$42,115.87
29-DID-05	Drupal Immersion for Developers (5 Days)	$22,000.00	$21,057.93
29-DC-UCC-1	DigiCert - UCC (1 DOMAIN); Annual Subscription	$360.00	$344.58
29-AW-00	Architecture Workshop	$16,500.00	$15,793.45
29-ADE-ADD-10-19	Acquia Cloud Enterprise Additional Codebase (10-19)	$2,750.00	$2,632.24
29-ADD-APP-TICK	Additional Drupal Application Tickets (6 tickets)	$5,500.00	$5,264.48
29-ACP-START-20	Acquia Cloud Professional Starter (20 Codebase)	$25,850.00	$24,743.07
29-ACP-START-10	Acquia Cloud Professional Starter (10 Codebases)	$17,600.00	$16,846.35
29-ACP-START-1	Acquia Cloud Professional Starter (1 Codebase)	$6,600.00	$6,317.38
29-ACP-PREM-20	Acquia Cloud Professional Premium (20 Codebase)	$66,000.00	$63,173.80
29-ACP-PREM-10	Acquia Cloud Professional Premium (10 Codebases)	$57,750.00	$55,277.08
29-ACP-PREM-1	Acquia Cloud Professional Premium (1 Codebase)	$46,750.00	$44,748.11
29-ACP-BUS-20	Acquia Cloud Professional Business (20 Codebase)	$49,500.00	$47,380.35
29-ACP-BUS-10	Acquia Cloud Professional Business (10 Codebases)	$41,250.00	$39,483.63
29-ACP-BUS-1	Acquia Cloud Professional Business (1 Codebase)	$30,250.00	$28,954.66
29-ACP-BAS-20	Acquia Cloud Professional Basic (20 Codebase)	$33,000.00	$31,586.90
29-ACP-BAS-10	Acquia Cloud Professional Basic (10 Codebases)	$24,750.00	$23,690.18
29-ACP-BAS-1	Acquia Cloud Professional Basic (1 Codebase)	$13,750.00	$13,161.21
29-ACE-START-20	Acquia Cloud Enterprise Starter (20 Codebase)	$47,850.00	$45,801.01
29-ACE-START-10	Acquia Cloud Enterprise Starter (10 Codebase)	$31,350.00	$30,007.56
29-ACE-START-1	Acquia Cloud Enterprise Starter (1 Codebase)	$14,850.00	$14,214.11
29-ACE-PREM-50	Acquia Cloud Enterprise Premium (50 Codebase)	$126,500.00	$121,083.12

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29-ACE-PREM-250	Acquia Cloud Enterprise Premium (250 Codebase)	$181,500.00	$173,727.96
29-ACE-PREM-20	Acquia Cloud Enterprise Premium (20 Codebase)	$88,000.00	$84,231.74
29-ACE-PREM-100	Acquia Cloud Enterprise Premium (100 Codebase)	$154,000.00	$147,405.54
29-ACE-PREM-10	Acquia Cloud Enterprise Premium (10 Codebase)	$71,500.00	$68,438.29
29-ACE-PREM-1	Acquia Cloud Enterprise Premium (1 Codebase)	$55,000.00	$52,644.84
29-ACE-ELITE-ADD-8-10	Acquia Cloud Enterprise Elite Additional Codebases (8-10)	$11,000.00	$10,528.97
29-ACE-ELITE-ADD-5-7	Acquia Cloud Enterprise Elite Additional Codebases (5-7)	$13,750.00	$13,161.21
29-ACE-ELITE-ADD-2-4	Acquia Cloud Enterprise Elite Additional Codebases (2-4)	$16,500.00	$15,793.45
29-ACE-BUS-50	Acquia Cloud Enterprise Business (50 Codebase)	$110,000.00	$105,289.67
29-ACE-BUS-250	Acquia Cloud Enterprise Business (250 Codebase)	$165,000.00	$157,934.51
29-ACE-BUS-20	Acquia Cloud Enterprise Business (20 Codebase)	$71,500.00	$68,438.29
29-ACE-BUS-100	Acquia Cloud Enterprise Business (100 Codebase)	$137,500.00	$131,612.09
29-ACE-BUS-10	Acquia Cloud Enterprise Business (10 Codebase)	$55,000.00	$52,644.84
29-ACE-BUS-1	Acquia Cloud Enterprise Business (1 Codebase)	$38,500.00	$36,851.39
29-ACE-BAS-50	Acquia Cloud Enterprise Basic (50 Codebase)	$93,500.00	$89,496.22
29-ACE-BAS-20	Acquia Cloud Enterprise Basic (20 Codebase)	$55,000.00	$52,644.84
29-ACE-BAS-10	Acquia Cloud Enterprise Basic (10 Codebase)	$38,500.00	$36,851.39
29-ACE-BAS-1	Acquia Cloud Enterprise Basic (1 Codebase)	$22,000.00	$21,057.93
29-ACE-ADD-50-99	Acquia Cloud Enterprise Additional Codebase (50-99)	$1,650.00	$1,579.35
29-ACE-ADD-2-9	Acquia Cloud Enterprise Additional Codebase (2-9)	$3,300.00	$3,158.69
29-ACE-ADD-250	Acquia Cloud Enterprise Additional Codebase (250+)	$550.00	$526.45
29-ACE-ADD-20-49	Acquia Cloud Enterprise Additional Codebase (20-49)	$2,200.00	$2,105.79
29-ACE-ADD-100-249	Acquia Cloud Enterprise Additional Codebase (100 – 249)	$1,100.00	$1,052.90
29-PS.B.D8.ADOPT	Drupal 8 Early Adopter Program	$10,000.00	$9,571.79
29-ACP-ADD-10-19	Acquia Insight Subscription Additional Codebase (10-19)	$687.50	$658.06
29-ACP-ADD-20-49	Acquia Insight Subscription Additional Codebase (20-49)	$550.00	$526.45
29-ACP-ADD-2-9	Acquia Insight Subscription Additional Codebase (2-9)	$825.00	$789.67
29-AS-BAS-1	Insight Subscription Basic (1 Codebase)	$11,000.00	$10,528.97
29-AS-BAS-10	Insight Subscription Basic (10 Codebase)	$18,150.00	$17,372.80
29-AS-BAS-20	Insight Subscription Basic (20 Codebase)	$22,000.00	$21,057.93
29-AS-BAS-50	Insight Subscription Basic (50 Codebase)	$31,900.00	$30,534.01
29-AS-BUS-1	Insight Subscription Business (1 Codebase)	$27,500.00	$26,322.42
29-AS-BUS-10	Insight Subscription Business (10 Codebase)	$34,650.00	$33,166.25
29-AS-BUS-100	Insight Subscription Business (100 Codebase)	$55,000.00	$52,644.84
29-AS-BUS-20	Insight Subscription Business (20 Codebase)	$38,500.00	$36,851.39
29-AS-BUS-250	Insight Subscription Business (250 Codebase)	$62,150.00	$59,488.66
29-AS-BUS-50	Insight Subscription Business (50 Codebase)	$48,400.00	$46,327.46
29-AS-PREM-1	Insight Subscription Premium (1 Codebase)	$44,000.00	$42,115.87
29-AS-PREM-10	Insight Subscription Premium (10 Codebase)	$51,150.00	$48,959.70
29-AS-PREM-100	Insight Subscription Premium (100 Codebase)	$71,500.00	$68,438.29
29-AS-PREM-20	Insight Subscription Premium (20 Codebase)	$55,000.00	$52,644.84
29-AS-PREM-250	Insight Subscription Premium (250 Codebase)	$78,650.00	$75,282.12
29-AS-PREM-50	Insight Subscription Premium (50 Codebase)	$64,900.00	$62,120.91
29-AS-START-1	Insight Subscription Starter (1 Codebase)	$5,500.00	$5,264.48
29-AS-START-10	Insight Subscription Starter (10 Codebase)	$11,000.00	$10,528.97
29-AS-START-20	Insight Subscription Starter (20 Codebase)	$14,850.00	$14,214.11
29-SAO-L	Additional Shared Search Add-On - Large	$2,875.00	$2,751.89
29-SAO-M	Additional Shared Search Add-On - Micro	$230.00	$220.15
29-SAO-MD	Additional Shared Search Add-On - Medium	$1,725.00	$1,651.13
29-SAO-S	Additional Shared Search Add-On - Small	$575.00	$550.38
29-SAO-XL	Additional Shared Search Add-On - Extra-Large	$8,625.00	$8,255.67
29-MJS-10	Migration JumpStart (5 Days)	$16,720.67	$16,004.67
29-SB.H.HH.00219	Acquia Cloud Instance Dedicated Hypervisor Large	$2,250.00	$2,153.65
29-SB.H.HH.00220	Acquia Cloud Instance Dedicated Hypervisor Extra Large	$4,500.00	$4,307.30
29-SB.H.HH.00221	Acquia Cloud Instance Dedicated Hypervisor 2XL	$9,000.00	$8,614.61
29-SB.H.HH.00222	Acquia Cloud Instance Dedicated Hypervisor Large CPU+	$1,700.00	$1,627.20
29-SB.H.HH.00223	Acquia Cloud Instance Dedicated Hypervisor XL CPU+	$3,380.00	$3,235.26
29-SB.H.HH.00224	Acquia Cloud Instance Dedicated Hypervisor 2XL CPU+	$6,750.00	$6,460.96
29-SB.H.HH.00225	Acquia Cloud Instance Dedicated Hypervisor 4XL CPU+	$13,500.00	$12,921.91
29-SB.H.HH.00226	Acquia Cloud Instance Dedicated Hypervisor 8XL CPU+	$24,550.00	$23,498.74
29-SB.H.HH.00227	Acquia Cloud Instance Dedicated Hypervisor XL Stor+	$13,710.00	$13,122.92

Exhibit A
Carahsoft/Acquia Ohio Pricelist
July 20, 2016

Carahsoft Part Number	Description	List Price	Ohio Price
29-SB.H.HH.00228	Acquia Cloud Instance Dedicated Hypervisor 2XL Stor+	$27,410.00	$26,236.27
29-SB.H.HH.00229	Acquia Cloud Instance Dedicated Hypervisor 4XL Stor+	$54,810.00	$52,462.97
29-SB.H.HH.00230	Acquia Cloud Instance Dedicated Hypervisor 8XL Stor+	$99,640.00	$95,373.30
29-SB.H.HH.00231	Acquia Cloud Instance Dedicated Hypervisor Large (GovCloud)	$2,710.00	$2,593.95
29-SB.H.HH.00232	Acquia Cloud Instance Dedicated Hypervisor XL (GovCloud)	$5,410.00	$5,178.34
29-SB.H.HH.00233	Acquia Cloud Instance Dedicated Hypervisor 2XL (GovCloud)	$10,800.00	$10,337.53
29-SB.H.HH.00234	Acquia Cloud Instance Dedicated Hypervisor Large CPU+ (GovCloud)	$2,020.00	$1,933.50
29-SB.H.HH.00235	Acquia Cloud Instance Dedicated Hypervisor XL CPU+ (GovCloud)	$4,050.00	$3,876.57
29-SB.H.HH.00236	Acquia Cloud Instance Dedicated Hypervisor 2XL CPU+ (GovCloud)	$8,100.00	$7,753.15
29-SB.H.HH.00237	Acquia Cloud Instance Dedicated Hypervisor 4XL CPU+ (GovCloud)	$16,190.00	$15,496.73
29-SB.H.HH.00238	Acquia Cloud Instance Dedicated Hypervisor 8XL CPU+ (GovCloud)	$29,460.00	$28,198.49
29-SB.H.HH.00239	Acquia Cloud Instance Dedicated Hypervisor XL Stor+ (GovCloud)	$16,440.00	$15,736.02
29-ACE-ELITE-DTAM-2	For Renewal Only Acquia Cloud Enterprise Elite: Dedicated TAM Option 2	$110,000.00	$105,101.26
29-ACE-ELITE-GSD-1	For Renewal Only Acquia Cloud Enterprise Elite: Getting Started with Drupal Optio	$139,400.00	$133,191.96
29-ACE-ELITE-GSD-3	For Renewal Only Acquia Cloud Enterprise Elite: Getting Started with Drupal Optio	$170,000.00	$162,429.22
29-ACH-CM	For Renewal Only Acquia Cloud Hardware - c1.medium; Annual Subscription	$1,753.00	$1,674.93
29-ACH-CXL	For Renewal Only Acquia Cloud Hardware - c1.xlarge; Annual Subscription	$7,013.00	$6,700.68
29-ACH-L	For Renewal Only Acquia Cloud Hardware - m1.large; Annual Subscription	$2,557.00	$2,443.13
29-ACH-M	For Renewal Only Acquia Cloud Hardware - m1.medium; Annual Subscription	$1,272.00	$1,215.35
29-ACH-MXL	For Renewal Only Acquia Cloud Hardware - m2.xlarge; Annual Subscription	$3,580.00	$3,420.57
29-ACH-XL	For Renewal Only Acquia Cloud Hardware - m1.xlarge; Annual Subscription	$5,114.00	$4,886.25
29-AD-00	For Renewal Only Additional Docroot	$10,000.00	$9,554.66
29-ADD-DEV-STOR	For Renewal Only Additional Dev/Stage Storage*	$6.00	$5.73
29-DED-VPC	Shield - Dedicated VPC	$50,000.00	$47,773.30
29-E-ACB-A	For Renewal Only Elite - Add'l Code Base (Level A)	$15,000.00	$14,331.99
29-E-ACB-C	For Renewal Only Elite - Add'l Code Base (Level C)	$30,000.00	$28,663.98
29-E-DS-C	For Renewal Only Elite - Dedicated Support (Acquia Network with Cloud); Annual S	$130,000.00	$124,210.58
29-E-GACE	For Renewal Only Enterprise - Gold w/ Acquia Cloud Enterprise (Managed Cloud); /	$50,000.00	$47,773.30
29-E-MCD-C	For Renewal Only Elite - Mission Critical Drupal (Acquia Network with Cloud); Annu	$385,000.00	$367,854.41
29-E-S-00	For Renewal Only Enterprise - Silver	$25,000.00	$23,886.65
29-E-SACE	For Renewal Only Enterprise - Silver w/ Acquia Cloud Enterprise (Managed Cloud);	$35,000.00	$33,441.31
29-HAFS-001	For Renewal Only HA File System or DB Storage (per GB); Annual Subscription	$6.00	$5.73
29-NON-HASTOR-DB	For Renewal Only Non-HA Storage - Database	$6.00	$5.73
29-NON-HASTOR-FS	For Renewal Only Non-HA Storage - File System	$6.00	$5.73
29-PP-B	For Renewal Only Professional Plus - Bronze	$5,000.00	$4,777.33
29-PP-BAC-D	For Renewal Only Professional Plus - Bronze with Acquia Cloud (Dev Cloud); Annua	$6,000.00	$5,732.80
29-PP-BACE	For Renewal Only Professional Plus - Bronze with Acquia Cloud Enterprise (Manage	$15,000.00	$14,331.99
29-PP-G	For Renewal Only Professional Plus - Gold	$15,000.00	$14,331.99
29-PP-GACE	For Renewal Only Professional Plus - Gold with Acquia Cloud Enterprise (Managed	$25,000.00	$23,886.65
29-PP-S	For Renewal Only Professional Plus - Silver	$10,000.00	$9,554.66
29-PP-SAC-D	For Renewal Only Professional Plus - Silver with Acquia Cloud (Dev Cloud); Annual	$11,000.00	$10,510.13
29-PP-SACE	For Renewal Only Professional Plus - Silver with Acquia Cloud Enterprise (Managed	$20,000.00	$19,109.32
29-RAA-002	For Renewal Only Remote Administration - Alone	$12,000.00	$11,465.59
29-TAM-ADD-10	Event-Based TAM Burst - 10 hours (Acquia Cloud Enterprise)	$4,500.00	$4,299.60
29-TAM-ADD-20	Event-Based TAM Burst - 20 hours (Acquia Cloud Enterprise)	$8,700.00	$8,312.55
29-TAM-ADD-30	Event-Based TAM Burst - 30 hours (Acquia Cloud Enterprise)	$12,750.00	$12,182.19
29-TAM-ADD-40	Event-Based TAM Burst - 40 hours (Acquia Cloud Enterprise)	$16,600.00	$15,860.74
29-TAM-ADD-50	Event-Based TAM Burst - 50 hours (Acquia Cloud Enterprise)	$20,000.00	$19,109.32
29-SB.H.HH.00240	Acquia Cloud Instance Dedicated Hypervisor 2XL Stor+ (GovCloud)	$32,880.00	$31,472.04
29-SB.H.HH.00241	Acquia Cloud Instance Dedicated Hypervisor 4XL Stor+ (GovCloud)	$65,760.00	$62,944.08
29-SB.H.HH.00242	Acquia Cloud Instance Dedicated Hypervisor 8XL Stor+ (GovCloud)	$119,570.00	$114,449.87
29-SB.H.HH.00296	Acquia Cloud Cluster Dedicated Hypervisor Small	$8,480.00	$8,116.88
29-SB.H.HH.00297	Acquia Cloud Cluster Dedicated Hypervisor Medium	$10,700.00	$10,241.81
29-SB.H.HH.00298	Acquia Cloud Cluster Dedicated Hypervisor Large	$19,700.00	$18,856.42
29-SB.H.HH.00299	Acquia Cloud Cluster Dedicated Hypervisor Extra Large	$28,700.00	$27,471.03
29-SB.H.HH.00300	Acquia Cloud Cluster Dedicated Hypervisor Multi-Tier Medium	$15,230.00	$14,577.83
29-SB.H.HH.00301	Acquia Cloud Cluster Dedicated Hypervisor Multi-Tier Large	$18,620.00	$17,822.67
29-SB.H.HH.00302	Acquia Cloud Cluster Dedicated Hypervisor Full Tier Medium	$22,000.00	$21,057.93
29-SB.H.HH.00303	Acquia Cloud Cluster Dedicated Hypervisor Full Tier Large	$25,070.00	$23,996.47
29-SB.H.HH.00304	Acquia Cloud Cluster Dedicated Hypervisor Small (GovCloud)	$10,090.00	$9,657.93
29-SB.H.HH.00305	Acquia Cloud Cluster Dedicated Hypervisor Medium (GovCloud)	$12,830.00	$12,280.60

Exhibit A
Carahsoft/Acquia Ohio Pricelist
July 20, 2016

Carahsoft Part Number	Description	List Price	Ohio Price
29-SB.H.HH.00306	Acquia Cloud Cluster Dedicated Hypervisor Large (GovCloud)	$23,640.00	$22,627.71
29-SB.H.HH.00307	Acquia Cloud Cluster Dedicated Hypervisor Extra Large (GovCloud)	$34,430.00	$32,955.67
29-SB.H.HH.00308	Acquia Cloud Cluster Dedicated Hypervisor Multi-Tier Medium (GovCloud)	$18,180.00	$17,401.51
29-SB.H.HH.00309	Acquia Cloud Cluster Dedicated Hypervisor Multi-Tier Large (GovCloud)	$28,770.00	$27,538.04
29-SB.H.HH.00310	Acquia Cloud Cluster Dedicated Hypervisor Full Tier Medium (GovCloud)	$26,400.00	$25,269.52
29-SB.H.HH.00311	Acquia Cloud Cluster Dedicated Hypervisor Full Tier Large (GovCloud)	$30,080.00	$28,791.94
29-LIFT-TIER3	Acquia Lift Tier 3 - Content Recommendations & Offers - Up to 25MM Monthly Uni	$135,000.00	$128,987.91
29-LIFT-TIER4	Acquia Lift Tier 4- Content Recommendations & Offers - Up to 50MM Monthly Uni	$200,000.00	$191,093.20
29-LIFT-TIER5	Acquia Lift Tier 5 - Content Recommendations & Offers - Up to 100MM Monthly Ui	$250,000.00	$238,866.50
29-LIFT-TT-100MM	Acquia Lift - Testing & Targeting - Up to 100MM Monthly Unique Visitors	$185,000.00	$176,761.21
29-LIFT-TT-10MM	Acquia Lift - Testing & Targeting - Up to 10MM Monthly Unique Visitors	$70,000.00	$66,882.62
29-LIFT-TT-25MM	Acquia Lift - Testing & Targeting - Up to 25MM Monthly Unique Visitors	$100,000.00	$95,546.60
29-LIFT-TT-50MM	Acquia Lift - Testing & Targeting - Up to 50MM Monthly Unique Visitors	$150,000.00	$143,319.90
29-LIFT-TT-5MM	Acquia Lift - Testing & Targeting - Up to 5MM Monthly Unique Visitors	$40,000.00	$38,218.64
29-MRR-002	Multi Region Replication with Failover	$50,000.00	$47,773.30
29-MRR-FEE	Multi Region Replication with Failover Set Up Fee	$20,000.00	$19,109.32
29-PA-05	Performance Audit (5 Days)	$15,000.00	$14,331.99
29-PCH-00	Prime Contractor Hours	$250.00	$238.87
29-PS.P.PK.ARW	One week Architecture Workshop	$15,000.00	$14,331.99
29-PS.P.PK.PAU	Performance Audit	$15,000.00	$14,331.99
29-PS.P.SA	General Site Audit	$15,000.00	$14,331.99
29-SA-00	Security Audit	$15,000.00	$14,331.99
29-SA-05	Site Audit (5 Days)	$15,000.00	$14,331.99
29-SF-CD-BAS	Site Factory Continuous Delivery Basic	$120,000.00	$114,655.92
29-SF-CD-STAND	Site Factory Continuous Delivery Standard	$228,000.00	$217,846.25
29-SSL-002	SSL Certificate	$200.00	$191.09
29-SSU-05	Skills step-up (5 Days)	$20,000.00	$19,109.32
29-PS.P.LIFT.BASEPLS	Acquia Lift Enablement: Base + Omni-channel This Lift enablement package kicksta	$37,500.00	$35,894.21
29-PS.P.LIFT.OCUP	Acquia Lift Enablement: Omni-channel Upgrade This Lift enablement package upgr	$20,000.00	$19,143.58
29-PS.P.SF.JS	Site Factory SaaS 1 Week JumpStart Acquia will deliver JumpStart Services to the C	$17,500.00	$16,750.63
29-SB.H.ACE.00076	Acquia Cloud Professional Per Additional Code Base Fee (20-49)	$1,150.00	$1,100.76

Acquia

Exhibit B

Privacy Policy

Thank you for visiting Acquia, Inc.'s ("Acquia") Internet web site located at the URL: http://acquia.com ("Site"). This Privacy Policy details certain policies implemented throughout Acquia governing Acquia's use of personally identifiable information about users of our Site and users of our services and/or software that is available for download on this Site.

Acquia complies with the U.S.-EU Safe Harbor Framework and the U.S.-Swiss Safe Harbor Framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal information from European Union member countries and Switzerland. Acquia has certified that it adheres to the Safe Harbor Privacy Principles of notice, choice, onward transfer, security, data integrity, access, and enforcement. To learn more about the Safe Harbor program, and to view Acquia's certification, please visithttp://www.export.gov/safeharbor/

Privacy Policy Updates

Due to the Internet's rapidly evolving nature, Acquia may need to update this Privacy Policy from time to time. If so, Acquia will post our updated Privacy Policy on our Site located at http://acquia.com/about-us/legal/privacy-policy and post notice of the change so it is visible when users log-on for the first time after the change is posted so that you are always aware of what personally identifiable information we may collect and how we may use this information. . If we make material changes to this policy, we will notify you here, by email, or by means of a notice on our home page. Acquia encourages you to review this Privacy Policy regularly for any changes. Your continued use of this Site and/or continued provision of personally identifiable information to us will be subject to the terms of the then-current Privacy Policy.

Information Collection and Use

You can generally visit our Site without revealing any personally identifiable information about yourself. However, in certain sections of this Site, we may invite you to participate in surveys, questionnaires or contests, contact us with questions or comments or request information, participate in chat or message boards, or complete a profile or registration form. Furthermore, we require you to complete a registration form to access certain restricted areas of the Site, to use certain services and when you download any software. Due to the nature of some of these activities, we may collect personally identifiable information such as your name, e-mail address, address, phone number, password, screen name, credit card information and other contact information that you voluntarily transmit with your on-line and in-person communications to us and personally identifiable information that you elect to include in your chart and message board postings.

If you use a forum on his Web site, you should be aware that any personally identifiable information you submit there can be read, collected, or used by other users of these forums, and could be used to send you unsolicited messages. We are not responsible for the personally identifiable information you choose to submit in these forums.

We receive permission to post testimonials that include personally identifiable information prior to posting.

Orders

If you purchase a product or service from us, we request certain personally identifiable information from you on our order form. You must provide contact information (such as name, email, and shipping address) and financial information (such as credit card number, expiration date).

We use this information for billing purposes and to fill your orders. If we have trouble processing an order, we will use this information to contact you.

In addition, we may collect information about the performance, security, software configuration and availability of customer web sites in an automated fashion as part of the Acquia Hosting services if you have opted-in to allow us to collect such information by agreeing to host a website with Acquia.

We use your personally identifiable information to register you to use our services or download software or other content, contact you to deliver certain goods, services or information that you have requested, provide you with notices regarding goods or services you have purchased, provide you with notices regarding goods or services that you may want to purchase in the future, verify your authority to enter our Site and improve the content and general administration of the Site and our services.

If you install and use the "Acquia agent" and "Acquia site information" modules within the Acquia Drupal software and connect your installation of Acquia Drupal to our Acquia Network service, these modules will report to us, and we will collect, your IP address, operating system type and version, web server type and version, php version, database type and version, version of the services, modifications to the Drupal code, information regarding the availability of your website (e.g. if your website is live or down), website user statistics such as the number of nodes, number of users and number of comments. The foregoing information will be linked to your personally identifiable information and user accounts and we may use the foregoing information to better provide technical support to you and our customers and to improve our services.

If you install and use the Mollom spam blocking module within Acquia Drupal and connect your installation of Acquia Drupal to Mollom service delivered through the Acquia Network service, our third party service provider, Mollom BVBA, may collect, analyze, and store information about you and your site visitors and content submitted

by your site visitors for anti-spam and quality monitoring purposes as set forth in Mollom's privacy policy available at http://mollom.com/web-service-privacy-policy.
If you submit information to our web site, our third party service provider, Mollom BVBA, may collect, analyze, and store information about you and the content you submit for anti-spam and quality monitoring purposes as set forth in Mollom's privacy policy available at http://mollom.com/web-service-privacy-policy.

If you install and use the Acquia Search module and connect your Drupal site to the Acquia Network service, in addition to the information we may collect, analyze and store when you use the Acquia Agent or Acquia site information modules, the Acquia Search module may collect, analyze and store the content of your site in an index. This index will be stored and updated on our servers to enable Acquia Search to work with your site. A copy of this index may be retained for up to 14 days as a backup in the event there is a problem with the index. Additionally, information about the size of your index, the search queries performed on your index, performance of Acquia Search for your queries, and other operational information is stored indefinitely in order to enable Acquia to monitor performance over time, manage the Search Service, and to provide you with information about the Search activity on your site.

If you choose to contact us by e-mail, we will not disclose your contact information contained in the e-mail, but we may use your contact information to send you a response to your message. Notwithstanding the foregoing, we may publicly disclose the content and/or subject matter of your message, therefore, you should not send us any ideas, suggestions or content that you consider proprietary or confidential. All e-mail content (except your contact information) will be treated on a non-proprietary and non-confidential basis and may be used by us for any purpose.

Communications from the Site

Special Offers and Updates

We will occasionally send you information on products, services, special deals, promotions.
Out of respect for your privacy, we present the option not to receive these types of communications. Please see the "Choice and Opt-out."

Newsletters

If you wish to subscribe to our newsletter(s), we will use your name and email address to send the newsletter to you. Out of respect for your privacy, we provide you a way to unsubscribe. Please see the "Choice and Opt-out" section.

Service-related Announcements

We will send you strictly service-related announcements on rare occasions when it is necessary to do so. For instance, if our service is temporarily suspended for maintenance, we might send you an email.

Generally, you may not opt-out of these communications, which are not promotional in nature. If you do not wish to receive them, you have the option to deactivate your account.

Customer Service

Based upon the personally identifiable information you provide us, we will send you a welcoming email to verify your username and password. We will also communicate with you in response to your inquiries, to provide the services you request, and to manage your account. We will communicate with you by email or telephone, in accordance with your wishes.

Choice/Opt-out

We provide you the opportunity to 'opt-out' of having your personally identifiable information used for certain purposes, when we ask for this information.

If you no longer wish to receive our newsletter and promotional communications, you may opt-out of receiving them by following the instructions included in each newsletter or communication or you may contact us at +1 617-588-9600 or by mail at 53 State Street Boston, MA 021093 to opt-out.

You will be notified when your personal information is collected by any third party that is not our agent/service provider, so you can make an informed choice as to whether or not to share your information with that party.

Employment Opportunities

We provide you with a means for submitting your resume or other personal information through the Site for consideration for employment opportunities at Acquia. Personal information received through resume submissions will be kept confidential. We may contact you for additional information to supplement your resume, and we may use your personal information within Acquia, or keep it on file for future use, as we make our hiring decisions.

Children's Privacy

Acquia recognizes the privacy interests of children and we encourage parents and guardians to take an active role in their children's online activities and interests. This Site is not intended for children under the age of 13. Acquia does not target its services or this Site to children under 13. Acquia does not knowingly collect personally identifiable information from children under the age of 13.

Acquia

Exhibit B

Privacy Policy

Thank you for visiting Acquia, Inc.'s ("Acquia") Internet web site located at the URL: http://acquia.com ("Site"). This Privacy Policy details certain policies implemented throughout Acquia governing Acquia's use of personally identifiable information about users of our Site and users of our services and/or software that is available for download on this Site.

Acquia complies with the U.S.-EU Safe Harbor Framework and the U.S.-Swiss Safe Harbor Framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal information from European Union member countries and Switzerland. Acquia has certified that it adheres to the Safe Harbor Privacy Principles of notice, choice, onward transfer, security, data integrity, access, and enforcement. To learn more about the Safe Harbor program, and to view Acquia's certification, please visithttp://www.export.gov/safeharbor/

Privacy Policy Updates

Due to the Internet's rapidly evolving nature, Acquia may need to update this Privacy Policy from time to time. If so, Acquia will post our updated Privacy Policy on our Site located at http://acquia.com/about-us/legal/privacy-policy and post notice of the change so it is visible when users log-on for the first time after the change is posted so that you are always aware of what personally identifiable information we may collect and how we may use this information. . If we make material changes to this policy, we will notify you here, by email, or by means of a notice on our home page. Acquia encourages you to review this Privacy Policy regularly for any changes. Your continued use of this Site and/or continued provision of personally identifiable information to us will be subject to the terms of the then-current Privacy Policy.

Information Collection and Use

You can generally visit our Site without revealing any personally identifiable information about yourself. However, in certain sections of this Site, we may invite you to participate in surveys, questionnaires or contests, contact us with questions or comments or request information, participate in chat or message boards, or complete a profile or registration form. Furthermore, we require you to complete a registration form to access certain restricted areas of the Site, to use certain services and when you download any software. Due to the nature of some of these activities, we may collect personally identifiable information such as your name, e-mail address, address, phone number, password, screen name, credit card information and other contact information that you voluntarily transmit with your on-line and in-person communications to us and personally identifiable information that you elect to include in your chart and message board postings.

If you use a forum on his Web site, you should be aware that any personally identifiable information you submit there can be read, collected, or used by other users of these forums, and could be used to send you unsolicited messages. We are not responsible for the personally identifiable information you choose to submit in these forums.

We receive permission to post testimonials that include personally identifiable information prior to posting.

Orders

If you purchase a product or service from us, we request certain personally identifiable information from you on our order form. You must provide contact information (such as name, email, and shipping address) and financial information (such as credit card number, expiration date).

We use this information for billing purposes and to fill your orders. If we have trouble processing an order, we will use this information to contact you.

In addition, we may collect information about the performance, security, software configuration and availability of customer web sites in an automated fashion as part of the Acquia Hosting services if you have opted-in to allow us to collect such information by agreeing to host a website with Acquia.

We use your personally identifiable information to register you to use our services or download software or other content, contact you to deliver certain goods, services or information that you have requested, provide you with notices regarding goods or services you have purchased, provide you with notices regarding goods or services that you may want to purchase in the future, verify your authority to enter our Site and improve the content and general administration of the Site and our services.

If you install and use the "Acquia agent" and "Acquia site information" modules within the Acquia Drupal software and connect your installation of Acquia Drupal to our Acquia Network service, these modules will report to us, and we will collect, your IP address, operating system type and version, web server type and version, php version, database type and version, version of the services, modifications to the Drupal code, information regarding the availability of your website (e.g. if your website is live or down), website user statistics such as the number of nodes, number of users and number of comments. The foregoing information will be linked to your personally identifiable information and user accounts and we may use the foregoing information to better provide technical support to you and our customers and to improve our services.

If you install and use the Mollom spam blocking module within Acquia Drupal and connect your installation of Acquia Drupal to Mollom service delivered through the Acquia Network service, our third party service provider, Mollom BVBA, may collect, analyze, and store information about you and your site visitors and content submitted

by your site visitors for anti-spam and quality monitoring purposes as set forth in Mollom's privacy policy available at http://mollom.com/web-service-privacy-policy.
If you submit information to our web site, our third party service provider, Mollom BVBA, may collect, analyze, and store information about you and the content you submit for anti-spam and quality monitoring purposes as set forth in Mollom's privacy policy available at http://mollom.com/web-service-privacy-policy.

If you install and use the Acquia Search module and connect your Drupal site to the Acquia Network service, in addition to the information we may collect, analyze and store when you use the Acquia Agent or Acquia site information modules, the Acquia Search module may collect, analyze and store the content of your site in an index. This index will be stored and updated on our servers to enable Acquia Search to work with your site. A copy of this index may be retained for up to 14 days as a backup in the event there is a problem with the index. Additionally, information about the size of your index, the search queries performed on your index, performance of Acquia Search for your queries, and other operational information is stored indefinitely in order to enable Acquia to monitor performance over time, manage the Search Service, and to provide you with information about the Search activity on your site.

If you choose to contact us by e-mail, we will not disclose your contact information contained in the e-mail, but we may use your contact information to send you a response to your message. Notwithstanding the foregoing, we may publicly disclose the content and/or subject matter of your message, therefore, you should not send us any ideas, suggestions or content that you consider proprietary or confidential. All e-mail content (except your contact information) will be treated on a non-proprietary and non-confidential basis and may be used by us for any purpose.

Communications from the Site

Special Offers and Updates

We will occasionally send you information on products, services, special deals, promotions.
Out of respect for your privacy, we present the option not to receive these types of communications. Please see the "Choice and Opt-out."

Newsletters

If you wish to subscribe to our newsletter(s), we will use your name and email address to send the newsletter to you. Out of respect for your privacy, we provide you a way to unsubscribe. Please see the "Choice and Opt-out" section.

Service-related Announcements

We will send you strictly service-related announcements on rare occasions when it is necessary to do so. For instance, if our service is temporarily suspended for maintenance, we might send you an email.

Generally, you may not opt-out of these communications, which are not promotional in nature. If you do not wish to receive them, you have the option to deactivate your account.

Customer Service

Based upon the personally identifiable information you provide us, we will send you a welcoming email to verify your username and password. We will also communicate with you in response to your inquiries, to provide the services you request, and to manage your account. We will communicate with you by email or telephone, in accordance with your wishes.

Choice/Opt-out

We provide you the opportunity to 'opt-out' of having your personally identifiable information used for certain purposes, when we ask for this information.

If you no longer wish to receive our newsletter and promotional communications, you may opt-out of receiving them by following the instructions included in each newsletter or communication or you may contact us at +1 617-588-9600 or by mail at 53 State Street Boston, MA 021093 to opt-out.

You will be notified when your personal information is collected by any third party that is not our agent/service provider, so you can make an informed choice as to whether or not to share your information with that party.

Employment Opportunities

We provide you with a means for submitting your resume or other personal information through the Site for consideration for employment opportunities at Acquia. Personal information received through resume submissions will be kept confidential. We may contact you for additional information to supplement your resume, and we may use your personal information within Acquia, or keep it on file for future use, as we make our hiring decisions.

Children's Privacy

Acquia recognizes the privacy interests of children and we encourage parents and guardians to take an active role in their children's online activities and interests. This Site is not intended for children under the age of 13. Acquia does not target its services or this Site to children under 13. Acquia does not knowingly collect personally identifiable information from children under the age of 13.

Cookies and GIFs

We use small text files called cookies to improve overall Site experience. A cookie is a piece of data stored on the user's hard drive containing information about the user. Cookies generally do not permit us to personally identify you (except as provided below). We may also use clear GIFs (a.k.a. "Web beacons") in HTML-based emails sent to our users to track which emails are opened by recipients.

Additionally, when using the Site, we and any of our third party service providers may use cookies and other tracking mechanisms to track your user activity on the Site and identify the organization or entity from which you are using the Site. If you register with the Site, we, and our third party service providers, will be able to associate all of your user activity with your personally identifiable registration information. We will use such user activity information to improve the Site, to provide context for our sales and support staff when interacting with you and customers, to initiate automated email marketing campaigns triggered by your activity on the Site and for other internal business analysis.

Aggregate Information

The Site may track information that will be maintained, used and disclosed in aggregate form only and which will not contain your personally identifiable information, for example, without limitation, the total number of visitors to our Site, the number of visitors to each page of our Site, browser type, External Web Sites (defined below) linked to and IP addresses. We may analyze this data for trends and statistics in the aggregate, and we may use such aggregate information to administer the Site, track users' movement, and gather broad demographic information for aggregate use.

Disclosure

We will not sell your personally identifiable information to any company or organization, except we may transfer your personally identifiable information to a successor entity upon a merger, consolidation or other corporate reorganization in which Acquia participates or to a purchaser or acquirer of all or substantially all of Acquia's assets to which this Site relates. We may provide your personally identifiable information and the data generated by cookies and the aggregate information to parent, subsidiary or affiliate entities within Acquia's corporate family, partner entities that are not within Acquia's corporate family and vendors and service agencies that we may engage to assist us in providing our services to you. For example, we may provide your personally identifiable information to a credit card processing company to process your payment. Such third party entities may be obligated to protect your personally identifiable information consistent with the terms of this Privacy Policy and not for their promotional purposes and/or required to enter into written confidentiality agreements or to be certified by the U.S. Safe Harbor or agree in writing to adhere to its principles. We will also disclose your personally identifiable information (a) if we are required to do so by law, regulation or other government authority or otherwise in

cooperation with an ongoing investigation of a governmental authority, (b) to enforce the Acquia Terms of Use agreement or to protect our rights or (c) to protect the safety of users of our Site and our services.

The Site may provide links to other Web sites or resources over which Acquia does not have control ("External Web Sites"). Such links do not constitute an endorsement by Acquia of those External Web Sites. You acknowledge that Acquia is providing these links to you only as a convenience, and further agree that Acquia is not responsible for the content of such External Web Sites. Your use of External Web Sites is subject to the terms of use and privacy policies located on the linked to External Web Sites.

Security

We employ procedural and technological measures that are reasonably designed to help protect your personally identifiable information including sensitive data such as your credit card information from loss, unauthorized access, disclosure, alteration or destruction. Acquia may use encryption, secure socket layer, firewall, password protection and other physical security measures to help prevent unauthorized access to your personally identifiable information including sensitive data. Acquia may also place internal restrictions on who in the company may access data to help prevent unauthorized access to your personally identifiable information.

Updating and Deleting Personally Identifiable Information

Acquia provides you with the ability to review and update the contact information that you provide to us and account information retained by Acquia related to your previous purchase, download or payment activities. If you wish to review and/or update any of the foregoing information, you may access your account and review and update your personally identifiable information or you may contact us at the e-mail, phone or mailing address listed below.

Acquia will also delete the personally identifiable information that you have provided to us: (a) upon your request or (b) upon termination of your Acquia account; provided, however, Acquia will retain a copy in its files of all personally identifiable information, if required for legal reasons.

If you wish to review, correct or request the deletion of any information you have provided to us, contact us:
By mail: 53 State Street Boston, MA 021093

We will respond to your request for access within 30 days.

Questions

If you have any questions regarding this Privacy Policy please contact us by mail: 53 State Street Boston, MA 02109

Users Outside of the United States of America

Our computer systems are currently based in the United States, so your personal data will be processed by us in the U.S. where data protection and privacy regulations may not offer the same level of protection as in other parts of the world, such as the European Union. If you create a user account with one or both of the Sites as a visitor from outside the United States, by using either Site, you agree to this Privacy Policy and you consent to the transfer of all such information to the United States, which may not offer an equivalent level of protection of that required in the European Union or certain other countries, and to the processing of that information as described in this Privacy Policy.

Acquia

Exhibit C

ACQUIA ACCEPTABLE USE POLICY

ACQUIA ACCEPTABLE USE POLICY

[Retrieved May 20, 2016, 4:08 PM]

General

This Acceptable Use Policy (this "Policy") describes prohibited uses of all services offered by Acquia Inc. and its affiliates (the "Services") and the website located at http://www.acquia.com and all associated sites (the "Acquia Site"). The examples described in this Policy are not exhaustive. If you violate the Policy or authorize or help others to do so, we may suspend or terminate your use of the Services, subject to the terms of the Master Agreement.

You are solely responsible for any material that you or your end users maintain, transmit, download, view, post, distribute, or otherwise access or make available using the Services. By using the Services, you represent that you own the content that you make available through Acquia's Services and all proprietary or intellectual property rights therein, or have the express written authorization from the owner to copy, use and display such content.

Prohibited Use of Services

A. No Illegal, Harmful, or Offensive Use or Content

You may not use, encourage, promote, facilitate or instruct others to use, the Services or Acquia Site for any illegal, harmful or offensive use, or to transmit, store, display, distribute or otherwise make available content that is illegal, harmful, or offensive.
Prohibited activities or content include but are not limited to:

Illegal Activities. Any illegal activities, including advertising, transmitting, or otherwise making available gambling sites or services or disseminating, promoting or facilitating child pornography.
Harmful or Fraudulent Activities. Activities that may be harmful to others, our operations or reputation, including offering or disseminating fraudulent goods, services, schemes, or promotions (e.g., makemoneyfast schemes, ponzi and pyramid schemes, phishing, or pharming), or engaging in other deceptive practices.

Infringing Content. Content that infringes or misappropriates the intellectual property or proprietary rights of others.

Offensive Content. Content that is defamatory, obscene, abusive, invasive of privacy, or otherwise objectionable, including content that constitutes child pornography.

Harmful Content. Content or other computer technology that may damage, interfere with, surreptitiously intercept, or expropriate any system, program, or data, including viruses, malware, Trojan horses, worms, time bombs, or cancelbots.

B. No Security Violations

You may not use the Services to violate the security or integrity of any network, computer or communications system, software application, or network or computing device (each, a "System"). Prohibited activities include but are not limited to:

Unauthorized Access. Accessing or using any System without permission, including attempting to probe, scan, or test the vulnerability of a System or to breach any security or authentication measures used by a System.

Interception. Monitoring of data or traffic on a System without permission.

Falsification of Origin. Forging TCPIP packet headers, email headers, or any part of a message describing its origin or route. This prohibition does not include the use of aliases or anonymous remailers.

C. No Network Abuse

You may not make network connections to any users, hosts, or networks unless you have permission to communicate with them. Prohibited activities include but are not limited to:

Monitoring or Crawling. Monitoring or crawling of a System that impairs or disrupts the System being monitored or crawled.

Denial of Service (DoS). Inundating a target with communications requests so the target either cannot respond to legitimate traffic or responds so slowly that it becomes ineffective.

Intentional Interference. Interfering with the proper functioning of any System, including any deliberate attempt to overload a system by mail bombing, news bombing, broadcast attacks, or flooding techniques.

Operation of Certain Network Services. Operating network services like open proxies, open mail relays, or open recursive domain name servers.

Avoiding System Restrictions. Using manual or electronic means to avoid any use limitations placed on a System, such as access and storage restrictions.

D. No EMail or Other Message Abuse

You will not distribute, publish, send, or facilitate the sending of unsolicited mass email or other messages, promotions, advertising, or solicitations (like "spam"), including commercial advertising and informational announcements. You will not alter or obscure mail headers or assume a sender's identity without the sender's explicit permission. You will not collect replies to messages sent from another Internet service provider if those messages violate this Policy or the acceptable use policy of that provider.

Our Monitoring and Enforcement

We reserve the right, but do not assume the obligation, to investigate any violation of this Policy or misuse of the Services or Acquia Site. We may:

- investigate violations of this Policy or misuse of the Services or Acquia Site; or
- remove, disable access to, or modify any content or resource that violates this Policy or any other agreement we have with you for use of the Services or the Acquia Site.

We may report any activity that we suspect violates any law or regulation to appropriate law enforcement officials, regulators, or other appropriate third parties. Our reporting may include disclosing appropriate customer information. We also may cooperate with appropriate law enforcement agencies, regulators, or other appropriate third parties to help with the investigation and prosecution of illegal conduct by providing network and systems information related to alleged violations of this Policy.

Reporting of Violations of this Policy

If you become aware of any violation of this Policy, you will immediately notify us and provide us with assistance, as requested, to stop or remedy the violation. To report any violation of this Policy, please contact our Legal Department: legal@acquia.com.

JOHN R. KASICH
GOVERNOR
STATE OF OHIO

Executive Order 2011-12K

Governing the Expenditure
of Public Funds for Offshore Services

WHEREAS, State of Ohio officials and employees must remain passionately focused on initiatives that will create and retain jobs in the United States in general and in Ohio in particular, and must do so especially during Ohio's continuing efforts to recover from the recent recession.

WHEREAS, allowing public funds to pay for services provided offshore has the potential to undermine economic development objectives in Ohio.

WHEREAS, the expenditure of public funds for services provided offshore may deprive Ohioans and other Americans of critical employment opportunities and may also undermine efforts to attract businesses to Ohio and retain them in Ohio, initiatives in which this State has invested heavily.

NOW THEREFORE, I, John R. Kasich, Governor of the State of Ohio, by virtue of the authority vested in me by the Constitution and the laws of this State, do hereby order and direct that:

1. No State Cabinet Agency, Board or Commission ("Executive Agency") shall enter into any contract which uses any public funds within its control to purchase services which will be provided outside the United States. This Executive Order applies to all purchases of services made directly by an Executive Agency and services provided by subcontractors of those providing services purchased by an Executive Agency.

2. This Executive Order will be personally provided, by the Director, Chair or other chief executive official of each Executive Agency, to the Chief Procurement Officer or other individual at that entity responsible for contracts for services.

3. The Department of Administrative Services, through Ohio's Chief Procurement Officer, shall have in place, by July 1, 2011, procedures to ensure all of the following:

    a. All agency procurements officers (APOs), or the person with equivalent duties at each Executive Agency, have standard language in all Executive Agency contracts which:

        i. Reflect this Order's prohibition on the purchase of offshore services.

ii. Require service providers or prospective service providers to:

1. Affirm that they understand and will abide by the requirements of this Order.
2. Disclose the location(s) where all services will be performed by any contractor or subcontractor.
3. Disclose the locations(s) where any state data associated with any of the services they are providing, or seek to provide, will be accessed, tested, maintained, backed-up or stored.
4. Disclose any shift in the location of any services being provided by the contractor or any subcontractor.
5. Disclose the principal location of business for the contactor and all subcontractors who are supplying services to the state under the proposed contracts.

b. All APOs confirm that all quotations, statements of work, and other such proposals for services affirm this Order's prohibition on the purchase of offshore services and include all of this Order's disclosure requirements.

i. Any such proposal for services lacking the affirmation and disclosure requirements of this Order will not be considered.
ii. Any such proposal where the performance of services is proposed to be provided at a location outside the United States by the contractor or any subcontractor will not be considered.

c. All procurement manuals, directive, policies, and procedures reflect the requirements of this Order.

d. All APOs have adequate training which addresses the terms of this Order.

4. Nothing in this Order is intended to contradict any state or federal law. In addition, this Order does not apply to:

a. Services necessary to support the efforts of the Department of Development to attract jobs and business to the state of Ohio;
b. Academic, instructional, educational, research or other services necessary to support the international missions of Ohio's public colleges and universities; or
c. Situations in which the Director of the Department of Administrative Services, or the Director's designee, shall determine that it is an emergency or that it is necessary for the State to waive some or all of the requirements of this Order. The Director shall establish standards by which Executive Agencies may request a waiver of some or all of the requirements of this Order and by which such requests will be evaluated and may be granted.

5. Executive Order 2010-09S is hereby rescinded.

I signed this Executive Order on June 21, 2011 in Columbus, Ohio and it will expire on my last day as Governor of Ohio unless rescinded before then.

John R. Kasich, Governor

ATTEST:

Jon Husted, Secretary of State

Master Cloud Service Agreement
Service Attachment # 7

STANDARD AFFIRMATION AND DISCLOSURE FORM

EXECUTIVE ORDER 2011-12K

Governing the Expenditure of Public Funds on Offshore Services

All of the following provisions must be included in all invitations to bid, requests for proposals, state term schedules, multiple award contracts, requests for quotations, informal quotations, and statements of work. This information is to be submitted as part of the response to any of the procurement methods listed.

By the signature affixed hereto, the Service Provider affirms, understands and will abide by the requirements of Executive Order 2011-12K. If awarded a contract, both the Service Provider and any of its subcontractors will perform no Services requested under this Agreement outside of the United States.

The Service Provider will provide all the name(s) and location(s) where Services under this Agreement will be performed in the spaces provided below or by attachment. Failure to provide this information may subject the Service Provider to sanctions. If the Service Provider will not be using subcontractors, indicate "Not Applicable" in the appropriate spaces.

1. Principal location of business of Service Provider:

   53 State Street (Address) — Boston, MA 02109 (City, State, Zip)

   Name/Principal location of business of subcontractor(s):

   Amazon Web Services LLC (Name) — 410 Terry Av. Seattle, MA 98109 (Address, City, State, Zip)

   _____ (Name) — _____ (Address, City, State, Zip)

2. Location where Services will be performed by Service Provider:

   53 State Street (Address) — Boston, MA 02109 (City, State, Zip)

   Name/Location where Services will be performed by subcontractor(s):

   Amazon Web Services LLC (Name) — Data Center Region US East Northern Virginia (Address, City, State, Zip)

   _____ (Name) — _____ (Address, City, State, Zip)

Master Cloud Service Agreement
Service Attachment # 7

3. Location where state data will be stored, accessed, tested, maintained or backed-up, by Service Provider:

Acquia 53 State St. Boston MA 02109 — same —
(Address) (Address, City, State, Zip)

Name/Location(s) where state data will be stored, accessed, tested, maintained or backed-up by subcontractor(s):

Amazon Web Services (Name)	Data Center Region US-East Northern Virginia (Address, City, State, Zip)
(Name)	(Address, City, State, Zip)
(Name)	(Address, City, State, Zip)
(Name)	(Address, City, State, Zip)
(Name)	(Address, City, State, Zip)

Service Provider also affirms, understands and agrees that Service Provider and its subService Providers are under a duty to disclose to the State any change or shift in location of Services performed by Service Provider or its subcontractors before, during and after execution of any Agreement with the State. Service Provider agrees it will so notify the State immediately of any such change or shift in location of its Services. The State has the right to immediately terminate the contract, unless a duly signed waiver from the State has been attained by the Service Provider to perform the Services outside the United States.

On behalf of the Service Provider, I acknowledge that I am duly authorized to execute this Affirmation and Disclosure form and have read and understand that this form is a part of any Agreement that Service Provider may enter into with the State and is incorporated therein.

By: Christine Alpers
Service Provider

Print Name: Christine Alpers

Title: VP Deputy GC

Date: July 14, 2016