Alibaba Cloud

Cloud Migration Service
Professional services statement of work

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Document conventions

Style	Description	Example
⚠ Danger	A danger notice indicates a situation that will cause major system changes, faults, physical injuries, and other adverse results.	⚠ **Danger:** Resetting will result in the loss of user configuration data.
🔔 Warning	A warning notice indicates a situation that may cause major system changes, faults, physical injuries, and other adverse results.	🔔 **Warning:** Restarting will cause business interruption. About 10 minutes are required to restart an instance.
🔊 Notice	A caution notice indicates warning information, supplementary instructions, and other content that the user must understand.	🔊 **Notice:** If the weight is set to 0, the server no longer receives new requests.
? Note	A note indicates supplemental instructions, best practices, tips, and other content.	? **Note:** You can use Ctrl + A to select all files.
>	Closing angle brackets are used to indicate a multi-level menu cascade.	Click **Settings> Network> Set network type**.
Bold	Bold formatting is used for buttons , menus, page names, and other UI elements.	Click **OK**.
Courier font	Courier font is used for commands	Run the `cd /d C:/window` command to enter the Windows system folder.
Italic	Italic formatting is used for parameters and variables.	`bae log list --instanceid` *Instance_ID*
[] or [a|b]	This format is used for an optional value, where only one item can be selected.	`ipconfig [-all|-t]`
{} or {a|b}	This format is used for a required value, where only one item can be selected.	`switch {active|stand}`

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1.Cloud Health Check Service

1. Service overview

1.1 Service description

Alibaba Cloud experts perform health checks on the architecture of your IT systems that are deployed in the cloud. Our experts analyze operation metrics, evaluate the efficiency, robustness, and security of your systems, and finally provide professional solutions to existing and potential problems. Cloud Health Check Service enables you to be fully aware of the status of your systems and make preventive measures and reinforcements to prevent architectural problems from affecting business continuity.

2. Service scope

2.1 Scope of Cloud Health Check Service

- Cloud Health Check Service provides the following services:

  - Surveys on your business and technologies are conducted by expert teams from Alibaba Cloud. The surveys are conducted on the architecture of your business systems and data applications, and evaluated against your objectives. To evaluate the architecture of your systems that are under the scope of Cloud Health Check Service, the expert teams collect operational data and logs, and the information about your system architecture and relevant configurations. In addition, the expert teams provide solutions to the problems that may exist in your architecture and evaluate the effectiveness of the architecture based on your objectives.

  - The health check of your architecture focuses on the architecture of your business systems and data applications. The expert teams analyze the running parameters and metrics of various aspects in your business systems, such as the hosts, network, and storage, and provide comprehensive assessments based on the results of the health check.

- Cloud Health Check Service does not provide the following services:

  - Technical support for architecture transformation

  - Development of business systems and data applications

  - Reconstruction and design of specific applications and databases

  - Reconstruction of application, design of application, and design of database logic

  - Migration of application systems that are not explicitly specified in the service scope of Cloud Health Check Service

  - Migration of data that is not explicitly specified in the service scope of Cloud Health Check Service

  - Design and construction of the architecture and environment of cloud platforms

  - Implementation of the required architecture of communication

  - Installation or configuration and support for the installation and configuration of the architecture and components of electrical equipment, electronic communication equipment, and cabling

  - Installation or configuration of non-IT equipment and office devices, such as office desks and chairs, printing devices, air conditioners, uninterruptible power supply (UPS), and tapes

Note: For issues related to third-party software that are not included in the service scope of Health Service Check, you can log on to Alibaba Cloud Community to obtain free consultation or contact software vendors in Alibaba Cloud Marketplace for help.

3. Prerequisites

- You must submit an application at least 10 business days before you can start to use the service. This way, Alibaba Cloud can evaluate your business objectives and the feasibility of your service schedule. This also allows Alibaba Cloud to determine whether to accept your service application.

- After Alibaba Cloud accepts your service application, you must assist Alibaba Cloud in providing the services. For example, you must provide necessary items, such as sites, equipment, permissions, non-production environment, and channels for remote access. In addition, you must clarify your expectations such as peak traffic and concurrency requirements. The working environment that you provide must be free of airborne pollutants. You must also take protective measures to deal with severe weather conditions and ensure the safety of Alibaba Cloud personnel.

- You must review the project implementation plan that is formulated by Alibaba Cloud and confirm the project implementation plan in writing. For example, you can send Alibaba Cloud an email that contains a written agreement. To ensure that the service can be implemented as scheduled, you must not deny technical proposals or solutions that are confirmed by you and Alibaba Cloud, without a justified technical reason.

- You are responsible for the O&M that is related to your business.

- In this project, all working records and documents are written in Chinese. Alibaba Cloud provides the working records and documents based on your needs. The electronic documents provided by Alibaba Cloud are in the Microsoft Word, Microsoft PowerPoint, Microsoft Excel, or Microsoft Project format.

- During the project, the communication methods that are adopted by both parties include DingTalk, Internet, fax, email, and print media.

3.1 Division of work

3.1.1 Customer and Alibaba Cloud

1. You purchase Cloud Health Check Service.

2. Both parties discuss and confirm specific objectives and scope of Cloud Health Check Service based on the business objectives of the service.

3.1.2 Customer

1. Confirms business objectives such as instance information.

2. Assists Alibaba Cloud in providing services by offering necessary items, such as sites, equipment, permissions, non-production environment, and channels for remote access.

3. Cooperates with Alibaba Cloud engineers to conduct surveys to identify the problems that may exist in your business system. Participates in the plan implementation, such as checking whether the access permissions of your business systems are secure and whether the configurations of your cloud-based products are correct.

4. Reviews the implementation plan that is formulated by Alibaba Cloud and confirms the implementation plan in writing. You must not deny technical proposals or solutions provided by Alibaba Cloud, without a justified technical reason.

5. You are responsible for the O&M that is related to your business.

3.1.3 Alibaba Cloud

Organizes the project and establishes a team to perform health checks.

- Understands the objectives and scope of your business, formulates an implementation plan, and receives your confirmation in writing.

- Provides the services that are specified in Cloud Health Check Service, such as the evaluation of the scope of health checks on instances and the time range. Provides feasible suggestions to ensure that system metrics can guarantee the stability of your business.

3.1.4 Completion criteria

Alibaba Cloud delivers the Acceptance Report of Cloud Health Check Service. The report includes the check results of network architecture, elastic computing architecture, storage architecture, database architecture, middleware architecture, and security architecture.

3.2 Service

Based on your business objectives, Alibaba Cloud provides the following services:

3.2.1 Health check of network architecture

Alibaba Cloud expert team collects information about the network architecture of your cloud-based IT system by using software tools and surveys. The information includes the configuration parameters and operation metrics of your cloud-based network products, such as Server Load Balancer (SLB), NAT Gateway (NAT), Virtual Private Cloud (VPC), Elastic IP Address (EIP), and VPN Gateway. Alibaba Cloud expert team also conducts surveys to understand the running status of your cloud-based IT system and to understand your objectives. Alibaba Cloud network expert team analyzes your network architecture based on years of cloud-based experience and best practices. The team analyzes the effectiveness of your network architecture, configuration parameters, and operation metrics, and evaluates the operating efficiency, robustness, and security of your cloud-based network products. The team also identifies the problems and risks associated with your network architecture and provides solutions to these problems and risks. This way, the team can provide a professional evaluation of your network architecture.

After the health check of your network architecture is complete, you can gain a comprehensive understanding about the condition and running status of the network architecture of your cloud-based IT system. You can also better understand the problems and risks associated with your network architecture. This way, you can take preventive measures and improve your network architecture to prevent business interruptions caused by issues in your network architecture.

3.2.2 Health check of elastic computing architecture

Alibaba Cloud expert team collects information about the elastic computing architecture of your cloud-based IT system by using surveys and software tools. The information collected includes the configuration parameters and operation metrics of cloud-based elastic computing products, such as Elastic Compute Service (ECS), Function Compute, Elastic High Performance Computing (E-HPC), and Container Service. The operation metrics include CPU, memory, and disks. Alibaba Cloud expert team also conducts surveys to understand the running status of your cloud-based IT system and to understand your objectives. Alibaba Cloud expert team for elastic computing analyzes your application architecture based on years of cloud-based experience and best practices. The team analyzes the effectiveness of your application architecture, configuration parameters, and operation metrics, and evaluates the operating efficiency, robustness, and security of your cloud-based elastic computing products. The team also identifies the problems and risks associated with your elastic computing architecture and provides solutions to these problems and risks. This way, the team can provide a professional evaluation of your elastic computing architecture.

After the health check of your elastic computing architecture is complete, you can gain a comprehensive understanding about the condition and running status of the elastic computing architecture of your cloud-based IT system. You can also better understand the problems and risks associated with your elastic computing architecture. This way, you can take preventive measures and improve your elastic computing architecture to prevent business interruptions caused by issues in your elastic computing architecture.

3.2.3 Health check of storage architecture

Alibaba Cloud expert team collects information about the storage architecture of your cloud-based IT system by using software tools and surveys. The information collected includes the configuration parameters and operation metrics of cloud-based storage products, such as Object Storage Service (OSS), Object Archive Storage (OAS), Network Attached Storage (NAS), and Elastic Block Storage (EBS). The operation metrics include usage, growth rate, and input/output operations per second (IOPS). Alibaba Cloud expert team also conducts surveys to understand the running status of your cloud-based IT system and to understand your objectives. Alibaba Cloud storage expert team analyzes your storage architecture based on years of cloud-based experience and best practices. The team analyzes the effectiveness of your storage architecture, configuration parameters, and operation metrics, and evaluates the operating efficiency, robustness, and security of your cloud-based storage products. The team also identifies the problems and risks associated with your storage architecture and provides solutions to these problems and risks. This way, the team can provide a professional evaluation of your cloud-based storage architecture.

After the health check of your cloud-based storage architecture is complete, you can gain a comprehensive understanding about the condition and running status of the storage architecture of your cloud-based IT system. You can also better understand the problems and risks associated with your storage architecture. This way, you can take preventive measures and improve your storage architecture to prevent business interruptions caused by issues in your storage architecture.

3.2.4 Health check of database architecture

Alibaba Cloud expert team collects information about the database architecture of your cloud-based IT system by using software tools and surveys. The information includes the configuration parameters and operation metrics of cloud-based database products, such as Relational Database Service (RDS), Distributed Relational Database Service (DRDS), ElasticSearch, and Data Transmission Service (DTS). The operation metrics include usage, growth rate, and input/output operations per second (IOPS). Alibaba Cloud expert team also conducts surveys to understand the running status of your cloud-based IT system and to understand your objectives. Alibaba Cloud database expert team analyzes your database architecture based on years of cloud-based experience and best practices. The team analyzes the effectiveness of your database architecture, configuration parameters, and operation metrics, and evaluates the operating efficiency, robustness, and security of your cloud-based database products. The team also identifies the problems and risks associated with your database architecture and provides solutions to these problems and risks. This way, the team can provide a professional evaluation of your database architecture.

After the health check of your database architecture is complete, you can gain a comprehensive understanding about the condition and running status of the database architecture of your cloud-based IT system. You can also better understand the problems and risks associated with your database architecture. This way, you can take preventive measures and improve your database architecture to prevent business interruptions caused by issues in your database architecture.

3.2.5 Health check of middleware architecture

Alibaba Cloud expert team collects information about the middleware architecture of your cloud-based IT system by using software tools and surveys. The information collected includes the configuration parameters and operation metrics of cloud-based middleware products, such as Enterprise Distributed Application Service (EDAS), Performance Testing Service (PTS), and Message Queue (MQ). Alibaba Cloud expert team also conducts surveys to understand the running status of your cloud-based IT system and to understand your objectives. Alibaba Cloud middleware expert team analyzes your middleware architecture based on years of cloud-based experience and best practices. The team analyzes the effectiveness of your middleware architecture, configuration parameters, and operation metrics, and evaluates the operating efficiency, robustness, and security of your cloud-based middleware products. The team also identifies the problems and risks associated with your middleware architecture and provides solutions to these problems and risks. This way, the team can provide a professional evaluation of your middleware architecture.

After the health check of your middleware architecture is complete, you can gain a comprehensive understanding about the condition and running status of the middleware architecture of your cloud-based IT system. You can also better understand the problems and risks associated with your middleware architecture. This way, you can take preventive measures and improve your middleware architecture to prevent business interruptions caused by issues in your middleware architecture.

3.2.6 Health check of security architecture

Alibaba Cloud expert team collects information about the security architecture of your cloud-based IT system by using software tools and surveys. The information collected includes the configuration parameters and operation metrics of cloud-based security products, such as Anti-DDoS Pro, Web Application Firewall (WAF), and Server Guard. Alibaba Cloud expert team also conducts surveys to understand the running status of your cloud-based IT system and to understand your objectives. Alibaba Cloud security expert team analyzes your security architecture based on years of cloud-based experience and best practices. The team analyzes the security policies and configuration of your cloud services that are related to network, storage, middleware, and databases. The team also evaluates the configuration and operating effect of your security architecture and security policies. In addition, the team identifies the problems and risks associated with your security architecture and provides solutions to these problems and risks. This way, the team can provide a professional evaluation of your security architecture.

After the health check of your security architecture is complete, you can gain a comprehensive understanding about the condition and running status of the security architecture of your cloud-based IT system. You can also better understand the problems and risks of your security architecture. This way, you can take preventive measures and improve your security architecture to prevent business interruptions caused by issues in your security architecture.

4. SLA

Alibaba Cloud provides Cloud Health Check Service. Alibaba Cloud also provides the Plan of Cloud Health Check Service and the Report of Cloud Health Check Service.

5. Service procedure

Time limit: You must submit an application at least 10 business days before you can start to use Cloud Health Check Service.

Procedure	Description	Completion criteria
Kick-off meeting	You and Alibaba Cloud agree on the stakeholders and contact persons of both parties. Both parties clarify the expectations of the project. Both parties prepare and start the kick-off meeting and compile the Report of the Kick-off Meeting.	Alibaba Cloud delivers the Report of the Kick-off Meeting of the XXXX Project. You hold the kick-off meeting of the project and the two parties agree on project content.
Confirmation of the Plan of Cloud Health Check Service	Both parties prepare and confirm the Plan of Cloud Health Check Service.	Alibaba Cloud delivers the Health Check Plan of the XXXX Project, and both parties agree on the plan.

Procedure	Description	Completion criteria
Survey on architecture	Alibaba Cloud collects the information about the cloud-based architecture of your business system by using surveys, tools, and interviews.	Alibaba Cloud initiates the collection of the information and delivers the Architecture Survey Report of the XXXX Project. The two parties agree on the status quo of the cloud-based architecture.
Health assessment of architecture	Alibaba Cloud organizes the information about your cloud-based architecture. Based on the best practices of Alibaba Cloud, Alibaba Cloud gives the evaluation opinions and suggestions on your cloud-based architecture.	Alibaba Cloud delivers the Architecture Health Report of the XXXX Project, and both parties agree on the report.
Service acceptance	Alibaba Cloud completes and delivers project materials. Alibaba Cloud also delivers the acceptance report of the project.	Alibaba Cloud delivers the Project Acceptance Report of the XXXX Project and you sign to confirm the project.

6. Acceptance criteria

Project acceptance begins after the following acceptance criteria are met.

- The following table describes the project reports that Alibaba Cloud delivers to you.

No.	Deliverable
1	Kick-off Meeting Report of the Health Check of XXXX Architecture
2	Health Check Plan of XXXX Architecture
3	Health Check Report of XXXX Architecture

- After the deliverables are submitted, you must confirm the deliverables within five business days. If no objection is raised, the Project Acceptance Report is to be signed by both parties.

- After the Project Acceptance Report is signed, the project acceptance is completed.

7. Completion mark

After the project acceptance is completed and the Project Acceptance Report is signed, the project of Cloud Health Check Service is completed.

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2.ICP Filing Consulting Service Statement of Work

1. Service Overview

This statement of work (hereinafter referred to as "SOW") describes the professional consulting services provided by Alibaba Cloud Computing Ltd. (hereinafter referred to as "Alibaba Cloud" or "Party B") for XXXX (hereinafter referred to as "Party A") during implementation of "ICP Filing consulting project" (hereinafter referred to as "the Project").

This SOW clarifies the catalog and scope of services provided by Alibaba Cloud, the division of labor, and the responsibility matrix of both parties to restrict the service actions of both parties.

2. Service Scope

- Party B's services in the Project consist of the following:

  - Based on the current situation and business expectation of Party A's domain and website ICP Filing, Party B shall implement ICP Filing prerequisite, product selection consulting, process introduction, and progress following up of the Alibaba ICP Filing System through survey, analysis, and evaluation of a professional team, and provide the consulting service for ICP Filing on the Alibaba Cloud platform.

  - Based on ICP Filing regulations of different provinces, Party B shall provide detailed requirements for ICP Filing process and latest update of ICP Filing procedure. Party B shall provide consulting service to different scenarios based on the commercial package which including: Changing ICP Filing information, Transferring an ICP license to Alibaba Cloud, Adding new websites for ICP Filing (Non or Alibaba Cloud ICP Filing applying entity), Claiming an ICP Filing, Canceling an ICP Filing, etc.

  - Party B do not promise ICP Filing applying result. However, Party B shall provide suggestions, consulting and process guidance for problems that occur in the ICP Filing, and provide consulting service to Party A on such problems, so that ICP Filing applying can be smoothly implemented.

- Party B's services in this Project DO NOT include the following:

  - Verify the accuracy and authenticity of the information provided by Party A.

  - Provide the entity in mainland China or help identify companies in China that are eligible for filing.

  - Help completing the registration of company entity in China mainland.

  - Ensure that ICP filing process can be passed by Ministry of Industry and Information Technology of China.

  - Refund for the ICP consulting service due to failure of ICP filling caused by Party A, such as give up voluntarily, could not provide related materials, false materials, materials could not pass by Ministry of Industry and Information Technology of China etc.

3. Prerequisites

- If this Project is implemented on the premises of Party A, upon start of the project, Party A shall provide the necessary office facilities, including desks and chairs, restroom facilities, mains power supply and outlets, and network cables.

- All work records and documents of the Project shall be in Chinese or English based on Party A's language, and shall be provided as required by Party A. The electronic files shall be submitted in Microsoft Word, Microsoft PowerPoint, Microsoft Excel, or Microsoft Project format.

- During the Project, Party A and Party B shall communicate with each other in a manner agreed upon by both parties. Optional communication methods include Internet, fax, email, or written communication.

- Both parties have fully negotiated and confirmed the service start time and end time.

4. Division of Labor

4.1 Common Responsibilities of the Customer and Alibaba Cloud

- Both parties shall negotiate and confirm the specific business objectives and scope.

4.2 Customer's Responsibilities

- Provide accuracy and authenticity of the company entity and website resource.

- Collect the required documents listed as below:

  - Account real-name verification & Domain real-name verification

  - Legal entity business operation license

  - Identification information for legal representative & web administrator

  - Additional information for pre-approval

  - Website details

- Based on Party B's suggestion, prepare the product environment qualified for ICP filing rules such as ECS, CDN facility building up.

- Submit the required documents to ICP filing system on Alibaba Cloud Platform.

- Verify the information accuracy when ICP filing phone call verification is required.

- The customer shall assign a project owner to help Alibaba Cloud smoothly provide the consulting service. The project owner shall be responsible for coordination between the two parties, management of related issues, and review and acceptance of Alibaba Cloud services.

- During the process that Alibaba Cloud provides the consulting service, if the documents provided by Party A involves third-party software, the customer shall negotiate with the third-party vendor and provide the relevant information for Alibaba Cloud.

4.3 Alibaba Cloud's Responsibilities

- Introduce the ICP filing process and policy based on customer's concerns and questions.

- Provide consulting service to customer during ICP filing process based on current ICP filing policy.

- Help to check and verify the process status until customer's information been submitted to Ministry of Industry and Information Technology system.

5. Service Process
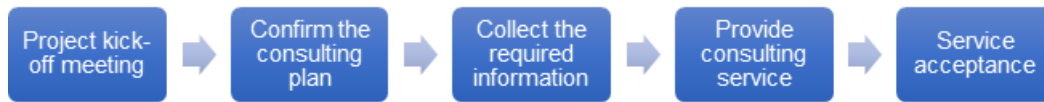
Figure 1: Service Process

Table 1: Process description and completion criteria

The process is described as follows:

Process	Process Description	Completion Criteria
Project kickoff meeting	- Both parties negotiate with each other to determine the stakeholders and contact persons of the project, clarify the consulting principle, method, and process, and confirm the business requirements and objectives of each business department. - Prepare and hold the project kickoff report.	Party B is responsible for holding the project kickoff meeting, and both parties reach an agreement on the content discussed on the meeting.
Confirm the consulting plan	Based on the business objective and consulting methods, develop and sort out the consulting plan and implementation solution.	Both parties agree on the plan content.
Collect the system information	Collect information about the current situation of Party A's business, and evaluate the gaps between the current situation and business objectives.	
Provide consulting services	Provide the reactive consulting service to Party A during the service is delivered.	
Service acceptance	- Sort out and deliver project documents. - Prepare the project acceptance report.	Party B submits the "XXXX Consulting Service Acceptance Report" and Party A signs the report.

6. Acceptance Criteria

Project acceptance can start after the following acceptance criteria are met:

- Alibaba Cloud provides the customer with following service reports:

No.		Document name
1		XXXX ICP Filing No.

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No.	Acceptance deliverables	Document name
2		XXXX ICP Filing Instruction manual

- After these consulting service reports are submitted, Party A shall confirm the solution within five working days. If no objection is raised, both parties shall sign the "Project Acceptance Report".

- Signing of the "Consulting Service Acceptance Report" is deemed as completion of project acceptance.

7. Mark of Completion

The ICP filing consulting service is complete after project acceptance is finished and both parties sign the " Consulting Service Acceptance Report".

3.Professional Service Agreement

This Professional Service Agreement (the "**Agreement**") is entered into by and between:

1. **Alibaba Cloud (Singapore) Private Limited**, a company incorporated under the laws of Singapore and having its registered office at 1 Raffles Place, #59-00 One Raffles Place, Singapore 048616 ("**Alibaba Cloud**"); and

2. **[FULL LEGAL NAME OF CUSTOMER],** a company incorporated under the laws of [Country] and having its registered office at [Address] ("**Customer**").

Each of Alibaba Cloud and Customer are each referred to herein individually as a "**Party**" and collectively as the "**Parties**".

In consideration of the mutual covenants set forth herein, the Parties hereby agree as follows:

1. **SCOPE OF AGREEMENT**

   ○ <u>Scope of Agreement.</u> Customer may purchase the provision of services by Alibaba Cloud from time to time during the Term, pursuant to a duly executed Statement of Work ("**SOW**"). Each SOW shall reference this Agreement and form an integral part of this Agreement. This Agreement, including any SOW executed between the Parties, constitutes the entire agreement between the Parties in relation to the provision of services (as described in the SOW) ("**Services**").

   ○ In the event of any inconsistency or conflict between the main body of this Agreement and the SOW, the SOW shall prevail to the extent of such inconsistency or conflict.

2. **SERVICES**

   ○ <u>Provision of Services.</u> In consideration of the Fees (as hereinafter defined) and other covenants set forth herein, Alibaba Cloud shall provide to Customer the Services in accordance with the requirements and timelines set out in the SOW.

   ○ <u>Change Control.</u> Any changes to the Services or specifications thereto (and any consequential increases or decreases of the Fees in connection therewith) shall be mutually agreed between the Parties in the SOW.

   ○ <u>Excluded Work Scope.</u> Alibaba Cloud shall not be responsible for any scope of work except as specified in an SOW.

3. **FEES AND PAYMENT**

   ○ The total fees for the Services ("**Fees**") shall be as detailed in the applicable SOW.

   ○ The Fees shall be payable in accordance with the payment schedule set out in the SOW. In accordance with the payment schedule set out in the SOW, Alibaba Cloud shall issue an invoice to Customer, setting out the amount due and payable. Customer shall pay the amount set forth in the invoice in full to Alibaba Cloud within thirty (30) days from the date of invoice.

   ○ If the Customer fails to make any payment due to Alibaba Cloud under this Agreement by the due date for payment, then, without limiting Alibaba Cloud's remedies under Clause 12, the Customer shall pay interest on the overdue amount at the rate of [insert]% per annum above [insert bank]'s base rate from time to time. Such interest shall accrue on a daily basis from the due date until actual payment of the overdue amount, whether before or after judgment. The Customer shall pay the interest together with the overdue amount.

(a) Unless otherwise agreed in writing between the Parties, all amounts required to be paid hereunder do not include any taxes, duties or other assessments levied or based upon such amounts. If Customer is or may be required under any law or regulation of any governmental entity or authority, domestic or foreign, to withhold or deduct any withholding tax from an amount due to Alibaba Cloud pursuant to this Agreement, the amount payable to Alibaba Cloud shall be increased to the extent necessary to ensure that after making such deduction or withholding, Alibaba Cloud receives and retains a net sum equal to the sum it would have received but for such deduction or withholding. Customer shall promptly deliver to Alibaba Cloud all receipts and/or certificates or other proof evidencing the amounts (if any) paid in respect of any such deduction or withholding.

(b) Each Party shall be responsible for the direct tax liability imposed on its own net income. Customer shall be responsible for the payment of all other taxes including the local levies imposed by any relevant government authority in connection with the provision of the Services under this Agreement.

- Unless otherwise agreed, all payments to be made by Customer hereunder shall be denominated and made in [US Dollars].

- Bank Charges. Each Party shall be responsible for its own bank charges.

4. **INTELLECTUAL PROPERTY RIGHTS**

   ○ Save as expressly provided herein, nothing in this Agreement shall constitute a transfer, assignment or disposal of Intellectual Property Rights of either Party (including any Intellectual Property Rights in pre-existing materials of either Party, which shall belong to such Party and/or its licensors).

   ○ Customer acknowledges that all Intellectual Property Rights in the Services (including the Services licensed to Customer), as well as any other materials licensed or provided to Customer by or on behalf of Alibaba Cloud under this Agreement (including any derivatives, improvements or enhancements developed thereto, whether pursuant to this Agreement or otherwise) shall vest in Alibaba Cloud and be owned by Alibaba Cloud (and/or its licensors, as the case may be) (together, the "**Alibaba Cloud IPRs**"), and Customer shall have no rights in or to the Alibaba Cloud IPRs other than the right to use them in accordance with the terms of this Agreement. For the avoidance of doubt, Customer may not create or develop any derivative works, improvements or enhancements based on the Alibaba Cloud IPRs.

   ○ Alibaba Cloud (and/or its licensors, as the case may be) is and shall remain the sole owner of the Alibaba Cloud IPRs and Customer will not take any action or knowingly permit any action to be taken inconsistent with the foregoing. It is understood and agreed that Customer shall not acquire, and shall not claim, any right, title, or interest in and to the Alibaba Cloud IPRs, adverse to Alibaba Cloud and/or its licensors by virtue of a licence granted to Customer. All use of the Alibaba Cloud IPRs (including any goodwill or improved reputation with respect thereto) shall at all times inure to the sole benefit of Alibaba Cloud (and/or its licensors, as the case may be).

   ○ To the extent that if notwithstanding the foregoing, any part of the Alibaba Cloud IPRs shall at any time accrue to Customer by operation of law or otherwise, and whether vested, future and/or contingent, Customer agrees to irrevocably transfer and automatically assign and hereby does irrevocably transfer and assign such Alibaba Cloud IPRs to Alibaba Cloud, effective as of the date of creation. Customer will assist Alibaba Cloud in every reasonable way, at its own expense, to obtain, secure, perfect, maintain, defend and enforce for Alibaba Cloud's benefit all Alibaba Cloud IPRs.

   ○ Obligation to Notify. Customer shall immediately notify Alibaba Cloud in writing giving full particulars if any of the following matters come to its attention:

      ■ any actual, suspected or threatened infringement of Alibaba Cloud IPRs;

- any actual or threatened claim that the Alibaba Cloud IPRs are invalid;

- any claim made or threatened that use of any of the Alibaba Cloud IPR infringes the rights of any third party; or

- any other form of attack, charge or claim to which the Alibaba Cloud IPRs may be subject.

○ Control of Proceedings. In respect of any of the matters listed in Clause 4.5:

- Alibaba Cloud shall, in its absolute discretion, decide what action (if any) to take;

- Alibaba Cloud shall have exclusive control over, and conduct of, all claims and proceedings;

- Customer shall not make any admissions other than to Alibaba Cloud and shall provide Alibaba Cloud with all assistance that it may reasonably require in the conduct of any claims or proceedings; and

- Alibaba Cloud shall bear the cost of any proceedings and shall be entitled to retain all sums recovered in any action for its own account.

○ In the event that the Services comprise the provision of third party software to Customer, Alibaba Cloud shall provide such third party software to the Customer under the standard licence terms provided by the relevant third parties, copies of which shall be made available to Customer from time to time, and the Customer agrees to be bound to the relevant third parties by such licence terms.

○ For the purposes of this Agreement, "**Intellectual Property Rights**" shall mean:

- all rights, title and interest in and to all intellectual property rights, including any and all copyrights, moral rights, patents, trade marks, service marks, logos, get-up, trade names, internet domain names, rights in designs, rights in computer software, database rights, semi-conductor topography rights, utility models and rights in know-how, in each case whether registrable or not, and including any applications for registration, and all rights or forms of protection having equivalent or similar effect anywhere in the world, and across all platforms and mediums whether now known or in the future invented;

- all rights under licences, consents, orders, statutes or otherwise in relation to any of the rights referenced in sub-paragraph (a) above;

- all rights of the same or similar effect or nature as or to those in sub-paragraphs (a) and (b) which now or in the future may subsist;

- all rights to income, royalties, damages, claims and payments now or hereafter due or payable with respect thereto; and

- all rights at law or in equity to sue for past or future infringements of any of the foregoing rights.

5. **CONFIDENTIALITY**

○ "**Confidential Information** " means business or technical information disclosed by either Party to the other Party that: (i) if disclosed in writing, is marked "confidential" or "proprietary" at the time of such disclosure; (ii) under the circumstances, a person exercising reasonable business judgment would understand to be confidential or proprietary; and/or (iii) information relating to the disclosing party's business, including marketing and promotional plans or other products or materials of the disclosing party, research information and analysis, trade secrets, business development and marketing strategies, sales data, organisational arrangements, business plans, contracts with other persons, client lists, financial data, information comprised in or relating to the financial position and assets or liabilities of the disclosing party. Without limiting the foregoing, Confidential Information shall include the terms and conditions of this Agreement (including any SOW).

○ Confidentiality Undertaking. Each Party will not use the other Party's Confidential Information, except as necessary for the performance of this Agreement, and will not disclose such Confidential Information to any third party, except to those of its officers, directors, employees and agents on a need-to-know basis for the performance of this Agreement.

○ The confidentiality obligations in the foregoing clause do not apply in the following circumstances:

  ■ the information is in or becomes part of the public domain, other than through a breach of this Agreement or an obligation of confidence owed to the disclosing Party;

  ■ the information was known to the receiving Party at the time of disclosure, unless such knowledge arose through the breach of an obligation of confidence;

  ■ the receiving Party can prove by contemporaneous written documentation that the information was independently acquired or developed without breaching any of the obligations set out in this Agreement; or

  ■ the information is required to be disclosed by law or by request of any government or regulatory authority.

○ Upon termination of the Agreement, each Party shall, upon the other Party's instructions, return to the other Party or destroy, the Confidential Information and any copies thereof.

○ No Party shall make, or permit any person to make, any public announcement concerning this Agreement without the prior written consent of the other Party (such consent not to be unreasonably withheld or delayed), except as required by law, any governmental or regulatory authority (including, without limitation, any relevant securities exchange), any court or other authority of competent jurisdiction.

○ This Clause 5 shall survive the expiry, suspension or termination of this Agreement for any reason whatsoever.

6. **REPRESENTATIONS AND WARRANTIES OF THE PARTIES**

○ Each Party represents and warrants to the other Party that:

  ■ it has the authority and capacity to enter into this Agreement and it is not subject to any restrictive covenant or other legal obligation which prohibits it from performing its obligations hereunder; and

  ■ it shall comply with all applicable laws and regulations and maintain any permits, licenses and approvals required to perform its obligations hereunder.

○ Alibaba Cloud represents and warrants to Customer that:

  ■ the Services will be provided with reasonable care and skill; and

- the Services shall comply with all applicable laws and regulatory requirements and shall be free of viruses.

○ In relation to hardware comprising the Services (as may be applicable), Alibaba's sole responsibility and liability is limited to providing hardware and supply lists for the Services (such hardware to be procured by the Customer), and Customer shall obtain any applicable warranties for such hardware directly from the relevant vendors of such hardware. Alibaba Cloud expressly disclaims any warranties or responsibilities in connection with such hardware.

○ Customer represents and warrants to Alibaba Cloud that:

- it shall comply, and shall require its end-users to comply with the terms and conditions herein regarding the use of the Services;

- it shall ensure that the Services are used only for its internal business purposes and/or the purposes expressly contemplated under this Agreement, and shall not use the same for any other purpose without the permission of Alibaba Cloud; and

- it shall ensure that its end users clearly understand that Alibaba Cloud shall not be responsible to such end users for the performance of the Services and/or any products or services offered by Customer using the Services.

7. ANTI-BRIBERY

○ Each Party shall:

- comply with all applicable laws, regulations, codes, and sanctions relating to anti-bribery and anti-corruption;

- have and shall maintain in place throughout the term of this Agreement adequate anti-bribery policies and procedures and will enforce them where appropriate; and

- promptly report to the other Party any request or demand for any undue financial or other advantage of any kind received in connection with the performance of this Agreement.

○ <u>Material Breach.</u> Breach of this Clause 7 shall be deemed a material breach.

8. DATA PROTECTION

○ Each Party shall comply with comply with applicable data protection laws (including the applicable requirements of the Singapore Personal Data Protection Act (Act 26 of 2012) ("**PDPA**")) in respect of the collection, use, disclosure, processing and/or other handling of any personal data in the performance of its obligations under this Agreement.

○ Customer represents, warrants and undertakes that, in relation to any personal data which may be disclosed by Customer to Alibaba Cloud from time to time in the course of the performance of its obligations, Customer shall obtain and has obtained all necessary consents from the individuals to whom the personal data relate for the disclosure of their personal data to Alibaba Cloud, for Alibaba Cloud's collection, use, disclosure, processing and/or other handling for the purposes of the Parties' performance of their obligations hereunder, and that the same do not exceed any consents provided by any individual in connection therewith to whom the personal data relates nor have any such consents been withdrawn, unless otherwise permitted under applicable law, and that it has informed such individuals of the foregoing purposes.

○ Customer agrees and acknowledges that Alibaba Cloud is processing personal data for and on behalf of Customer as a data processor (or data intermediary in the context of the PDPA) in providing Services under this Agreement and that Customer remains responsible for complying with applicable data protection laws, requirements and obligations in relation to such personal data.

9. **INDEMNITY**

Customer covenants and undertakes to indemnify, defend and hold harmless Alibaba Cloud and its affiliates and their successors and assigns, and their respective directors, officers, and employees from and against any losses, claims, demands, actions, damages, penalties and costs or expenses (including, without limitation, reasonable attorneys' fees and legal costs) ("**Loss**") resulting from:

- any breach by Customer of any of its representations, warranties and undertakings under this Agreement;

- use of the Services other than in accordance with this Agreement; and/or

- infringement of Alibaba Cloud's or its licensor's Intellectual Property Rights.

10. **LIMITATION OF LIABILITY**

   o Except as expressly provided in this Agreement and to the maximum extent permitted by law, Alibaba Cloud makes no warranty, express or implied, with respect to the Services in relation to its merchantability, quality and fitness for any particular purpose, and/or the quality or availability of the Services (including warranties that the Services are uninterrupted, error free, free of harmful components, secure, or not otherwise causing damage or loss of functionality or data).

Alibaba Cloud does not warrant or guarantee that it will be able to rectify all defects and/or deficiencies in the Services. Alibaba Cloud shall have no liability for any damage caused by errors or omissions in any information or instructions provided to Alibaba Cloud by the Customer in connection with the Services.

Customer is solely responsible for backup and management of any data stored or processed via the Services (as may be applicable). Unless otherwise specified, the Services do not include any business continuity plan (BCP) or disaster recovery plan (DRP).

- Exclusive Remedies. Notwithstanding any other terms of this Agreement to the contrary, Customer acknowledges and agrees that the remedies provided in the terms and conditions set forth in the relevant service level agreements applicable to the Services (if applicable), shall be the sole and exclusive remedies for Customer in relation to any breach of the relevant service levels under this Agreement, and that the sole and exclusive remedies for Customer in relation to any breach of the warranties in Clause 6.2 shall be the correction of relevant defects and/or deficiencies by Alibaba Cloud within a reasonable time from notification by the Customer of the defects and/or deficiencies that constitute such breach.

- Limitation of Liability. Notwithstanding any other provisions of this Agreement, to the maximum extent permitted by law, and save as expressly stated in this Agreement, in no event shall either Party or its officers, directors, employees, or agents be liable to the other Party under any contract, tort (including negligence), strict liability or any other legal or equitable theory for any indirect, special, incidental, consequential, or exemplary damages, or loss of profits or data, even if such Party has been advised of the likelihood of such damages occurring. The total liability of Alibaba Cloud arising out of or relating to this Agreement, whether in contract, tort (including negligence) or otherwise, shall in no circumstances exceed the [Fees].

11. **TERM AND TERMINATION**

   o This Agreement shall be effective from the date both Parties have executed this Agreement and shall remain valid until terminated by either Party pursuant to this Clause 11 (the "**Term**").

   o Termination for Cause. Either Party may terminate this Agreement with immediate effect on written notice to the other Party if:

- the other Party commits a material breach of this Agreement and fails to remedy the breach (if remediable) within thirty (30) days of receiving written notice to that effect specifying the breach and requiring it to be remedied;

- the other Party ceases to conduct its business operations;

- the other Party is unable to pay its debts due and payable; or

- the other Party enters into a composition with its creditors or goes into liquidation, or is dissolved, or adjudged insolvent or is otherwise rendered incapable of performing its obligations under this Agreement.

○ Alibaba Cloud may terminate this Agreement with immediate effect on written notice to the Customer if, in the sole opinion of Alibaba Cloud, Customer or its end users (as applicable) has engaged in any of the following:

- infringement of Alibaba Cloud's or its licensor's Intellectual Property Rights;

- failed to make payment of any amounts due to Alibaba Cloud by the due date for payment for more than [insert] days;

- used the Services in a way that poses a security risk to Alibaba Cloud and/or any third party; or

- used the Services in a way that subjects, or will subject, Alibaba Cloud or its affiliates, to liability.

○ Expiry and Termination of SOW. Each SOW expires automatically upon:

- fulfillment of the last milestone as stated in such SOW; or

- the termination of the SOW in accordance with the terms of such SOW.

All obligations of the Parties under an SOW shall be extinguished upon termination of such SOW, unless otherwise agreed in writing between the Parties.

- Effect of Termination. Upon termination of this Agreement for any reason, all rights and liabilities of the Parties shall cease and determine and all SOWs in effect shall immediately be terminated, save in respect of any antecedent breaches and the following:

○ all amounts paid by Customer to Alibaba Cloud shall be non-refundable;

○ all amounts due and owing by Customer to Alibaba Cloud shall continue to be due and owing;

○ Customer shall immediately cease use of the Services; and

○ such termination shall be without prejudice to any rights or remedies of the Parties which have accrued prior to such termination.

12. **GENERAL**

○ Assignment and Novation. Save and except that Alibaba Cloud may at its sole and absolute discretion novate, assign or otherwise transfer this Agreement and its obligations thereunder at any time to any of its affiliated entities by giving written notice to the Customer, neither Party shall assign or transfer this Agreement or any rights and obligations hereunder, in whole or in part, to any third party, without the other Party's prior written consent.

○ No failure or delay by a Party to exercise any right or remedy provided under this Agreement or by law shall constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall prevent or restrict the further exercise of that or any other right or remedy.

- Force Majeure. Neither Party will be liable for any breach, or delay in performance, of its obligations under this Agreement if, and to the extent that the breach or delay is directly caused by fire, flood, earthquake or act of God; act of government, war, riot, civil disorder, act of terrorism or revolution; strikes, lock-outs or labor disputes; or other cause similar to the above beyond its reasonable control (a "Force Majeure Event"). The Party delayed or unable to perform will give prompt written notice, including the length of the expected delay, to the other Party. If a Force Majeure Event occurs, then the Parties will promptly mutually review the expected delay and the delayed Party or Parties will take reasonable measures to minimize any disruption. If the Force Majeure Event continues for thirty (30) consecutive days, then either Party may terminate this Agreement upon written notice to the other Party.

- Independent Parties. The relationship between the Parties is that of independent contracting parties. Nothing in this Agreement shall constitute or be deemed to constitute a relationship of joint venture, partnership, franchise or similar arrangement between the P

- Third Party Rights. No person other than a Party to this Agreement shall have any rights to enforce any term of this Agreement.

- Governing Law. This Agreement will be governed by and construed in accordance with the laws of Singapore, without regard to or application of conflicts of law rules or principles. Any dispute, controversy, or claim shall be resolved through negotiation to the extent possible. In the event the parties fail to resolve any dispute arising hereunder through mutual negotiation, such dispute, controversy, difference or claim arising out of or relating to this Agreement, including the existence, validity, interpretation, performance, breach or termination thereof or any dispute regarding non-contractual obligations arising out of or relating to it, shall be referred to and finally resolved by arbitration administered by the Singapore International Arbitration Centre ("SIAC") under the Arbitration Rules of SIAC in force when the Notice of Arbitration is submitted. The seat of arbitration shall be Singapore. The number of arbitrators shall be one. The arbitration proceedings shall be conducted in English.

- Counterparts. This Agreement may be executed by the Parties in counterparts, each of which will be deemed an original, but all of which taken together will constitute one and the same instrument. Signatures executing this Agreement may be delivered by facsimile transmission or in an emailed PDF file or by other reliable means.

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IN WITNESS WHEREOF, the Parties below have caused this Agreement to be executed by their duly authorized representatives.

Professional services statement of work· Alibaba Cloud Security Produc t Solution Consulting and Support Se rvice Statement of Work

Cloud Migration Service

4.Alibaba Cloud Security Product Solution Consulting and Support Service Statement of Work

1. Service overview

Alibaba Cloud provides a one-stop Alibaba Cloud Security Product Solution Consulting and Support Service. It provides customers with Alibaba Cloud security product architecture solution consulting and support services. This service helps you use security products to improve the protection of assets, reduce business security risks, and minimize O&M labor costs. It provides an industry-leading cloud security technology architecture that meets your business and offers customized services based on your needs. This service is suitable for companies whose services have vulnerabilities and require technical personnel who are more familiar with cloud security products.

Note:

1. The protection effects provided by security products depend on their capabilities.

2. The service does not support refunds.

2. Scope of service

- The scope of service includes:

  - Solution design, architecture consulting, and technical support.

  - Troubleshooting and solution optimization.

- The scope of service does not include:

  - Code development and diagnostics.

  - Third-party self-built services based on native capabilities of Alibaba Cloud.

  - Managed Q&M.

  - Routine Q&M of third-party software, such as installation, testing, fault diagnosis, and optimization.

  Note: For issues beyond the Alibaba Cloud Security Product Solution Consulting and Support Service, customers can log in to the Alibaba Cloud community for free consultation or contact Alibaba Cloud marketplace merchants for help.

3. Prerequisites

- Customers shall provide the sites, devices, essential non-production environment, remote access channels, permissions, and clear business objectives (such as the peak values and concurrency). Customers shall cooperate with Alibaba Cloud to deploy the service.

- Customers shall review the project implementation plans developed by Alibaba Cloud and confirm them by email or in writing. Customers should not reject the technical proposal or solutions confirmed by both parties without proper technical reasons.

3.1. Division of work

Cloud Migration Service

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3.1.1. Customers and Alibaba Cloud

- Customers purchase the Alibaba Cloud Security Product Solution Consulting and Support Service.

- Customers purchase cloud security products required for the service they need, and enable additional features of the products based on suggestions.

3.1.2. Customers

- Assign a person in charge to assist Alibaba Cloud in implementing the Alibaba Cloud Security Product Solution Consulting and Support Service. This person in charge should be responsible for coordination and management between the two parties, and responsible for reviewing the work completed by Alibaba Cloud.

- Provide remote access channels, permissions, and sub-accounts to assist Alibaba Cloud in delivering services.

- Cooperate with Alibaba Cloud to investigate system faults and participate in the implementation of specific plans, such as structural adjustments and risk assessments.

- Review implementation plans formulated by Alibaba Cloud and confirm the specific implementation plans proposed by Alibaba Cloud by email or in writing. Customers should not reject the technical proposal or solutions provided by Alibaba Cloud without proper technical reasons.

- If a fault occurs due to third-party software, customers shall be responsible for negotiating with the third-party vendor and assisting Alibaba Cloud in rectifying the fault.

- Authorize Alibaba Cloud to perform 24x7 security event monitoring and analysis.

3.1.3 Alibaba Cloud

- Is responsible for organizing project and setting up a service implementation team.

- Understand the business objectives and scope, develop implementation plans, and obtain written confirmation, including but not limited to email, from the customers.

- Provide services specified in this statement, such as configuration optimization, routine inspection and monitoring, and access configuration.

4. Service items

4.1. Service content

The Alibaba Cloud Security Product Solution Consulting and Support Service can be purchased by module. The modules include: Anti-DDoS Pro or Anti-DDoS Premium, Web Application Firewall, Cloud Firewall, Bastionhost, Security Center, and DBAudit.

The following services are provided:

Service	Description
Security solution consulting	Provide consulting on routine operation of cloud security products, such as solution design, functions, and protection policies.

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Service	Description
Policy and configuration optimization	Provide the cloud security product protection policy optimization service based on security risks or security protection requirements at different times.
Configuration report consulting	Provide consulting on configuration report solution for multi-dimensional display and analysis. After obtaining authorization, Alibaba Cloud provides the cloud security product configuration report service based on the cloud product user manual.
Access configuration consulting	If the customers configure the service by themselves, Alibaba Cloud provide access configuration guidance and assistance services. After obtaining authorization, Alibaba Cloud provides the cloud security product access configuration service based on the cloud product user manual.
Routine inspection, monitoring, and alerting	Conduct regular inspections on the availability of cloud security products to confirm their effectiveness. Conduct regular inspections on the effectiveness of cloud security product policies. Verify the effectiveness of the policies based on security event alerts. Conduct regular inspections on alerts and logs of cloud security products. Monitor high-risk security events, such as mining, viruses, and webshell uploads, and send notifications in DingTalk groups.
Upgrade solution consulting	Provide the upgrade solution consulting service, as well as the configuration and rule upgrade service on an irregular basis.

Note: For services beyond Alibaba Cloud Security Product Solution Consulting and Support Service, contact the Alibaba Cloud after-sales team.

4.2. Service packages

4.2.1. 5*8 Alibaba Cloud Security Product Solution Consulting and Support Services

This service is implemented based on the subscription period. It provides customers with managed services within the service scope.

- Service time: 09:00 to 17:00 in business days

- Working method: remote

Note: If you have any issues outside the service time range, see the Alibaba Cloud service and support plan.

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4.2.2. 7*24 Alibaba Cloud Security Product Solution Consulting and Support Services

This service is implemented based on the subscription period. It provides customers with managed services within the service scope.

- Working time: 24 hours a day, 365 days a year

- Working method: remote

4.2.3 Service SLA

No.	Priority	Definition	5*8 response time	7*24 response time
1	Critical	The core service is severely damaged or becomes unavailable.	15 minutes	30 minutes
2	Urgent	Part of the core service is abnormal.	30 minutes	45 minutes
3	High	The non-core service is severely damaged or becomes unavailable.	2 hours	2 hours
4	Medium	Part of the non-core service is abnormal.	4 hours	4 hours
5	Low	Daily technical consulting.	8 hours	8 hours

5. Service process

Customers shall purchase the corresponding cloud security product before they purchase the Security Product Solution Consulting and Support Service. This way, Alibaba Cloud can deliver services at ease.
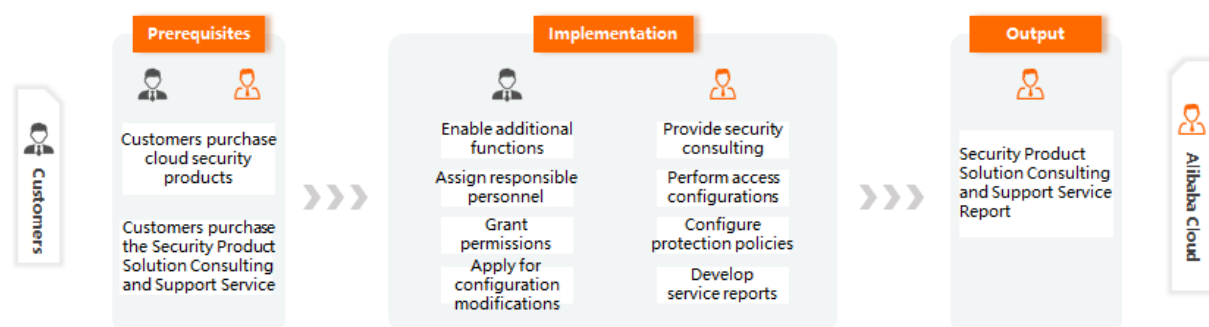
6. Service completion

The Security Product Solution Consulting and Support Service is no longer available after the subscription expires. The following deliverables should be provided: Security Product Usage Report, Security Product Solution Design Report, Service Report, and Product Change Application Form if any.

5.Alibaba Cloud Landing Zone Service Statement of Work

1.Overview

1.1.Introduction

Landing Zone provides solution design and validation services for IT governance based on Alibaba Cloud offerings to help enterprises migrate to the cloud. The service provides designs and technical validation of the following solutions: account management, network planning, financial management, resource management, compliance auditing, and security protection. The service also guides customers to set up a secure, multi-account Alibaba Cloud environment based on Alibaba Cloud best practices.

Landing Zone provides the following three editions that you can choose from based on your business requirements:

Landing Zone

- Basic edition

  - Provides lightweight consulting services and designs of the following solutions based on your business requirements: account management, and network planning or security protection.

  - Validates the technical feasibility of the preceding solutions.

- Standard edition

  - Provides standard consulting services and designs of the following solutions based on your business requirements: account management, network planning, financial management, resource management, compliance auditing, and security protection.

  - Validates the technical feasibility of the preceding solutions.

  - Provides solutions to integrate with self-managed systems, such as SSO, CMDB, and billing system.

- Advanced edition

  - Provides advanced consulting services and designs and implementation of the following solutions based on your business requirements: account management, network planning, financial management,resource management, compliance auditing, and security protection.

  - Validates the technical feasibility of the preceding solutions and implements the solutions.

  - Provides solutions to integrate with self-managed systems, such as SSO, CMDB, and billing system.

Any work or solution that is not defined in this statement of work is excluded from the scope of this project.

2.Service Scope

The service scope varies by the edition of Landing Zone: Basic, Standard, and Advanced. You can select the edition based on your business requirements.

2.1.Landing Zone Basic edition

Landing Zone Basic edition provides the following services:

- Investigation and evaluation

- Quickly investigate and analyze the current application technology stack by means of survey forms and interviews, and evaluate the feasibility of implementing enterprise IT governance in the cloud. Define the service process of Landing Zone.

  - Design the technology roadmap based on the evaluation results.

- Account management

  - Design the account management solution based on the investigation and evaluation results. This solution provides the following capabilities:

    - Account: design solutions for account management and permission management, and norms for using RAM roles.

    - MFA: add support for MFA.

    - SSO: integrate with existing SSO to achieve centralized user authentication.

    - Identity authentication: design a federated authentication solution based on use scenarios.

- Network planning (select between network planning and security protection)

  - Design the network planning solution based on the investigation and evaluation results. This solution provides the following capabilities:

    - Network connection: design a solution to connect your data centers to Alibaba Cloud through VPNs, design firewalls at the access layer and application layer, and design jump servers.

    - Cloud network planning: design the cloud network architecture, including VPC management, IP address management, and DMZ management.

    - Interconnection between clouds: design a solution to connect VPCs of different regions, accounts, or data centers through CEN. Interconnection between services owned by different accounts can be achieved after authorization.

- Security protection (select between network planning and security protection)

  - Design the security protection solution based on the investigation and evaluation results. This solution provides the following capabilities:

    - Network security: design solutions for security group management and security domain management. Isolate applications by using security domains and connect specified applications based on requirements.

    - Data security: design solutions for key management, database access control, and storage access control. Design data security solutions that meet the customer requirements.

    - Note that the security protection solution covers only the security management of the cloud platform and complies with the enterprise security regulations. The solution does not cover the security requirements of enterprise applications or other security requirements.

- Technical validation

  - Validate the technical designs of the following solutions: account management, and network planning or security protection. The technical feasibility of the following features is validated:

    - Account management, permission management, and identity management

    - Network allocation, network segmentation, and network connectivity

2.2.Landing Zone Standard edition

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Landing Zone Standard edition provides the following services:

- Investigation and evaluation

  - Quickly investigate and analyze the current application technology stack by means of survey forms and interviews, and evaluate the feasibility of implementing enterprise IT governance in the cloud. Define the service process of Landing Zone.

  - Define the work scope of Landing Zone based on the evaluation results.

- Account management

  - Design the account management solution based on the investigation and evaluation results. This solution provides the following capabilities:

    - Account: design solutions for account management and permission management, and norms for using RAM roles.

    - MFA: add support for MFA.

    - SSO: integrate with existing SSO to achieve centralized user authentication.

    - Identity authentication: design a federated authentication solution based on use scenarios.

- Network planning

  - Design the network planning solution based on the investigation and evaluation results. This solution provides the following capabilities:

    - Network connection: design a solution to connect your data centers to Alibaba Cloud, design firewalls at the access layer and application layer, and design jump servers.

    - Cloud network planning: design the cloud network architecture, including VPC management, IP address management, and DMZ management.

    - Interconnection between clouds: design a solution to connect VPCs of different regions, accounts, or data centers through CEN. Interconnection between services owned by different accounts can be achieved after authorization.

- Financial management

  - Design the financial management solution based on the investigation and evaluation results. This solution provides the following capabilities:

    - Cost accounting: Design a cost accounting model and make a cost center-based bill analysis scheme for cloud expenditures.

    - Cost analysis: Design financial analysis for customers, provide billing capability, assist customers to access the enterprise internal financial analysis platform, and obtain billing, expense details and other expense data.

    - Cost optimization: Recommend best practices, deployment plans, and audit plans for cost optimization based on the adopted cloud services.

- Resource management

- Design the resource management solution based on the investigation and evaluation results. This solution provides the following capabilities:

  - Design a solution to integrate with the enterprise's billing system for retrieving bills, invoices, and other expense data.

  - Design expense management solutions based on resource catalogs and cost allocation solutions for enterprises that do not have standard billing models or platforms.

- Compliance auditing

  - Design the compliance auditing solution based on the investigation and evaluation results. This solution provides the following capabilities:

    - Provide norms for enterprise firewall configuration to meet the compliance requirements of perimeter security.

    - Design multi-layered protection solutions that include server-side encryption, client-side encryption, hotlinking protection, and IP blacklisting and whitelisting.

    - Design solutions for behavioral auditing, account auditing, and log auditing. Provide custom auditing solutions based on enterprise auditing requirements.

- Security protection

  - Design the security protection solution based on the investigation and evaluation results. This solution provides the following capabilities:

    - Network security: design solutions for security group management and security domain management. Isolate applications by using security domains and connect specified applications based on requirements.

    - Data security: design solutions for key management, database access control, and storage access control. Design data security solutions that meet the customer requirements.

    - Note that the security protection solution covers only the security management of the cloud platform and complies with the enterprise security regulations. The solution does not cover the security requirements of enterprise applications or other security requirements.

- Technical validation

  - Validate the technical designs of the following solutions: account management, network planning, financial management, resource management, compliance auditing, and security protection. The technical feasibility of the following features is validated:

    - Account management, permission management, and identity management

    - Network allocation, network segmentation, and network connectivity

    - Cost allocation

    - IP whitelists, security groups, and behavioral auditing

    - Security domain isolation and access control based on whitelists

    - Integration with self-managed systems such as SSO, CMDB, and billing system

2.3.Landing Zone Advanced edition

Landing Zone Advanced edition provides the following services:

- Investigation and evaluation

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Cloud Migration Service

- Quickly investigate and analyze the current application technology stack by means of survey forms and interviews, and evaluate the feasibility of implementing enterprise IT governance in the cloud. Define the service process of Landing Zone.
- Define the work scope of Landing Zone based on the evaluation results.

- Account management

  - Design the account management solution based on the investigation and evaluation results. This solution provides the following capabilities:

    - Account: design solutions for account management and permission management, and norms for using RAM roles.
    - MFA: add support for MFA.
    - SSO: integrate with existing SSO to achieve centralized user authentication.
    - Identity authentication: design a federated authentication solution based on use scenarios.

- Network planning

  - Design the network planning solution based on the investigation and evaluation results. This solution provides the following capabilities:

    - Network connection: design a solution to connect your data centers to Alibaba Cloud, design firewalls at the access layer and application layer, and design jump servers.
    - Cloud network planning: design the cloud network architecture, including VPC management, IP address management, and DMZ management.
    - Interconnection between clouds: design a solution to connect VPCs of different regions, accounts, or data centers through CEN. Interconnection between services owned by different accounts can be achieved after authorization.

- Financial management

  - Design the financial management solution based on the investigation and evaluation results. This solution provides the following capabilities:

    - Cost accounting: Design a cost accounting model and make a cost center-based bill analysis scheme for cloud expenditures.
    - Cost analysis: Design financial analysis for customers, provide billing capability, assist customers to access the enterprise internal financial analysis platform, and obtain billing, expense details and other expense data.
    - Cost optimization: Recommend best practices, deployment plans, and audit plans for cost optimization based on the adopted cloud services.

- Resource management

  - Design the resource management solution based on the investigation and evaluation results. This solution provides the following capabilities:

    - Design a solution to integrate with the enterprise's billing system for retrieving bills, invoices, and other expense data.
    - Design expense management solutions based on resource catalogs and cost allocation solutions for enterprises that do not have standard billing models or platforms.

- Compliance auditing

- Design the compliance auditing solution based on the investigation and evaluation results. This solution provides the following capabilities:

    - Provide norms for enterprise firewall configuration to meet the compliance requirements of perimeter security.

    - Design multi-layered protection solutions that include server-side encryption, client-side encryption, hotlinking protection, and IP blacklisting and whitelisting.

    - Design solutions for behavioral auditing, account auditing, and log auditing. Provide custom auditing solutions based on enterprise auditing requirements.

- Security protection

    - Design the security protection solution based on the investigation and evaluation results. This solution provides the following capabilities:

        - Network security: design solutions for security group management and security domain management. Isolate applications by using security domains and connect specified applications based on requirements.

        - Data security: design solutions for key management, database access control, and storage access control. Design data security solutions that meet the customer requirements.

        - Note that the security protection solution covers only the security management of the cloud platform and complies with the enterprise security regulations. The solution does not cover the security requirements of enterprise applications or other security requirements.

- Technical validation

    - Validate the technical designs of the following solutions: account management, network planning, resource management, compliance auditing, and security protection. The technical feasibility of the following features is validated:

        - Account management, permission management, and identity management

        - Network allocation, network segmentation, and network connectivity

        - Cost allocation

        - IP whitelists, security groups, and behavioral auditing

        - Security domain isolation and access control based on whitelists

        - Integration with self-managed systems such as SSO, CMDB, and billing system

- Solution implementation

    - Implement the following solutions based on the technical validation results: account management, network planning, financial management, resource management, compliance auditing, and security protection.

Notes:

- Landing Zone provides solutions for IT governance based on Alibaba Cloud offerings and does not provide consulting services for IT governance within the enterprise. If you require enterprise-class IT governance solutions, you can purchase the relevant services.

- The design of the security protection solution provided in the project covers only the security management of the cloud platform. The solution does not cover the security protection of enterprise applications and data, or cover classified protection requirements.

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- The project provides the designs of solutions to integrate with the customer's self-managed systems such as SSO, CMDB, and billing system. Alibaba Cloud is not responsible for the implementation of integration solutions or troubleshooting of technical issues related to self-managed systems.

- Alibaba Cloud shall not be liable for schedule delays caused by the customer.

- The customer shall not limit the ways in which Alibaba Cloud provides services. Alibaba Cloud conducts investigations and provides consulting services on-site or remotely in order to produce the final deliverables.

- Alibaba Cloud is not responsible for providing any technical documentation other than Alibaba Cloud official documentation and documents within the scope of this project.

- Alibaba Cloud is not responsible for any implementation or maintenance work involved in the planning, architecture design, cloud transformation, or implementation of the customer's business system.

- Alibaba Cloud is not responsible for troubleshooting or technical support of third-party software and application systems that are not provided by the Alibaba Cloud platform.

3.Prerequisites

- The customer must apply for the service at least 15 working days before they place the order. This way, Alibaba Cloud can evaluate the customer's business objectives and check the feasibility of the schedule to determine whether to accept the application.

- If the application involves a large amount of resources, it is recommended that the customer apply for the service one month in advance. This way, Alibaba Cloud can communicate with suppliers to check whether the required resources are available.

- The customer shall provide Alibaba Cloud with all necessary documents, information, data, diagrams, system permissions, and remote access channels in an efficient manner to enable Alibaba Cloud to provide services. All such information is subject to the confidentiality clauses attached to the statement. The customer agrees that all information disclosed or to be disclosed to Alibaba Cloud is true, accurate, and not misleading.

- Alibaba Cloud provides Landing Zone services (Basic, Standard, and Advanced editions) through phone calls, DingTalk, and emails. There are no limits on the location where Alibaba Cloud provides services.

- In the project delivery process, Alibaba Cloud designs the IT governance solution and troubleshoots the issues that occur during technical validation and the customer implements the solution designed by Alibaba Cloud.

- Alibaba Cloud provides services between 9:00 am to 6:00 pm (UTC+8) Monday to Friday, except for national holidays in China.

- The project managers designated by the customer and Alibaba Cloud shall use mutually agreed communication methods to transfer the written information required for the project. Optional communication methods include DingTalk, fax, and email.

- All project deliverables are in Chinese or English, and the working language is Chinese or English. All deliverables are submitted as electronic copies in Microsoft Office formats,including PowerPoint, Word, Excel, and Visio.

- The customer and Alibaba Cloud shall work on the project according to the work plan, staffing plan, and start and end dates that are agreed upon by both parties in advance. Alibaba Cloud shall not be liable for project delays that are caused by delays in the launch of the customer's relevant business systems.

- If the customer or Alibaba Cloud wants to introduce a third party, the customer or Alibaba Cloud shall be responsible for signing contracts with the third party. Alibaba Cloud is not responsible for the actions or delays caused by the subcontractors or vendors used by the customer. The customer is not responsible for the actions or delays caused by the subcontractors or vendors used by Alibaba Cloud.

- Neither party is liable for special, incidental, or indirect damages, or consequential economic damages (this includes loss of profits or discounts) under this contract, even if the party has been informed of the possibility of such damages.

4.Responsibilities

4.1.Customer and Alibaba Cloud

- To purchase Landing Zone (Basic, Standard, or Advanced edition), the customer must apply for the service in advance and can place orders only after the application is approved by Alibaba Cloud.

- The customer and Alibaba Cloud negotiate to confirm the business objectives and service scope of Landing Zone.

Service type	Phase	Task name	Task details	Customer	Alibaba Cloud
	Current situation investigation	Infrastructure	Analyze the customer's deployment architecture, understand the relationship between computing, storage, middle ware, and applications, and analyze and aggregate data on nodes.	A/S/C/I	R/I
		Business status and application systems	Investigate the current IT governance situation and understand the requirements for cloud-based IT governance through remote information collection and on-site communication.	A/S/C/I	R/I
		IT governance norms	Investigate the current IT governance norms, such as security norms, network norms, account management norms, and billing norms, and understand the customer's requirements of IT governance norms.	A/S/C/I	R/I

Service type	Phase	Task name	Task details	Customer	Alibaba Cloud
Landing Zone	Solution design	Account management	Design the account management solution based on the enterprise account system to achieve SSO integration, MFA, and centralized permission management.	A/S/C/I	R/I
		Network planning	Design the network planning solution to meet the customer's networking requirements.	A/S/C/I	R/I
		Financial management	Design the cloud financial management based on the account distribution label, and provide data support for the subsequent cost optimization and business decisions.	A/S/C/I	R/I
		Resource management	Design the resource management solution to meet the customer's requirements for cloud resource provisioning.	A/S/C/I	R/I
		Compliance auditing	Design the compliance auditing solution based on the customer's compliance and auditing requirements.	A/S/C/I	R/I
		Security protection	Design the security protection solution based on enterprise security norms to meet the customer's requirements. The solution covers only cloud security.	A/S/C/I	R/I
	Technical validation	Landing Zone technical validation	Validate the technical feasibility of the solutions and troubleshoot the issues that occur in the validation process.	A/S/C/I/R	S/C/I

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Servic e type	Phase	Task name	Task details	Custo mer	Alibab a Cloud
	Solution implem entation	Landing Zone solution implementation	Implement the solutions.	A/S/C/I	R/S/C/I

Notes: R for Responsible, A for Accountable, C for Consulted, I for Informed, and S for Support.

4.1.1.Customer responsibilities

- The customer must appoint a project manager with the required expertise and experience as the main contact person for communication with Alibaba Cloud. The project manager has full authority to make decisions on all aspects of the project on behalf of the customer, and is directly responsible for the planning, coordination, supervision, and control of project implementation. The project manager is also responsible for troubleshooting and solving any issues that occur during project implementation.

- The project manager of the customer is responsible for coordinating all resources to lead the investigation and technical verification work involved in the project.

- At the beginning of the project, the customer must provide information and specification documents related to IT governance within the enterprise, and explicitly state the implementation requirements.

4.1.2.Alibaba Cloud

- Alibaba Cloud must appoint an experienced technical manager to communicate with the project manager from the customer, and manage the project and project team members from Alibaba Cloud.

- Alibaba Cloud must investigate the basic architecture, business scenarios, technical components, and development frameworks of the customer's system, and evaluate the Landing Zone specifications.

- Alibaba Cloud must design the Landing Zone solution based on the results of the preliminary investigation.

- Alibaba Cloud must cooperate with the customer to validate the technical feasibility of the Landing Zone solution and help the customer resolve issues that occur in the validation process.

4.1.3.Completion criteria

- Completion criteria for Landing Zone Basic edition
  - The designs of the following solutions are completed and confirmed by the customer: account management, and network planning or security protection.
  - Deliverables
    - Landing Zone Basic IT Governance Solution
- Completion criteria for Landing Zone Standard edition
  - The designs of the following solutions are completed and confirmed by the customer: account management, network planning, financial management, resource management, compliance auditing, and security protection.

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- Deliverables

  - Landing Zone Standard IT Governance Solution

- Completion criteria for Landing Zone Advanced edition

  - The designs of the following solutions are completed, implemented, and confirmed by the customer: account management, network planning, financial management, resource management, compliance auditing, and security protection.

  - Deliverables

    - Landing Zone Advanced IT Governance Solution

4.2.Service catalog

The following table describes the services that are provided by Landing Zone:

Phase	Service	Landing Zone Basic edition	Landing Zone Standard edition	Landing Zone Advanced edition
Current situation investigation	Infrastructure	Supported	Supported	Supported
	Business status and application systems	Supported	Supported	Supported
	IT governance norms	Supported	Supported	Supported
Solution design	Account management	Supported	Supported	Supported
	Network planning	Supported (select between network planning and security protection)	Supported	Supported
	Financial management		Supported	Supported
	Resources management		Supported	Supported
	Compliance auditing		Supported	Supported

Phase	Service	Landing Zone Basic edition	Landing Zone Standard edition	Landing Zone Advanced edition
	Security protection	Supported (select between network planning and security protection)	Supported	Supported
Technical validation	Landing Zone technical validation	Supported	Supported	Supported
Solution implementation	Landing Zone solution implementation			Supported

5.Service Level Agreement

- Provide the Landing Zone service.

- Provide technical validation and on-site support based on demands during the service period.

- Provide the following documents based on service specifications: Landing Zone Basic IT Governance Solution, Landing Zone Standard IT Governance Solution, and Landing Zone Advanced IT Governance Solution.

6.Service Process

The following figure shows the service process of Landing Zone.
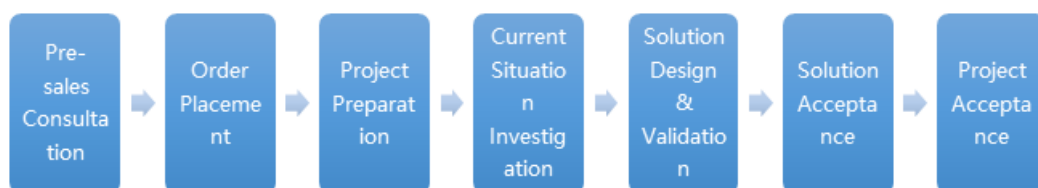
7.Acceptance criteria

7.1.Acceptance list

No.	Phase	Details	Deliverable	Deliverable type

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No.	Phase	Details	Deliverable	Deliverable type
1	Current situation investigation	Infrastructure	Landing Zone Investigation Report	Document
		Business status and application systems		
		IT governance norms		
2	Solution design	Account management	Landing Zone Advanced IT Governance Solution Landing Zone Basic IT Governance Solution Landing Zone Standard IT Governance Solution	
		Network planning		
		Financial management		
		Resource management		
		Compliance auditing		
		Security protection		
3	Technical validation	Technical validation	N/A	
4	Solution implementation	Solution implementation	N/A	

7.2.Acceptance criteria

- In the project delivery process,Alibaba Cloud should provide consulting services regarding Landing Zone and record important information in documents. In the acceptance phase, the customer should focus on the quality of document content and confirm that the documents meet their requirements.

- If the customer's business process requires internal reviews before Alibaba Cloud submits the deliverables, the customer must conduct and complete internal reviews before the agreed acceptance time.

- If the document content needs to be modified after the review meeting, Alibaba Cloud must make the required modifications and submit the modified documents to the customer for acceptance. The customer must appoint a representative to sign for confirmation.

- Acceptance criteria for Landing Zone Basic edition
  - Landing Zone Basic IT Governance Solution meets expectations.

- Acceptance criteria for Landing Zone Standard edition
  - Landing Zone Standard IT Governance Solution meets expectations.

- Acceptance criteria for Landing Zone Advanced edition
  - Landing Zone Standard IT Governance Solution meets expectations.

7.3.Acceptance plan

In accordance with the deliverables of each project phase described in Section 7.1 Acceptance List, project acceptance is based on the following acceptance plans. The customer agrees to accept the deliverables submitted by Alibaba Cloud based on these acceptance plans.

No.	Acceptance start time	Acceptance content	Acceptance completion
1	Completion of the design and technical validation of Landing Zone Basic IT Governance Solution	Landing Zone Basic IT Governance Solution	Acceptance confirmation by the customer

Acceptance plan for Landing Zone Standard edition

No.	Acceptance start time	Acceptance content	Acceptance completion
1	Completion of the design and technical validation of Landing Zone Standard IT Governance Solution	Landing Zone Standard IT Governance Solution	Acceptance confirmation by the customer

Acceptance plan for Landing Zone Advanced edition

No.	Acceptance start time	Acceptance content	Acceptance completion
1	Completion of the design,technical validation, and implementation of Landing Zone Advanced IT Governance Solution	Landing Zone Advanced IT Governance Solution	Acceptance confirmation by the customer

8.Project Completion

The project is completed after the customer confirms the acceptance.

6.Cloud Migration Service Statement of Work

1. Overview

1.1. Introduction

Cloud Migration Service provides Migration Consulting Service and Migration Implementation Service to help the customer migrate its business systems to Alibaba Cloud. Cloud Migration Service provides the following services: cloud architecture design, cloud technology selection, migration solution design based on technology selection, technical consultation, and migration implementation. Migration to the cloud is vital for companies looking to achieve digital transformation. Cloud Migration Service allows the customer to implement cloud migration by making full use of Alibaba Cloud products and technologies.

The following table lists the services that are available for different editions of Cloud Migration Service. The customer can purchase an edition based on its business requirements.

Service	Basic Edition	Standard Edition	Advanced Edition	Premium Edition
Feasibility analysis of cloud migration	✔☺	✔☺	✔☺	✔☺
Design of a cloud migration solution for systems	✔☺	✔☺	✔☺	✔☺
Design of a cloud migration solution for structured data	✔☺	✔☺	✔☺	✔☺
Design of a cloud migration solution for unstructured data	✔☺	✔☺	✔☺	✔☺
Design of network architecture on the cloud	✔☺	✔☺	✔☺	✔☺
Design of a business cutover solution	✔☺	✔☺	✔☺	✔☺

Service	Basic Edition	Standard Edition	Advanced Edition	Premium Edition
Migration of systems to the cloud		✔☺ Number of ECS instances, SLB instances, and OSS buckets ≤ 20	✔☺ Number of ECS instances, SLB instances, and OSS buckets ≤ 50	✔☺ Number of ECS instances, SLB instances, and OSS buckets ≤ 100
Migration of structured data to the cloud		✔☺ Number of RDS instances ≤ 5	✔☺ Number of RDS instances ≤ 10	✔☺ Number of RDS instances ≤ 20
Migration of unstructured data to the cloud		✔☺ Data volume ≤ 1TB	✔☺ Data volume ≤ 5TB	✔☺ Data volume ≤ 20TB

Any work or solution that is not defined in this statement of work (SOW) is excluded from the scope of this project.

2. Service scope

This section describes the scope of services provided by different editions of Cloud Migration Service. The deliverables vary with the editions.

2.1. Service scope of Cloud Migration Service Basic Edition

Cloud Migration Service Basic Edition provides the following services:

- Investigation and evaluation on cloud migration
- Investigates and analyzes the current application technology stacks by means of survey forms and interviews, and evaluates the feasibility of migrating systems to the cloud. Determines the quantity, priorities, and strategies for migrating business systems to the cloud.
- Provides suggestions on cloud technology selection based on the evaluation results.
- Cloud architecture design
- Designs the cloud architecture based on the investigation and evaluation results.
  - Network design: VPC planning, vSwitch planning, IP segment planning, and planning of network connectivity between data centers and the cloud.
  - Security design: Designs the security architecture based on the security services of Alibaba Cloud. Security design includes the following aspects: specifications of security groups, remote access with bastion hosts, database audit, anti-DDoS, and WAF access.
  - Account system design: organization management on the cloud and RAM-based access control.

- Selection of cloud products: Provides a solution on selecting cloud products based on the investigation of technology stacks. The solution includes the detailed specifications of various cloud products used, such as operating system version, product specifications, and bandwidth.

- Design of a cloud migration solution

- Designs a cloud migration solution based on the selection of Alibaba Cloud products and the details of technology stacks. The solution involves the migration of the following types of technology stacks:

- Databases (excluding commercial databases such as Oracle and Db2): full data migration, incremental data migration, and data cutover.

- Storage systems: migration of self-managed storage systems or local files to Object Storage Service (OSS) or Apsara File Storage NAS. The solution provides details about data migration, data verification, and data transformation. It does not involve specific business logic.

- Middleware: The solution provides transformation suggestions to facilitate the migration of message queues and Kafka clusters to Alibaba Cloud. It does not involve specific business logic.

- Cache: data migration from Redis and memcache to Alibaba Cloud and the transformation of the related API operations.

- File indexes: data migration from Solr and Elasticsearch to Alibaba Cloud.

- The cloud migration solution uses only Alibaba Cloud products. It does not involve self-managed services that are deployed on Alibaba Cloud.

    Cloud Migration Service Basic Edition does not provide the following services:

- The cloud migration solution focuses on technical components. It does not involve detailed analysis on the business and does not design application migration solution for each system.

- The cloud migration solution does not include Oracle database migration, microservices, application containerization, and big data migration. If the customer has such requirements, the customer shall purchase the corresponding services.

- Migration Consulting Service provides design services for migration solution and cloud architecture based on the business systems to be migrated. It does not provide consulting services for the overall cloud architecture of the customer. If the customer has such requirements, the customer shall purchase cloud architecture consulting services separately.

- The customer (Party A) shall not limit the ways in which Alibaba Cloud (Party B) provides services. Alibaba Cloud conducts investigations and provides consulting services on site or remotely to produce the final deliverables.

- Alibaba Cloud provides only Alibaba Cloud official documentation and the documents related to the design of the cloud architecture solution and the cloud migration solution.

- Alibaba Cloud shall not be responsible for the implementation or maintenance work involved in the planning, architecture design, migration, and use of the business systems of the customer.

- Alibaba Cloud shall not be responsible for troubleshooting or technical support of third-party software and application systems.

- The service scope of Cloud Migration Service Basic Edition does not include application migration and data migration that are implemented after the architecture design is completed.

2.2. Service scope of Cloud Migration Service Standard Edition

Cloud Migration Service Standard Edition provides the following services:

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- Migration Consulting Service that is contained in Cloud Migration Service Basic Edition is also contained in Cloud Migration Service Standard Edition.

- Cloud Migration Service Standard Edition supports the migration of specific systems that are selected by the customer based on the consultation results. The following services are provided:

- Assists in activating cloud resources, creating cloud accounts, building cloud infrastructure, and configuring hybrid cloud networks.

- Provides technical support for migration, troubleshoots migration issues, and provides solutions.

- Assists in application deployment, installation and debugging, and resolves issues.

- Assists in the migration of homogeneous or heterogeneous databases (excluding commercial databases such as Oracle and Db2) and storage data, and resolve issues in the migration process.

- Assists in the design of an application cutover solution to help the customer achieve smooth and fast application migration to the cloud.

- For the migration of applications to the cloud, a maximum of 20 ECS or SLB instances are supported. For the migration of structured data to the cloud, a maximum of 5 RDS instances are supported. For the migration of unstructured data to the cloud, a maximum of 1 TB data is supported.

Cloud Migration Service Standard Edition does not provide the following services:

- Alibaba Cloud (Party B) shall not be responsible for the following implementation work of the customer (Party A): application deployment, transformation of application code, transformation of data code, and data migration. The specific implementation work is carried out by the customer. In the implementation process, Alibaba Cloud is only responsible for providing technical support and guidance, and assisting the customer in resolving issues related to the use of Alibaba Cloud products.

- Alibaba Cloud shall not be liable for schedule delays caused by the customer.

2.3. Service scope of Cloud Migration Service Advanced Edition

- Migration Consulting Service that is contained in Cloud Migration Service Basic Edition is also contained in Cloud Migration Service Advanced Edition.

- Cloud Migration Service Advanced Edition supports the migration of specific systems that are selected by the customer based on the consultation results. The following services are provided:

- Assists in activating cloud resources, creating cloud accounts, building cloud infrastructure, and configuring hybrid cloud networks.

- Provides technical support for migration, troubleshoots migration issues, and provides solutions.

- Assists in application deployment, installation and debugging, and resolves issues.

- Assists in the migration of homogeneous or heterogeneous databases (excluding commercial databases such as Oracle and Db2) and storage data, and resolve issues in the migration process.

- Assists in the design of an application cutover solution to help the customer achieve smooth and fast application migration to the cloud.

- For the migration of applications to the cloud, a maximum of 50 ECS or SLB instances are supported. For the migration of structured data to the cloud, a maximum of 10 RDS instances are supported. For the migration of unstructured data to the cloud, a maximum of 5 TB data is supported.

Cloud Migration Service Advanced Edition does not provide the following services:

- Alibaba Cloud (Party B) shall not be responsible for the following implementation work of the customer (Party A): application deployment, transformation of application code, transformation of data code, and data migration. The specific implementation work is carried out by the customer. In the implementation process, Alibaba Cloud is only responsible for providing technical support and guidance, and assisting the customer in resolving issues related to the use of Alibaba Cloud products.

- Alibaba Cloud shall not be liable for schedule delays caused by the customer.

2.4. Service scope of Cloud Migration Service Premium Edition

- Migration Consulting Service that is contained in Cloud Migration Service Basic Edition is also contained in Cloud Migration Service Premium Edition.

- Cloud Migration Service Premium Edition supports the migration of specific systems that are selected by the customer based on the consultation results. The following services are provided:

- Assists in activating cloud resources, creating cloud accounts, building cloud infrastructure, and configuring hybrid cloud networks.

- Provides technical support for migration, troubleshoots migration issues, and provides solutions.

- Assists in application deployment, installation and debugging, and resolves issues.

- Assists in the migration of homogeneous or heterogeneous databases (excluding commercial databases such as Oracle and Db2) and storage data, and resolve issues in the migration process.

- Assists in the design of an application cutover solution to help the customer achieve smooth and fast application migration to the cloud.

- For the migration of applications to the cloud, a maximum of 100 ECS or SLB instances are supported. For the migration of structured data to the cloud, a maximum of 20 RDS instances are supported. For the migration of unstructured data to the cloud, a maximum of 20 TB data is supported.

Cloud Migration Service Premium Edition does not provide the following services:

- Alibaba Cloud (Party B) shall not be responsible for the following implementation work of the customer (Party A): application deployment, transformation of application code, transformation of data code, and data migration. The specific implementation work is carried out by the customer. In the implementation process, Alibaba Cloud is only responsible for providing technical support and guidance, and assisting the customer in resolving issues related to the use of Alibaba Cloud products.

- Alibaba Cloud shall not be liable for schedule delays caused by the customer.

3. Prerequisites

- The customer shall submit a service request at least 15 business days before the customer places an order. This way, Alibaba Cloud can evaluate the business objectives of the customer and check the feasibility of the schedule to determine whether to accept the service request.

- If the customer requires a large amount of resources, the customer shall submit a service request one month in advance. This way, Alibaba Cloud can communicate with suppliers to check whether the requested resources are available.

- The customer shall provide Alibaba Cloud with all necessary documents, information, data, diagrams, system permissions, and remote access channels in a timely manner. All such information is subject to the confidentiality clauses attached to this statement of work. The customer shall guarantee that all information disclosed or to be disclosed to Alibaba Cloud is true, accurate, and not misleading.

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- Alibaba Cloud provides Migration Consulting Service and Migration Implementation Service Basic Edition by using phone calls, DingTalk, and emails. The location where Alibaba Cloud provides services is not restricted by the project.

- In the project delivery process, Alibaba Cloud designs the cloud migration solution and troubleshoots the issues that occur during implementation, and the customer deploys and tests the applications.

- Alibaba Cloud provides services between 09:00 and 18:00 (UTC+8) from Monday to Friday, except for national holidays in China.

- The project managers designated by the customer and Alibaba Cloud shall use mutually agreed communication methods to transfer the written information required for the project. Available communication methods include DingTalk, fax, and email.

- All project deliverables are in Chinese or English, and the working language is Chinese or English. All deliverables are submitted as electronic copies in Microsoft Office formats, including PowerPoint, Word, Excel, and Visio.

- The customer and Alibaba Cloud shall work on the project in accordance with the work plan, staffing plan, and start and end dates that are agreed upon by both parties in advance. Alibaba Cloud shall not be liable for project delays that are caused by delays in the launch of the business systems of the customer.

- If the customer or Alibaba Cloud needs to introduce a third party, the customer or Alibaba Cloud shall be responsible for signing contracts with the third party. Alibaba Cloud shall not be liable for the actions performed or delays caused by the subcontractors or vendors of the customer. The customer shall not be liable for the actions or delays caused by the subcontractors or vendors of Alibaba Cloud.

- Neither party shall be liable for special, incidental, or indirect damages, or consequential economic damages (including loss of profits or discounts) under this contract, even if the party has been informed of the possibility of such damages.

- The customer shall be responsible for the O&M that is related to its business.

4. Division of responsibilities

4.1. Customer and Alibaba Cloud

- The customer purchases only Migration Consulting Service or both Migration Consulting Service and Migration Implementation Service. Alibaba Cloud reviews the service request and communicates with the customer upon details. Then, the customer confirms the agreement.

- The customer and Alibaba Cloud negotiate to confirm the business objectives and service scope of Cloud Migration Service.

- The following table describes the division of responsibilities.

Service	Phase	Task name	Task details	Customer	Alibaba Cloud
		System investigation and evaluation	Investigation of infrastructure, business systems, technology stacks, and application scenarios	A/S/C/I	R/I

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Service	Investigation of current situation Phase	Task name	Task details	Customer	Alibaba Cloud
Cloud Migration Service	Solution design	Cloud migration planning	Evaluation of cloud migration strategies, and migration planning	A/S/C/I	R/I
		Cloud architecture design	Selects products and technologies, cloud network architecture, hybrid cloud networking solution, account system, resource specifications, and security architecture to meet the architecture requirements for business applications	A/S/C/I	R/I
		Design of a cloud migration solution	Migration of technical components such as databases, storage systems, and middleware	A/S/C/I	R/I
		Verification of the cloud migration solution	Verifies the feasibility of the cloud migration solution and the existing issues, and adjusts the migration solution based on the results.	A/S/C/I	R/I
	Migration implementation	System migration and transformation	System redeployment, business transformation, and Q&A regarding the use of cloud products	A/R/I	S/C/I
		Database migration	Database migration and verification	A/R/I	S/C/I
		Migration of unstructured data	Migration of unstructured data and verification	A/R/I	S/C/I
		Middleware migration	Middleware selection and transformation	A/R/I	S/C/I

Service	Phase	Task name	Task details	Customer	Alibaba Cloud
Cutover implementation		Cutover walkthrough	Assists in the design of the cutover solution and conducts cutover walkthroughs to ensure that the cutover solution is feasible	A/R/I	S/C/I
		Cutover implementation	Assists in final cutover implementation to the cloud	A/R/I	S/C/I

Note: R stands for Responsible, A stands for Accountable, C stands for Consulted, I stands for Informed, and S stands for Support.

4.1.1. Customer

- The customer shall appoint a project manager with the required expertise and experience to communicate with Alibaba Cloud. The project manager has full authority to make decisions on all aspects of the project on behalf of the customer, and shall be directly responsible for the planning, coordination, supervision, and control of project implementation. The project manager shall also be responsible for troubleshooting and resolving the issues that occur during project implementation.

- The project manager of the customer shall be responsible for coordinating all resources to lead the investigation and implementation work involved in the project.

- At the beginning of the project, the customer shall delineate the business systems planned to be migrated. The customer and Alibaba Cloud shall jointly evaluate the feasibility of cloud migration and formulate a cloud migration solution.

- The customer shall cooperate with Alibaba Cloud to investigate the applications to be migrated, and shall provide Alibaba Cloud with all necessary documents, information, data, diagrams, system permissions, and remote access channels.

- The customer shall perform specific migration actions.

- The customer shall be responsible for the O&M that is related to its business.

4.1.2. Alibaba Cloud

- Alibaba Cloud shall appoint an experienced project manager to communicate with the project manager from the customer, and manage the project and project team members from Alibaba Cloud.

- Alibaba Cloud shall investigate the basic architecture, business scenarios, technical components, and development frameworks of the business systems to be migrated, and evaluate the feasibility of migrating the systems to the cloud and the cost of cloud migration.

- Alibaba Cloud shall design a cloud architecture solution and a cloud migration solution based on the investigation results.

- Alibaba Cloud shall cooperate with the customer to implement cloud migration and assist in resolving various issues encountered in the implementation process.

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- Alibaba Cloud shall cooperate with the customer to complete application cutover to the cloud. Alibaba Cloud shall also provide technical support to ensure business stability on the cloud.

4.1.3. Completion criteria

- Completion criteria for Migration Implementation Service Basic Edition

  - The design of the cloud architecture solution is completed and confirmed by the customer.

  - The design of the cloud migration solution is completed and confirmed by the customer.

    - Deliverables

      - Cloud Architecture Solution

      - Cloud Migration Solution

- Completion criteria for Cloud Migration Service Standard Edition

  - The design of the cloud architecture solution is completed and confirmed by the customer.

  - The design of the cloud migration solution is completed and confirmed by the customer.

    - Deliverables

      - Cloud Architecture Solution

      - Cloud Migration Solution

    - The implementation of the cloud migration solution is completed and confirmed by the customer.

      - Migration Implementation Report

- Completion criteria for Migration Implementation Service Advanced Edition

  - The design of the cloud architecture solution is completed and confirmed by the customer.

  - The design of the cloud migration solution is completed and confirmed by the customer.

    - Deliverables

      - Cloud Architecture Solution

      - Cloud Migration Solution

    - The implementation of the cloud migration solution is completed and confirmed by the customer.

      - Migration Implementation Report

- Completion criteria for Migration Implementation Service Premium Edition

  - The design of the cloud architecture solution is completed and confirmed by the customer.

Professional services statement of
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Cloud Migration Service

- The design of the cloud migration solution is completed and confirmed by the customer.
  - Deliverables
    - Cloud Architecture Solution
    - Cloud Migration Solution
  - The implementation of the cloud migration solution is completed and confirmed by the customer.
    - Migration Implementation Report

4.2. Service catalog

The following table lists the services that are provided by Cloud Migration Service.

Phase	Service	Migration Implementation Service Basic Edition	Migration Implementation Service Standard Edition	Migration Implementation Service Advanced Edition and Premium Edition
Investigation of current situation	System investigation and evaluation	Supported	Supported	Supported
	Cloud migration planning	Supported	Supported	Supported
Solution design	Cloud architecture design	Supported	Supported	Supported
	Design of a cloud migration solution	Supported	Supported	Supported
	Verification of the cloud migration solution	Supported	Supported	Supported
	System migration		Supported	Supported
	Database migration		Supported	Supported
	Migration of unstructured data		Supported	Supported
	Middleware migration		Supported	Supported

Migration implementation Phase	Service	Migration Implementation Service Basic Edition	Migration Implementation Service Standard Edition	Migration Implementation Service Advanced Edition and Premium Edition
Cutover implementation	Cutover walkthrough		Supported	Supported
	Cutover implementation		Supported	Supported

Note: Migration Implementation Service Basic Edition and Migration Implementation Service Standard Edition provide the same services in different ways. The services of Basic Edition are provided remotely whereas the services of Standard Edition are provided on site.

5. Service process

Process for using Cloud Migration Service Basic Edition:

Pre-sales communication ⟶ Service purchase ⟶ Project preparation ⟶ Current situation investigation ⟶ Solution design and verification ⟶ Solution acceptance ⟶ Project acceptance

Process for using Cloud Migration Service Standard Edition:

Pre-sales communication ⟶ Service purchase ⟶ Project preparation ⟶ Current situation investigation ⟶ Solution design and verification ⟶ Implementation solution design ⟶ Migration implementation ⟶ Project acceptance

Process for using Cloud Migration Service Advanced Edition and Premium Edition:

Pre-sales communication ⟶ Service purchase ⟶ Project preparation ⟶ Current situation investigation ⟶ Solution design and verification ⟶ Implementation solution design ⟶ Migration implementation ⟶ System efficiency test ⟶ Project acceptance

6. Acceptance criteria

6.1. List of deliverables

No.	Phase	Details	Deliverable	Deliverable type
1	Investigation of current situation	System investigation and evaluation		

No.	Phase	Details	Cloud Architecture Solution Deliverable	Document Deliverable type
2	Solution design	Cloud architecture design	Cloud Migration Solution	Document
3		Design of a cloud migration solution		
4		Verification of the cloud migration solution		
5	Migration implementatio n	System migration and transformatio n	Migration Implementation Report	Document
6		Database migration		
7		Migration of unstructured data		
8		Middleware migration		
9	Cutover implementatio n	Cutover walkthrough		
10		Cutover implementatio n		

6.2. Acceptance criteria

- In the project delivery process, Alibaba Cloud shall provide consulting services regarding Cloud Migration Service and record important information in documents. In the acceptance phase, the customer shall focus on the quality of document content and confirm that the documents meet the requirements.

- If the customer requires internal reviews before Alibaba Cloud submits the deliverables, the customer shall conduct and complete internal reviews before the agreed acceptance time.

- If the document content needs to be modified after the reviews, Alibaba Cloud shall make the required modifications and submit the modified documents to the customer for acceptance. The customer shall appoint a representative to sign for confirmation. The customer shall click the Confirm Acceptance button in the Cloud Migration Service console.

- Acceptance criteria for Cloud Migration Service Basic Edition

  - "Cloud Architecture Solution" and "Cloud Migration Solution" meet expectations.

- Acceptance criteria for Cloud Migration Service Standard Edition

  - The expiration time of the service shall be regarded as the mark of completion. Alibaba Cloud shall communicate with the customer upon completion-related matters before the expiration time and shall assist the customer to complete project acceptance.

  - "Cloud Architecture Solution", "Cloud Migration Solution", and "Migration Implementation Report" meet expectations.

- Acceptance criteria for Cloud Migration Service Advanced Edition and Premium Edition

  - The expiration time of the service shall be regarded as the mark of completion. Alibaba Cloud shall communicate with the customer upon completion-related matters before the expiration time and shall assist the customer to complete project acceptance.

  - "Cloud Architecture Solution", "Cloud Migration Solution", and "Migration Implementation Report" meet expectations.

6.3. Acceptance plans

In accordance with the deliverables of each project phase described in 6.1. List of deliverables, project acceptance is based on the following acceptance plans. The customer agrees to accept the deliverables submitted by Alibaba Cloud based on these acceptance plans.

Acceptance plan for Cloud Migration Service Basic Edition

No.	Acceptance milestone	Acceptance content	Acceptance completion
1	The design and verification of "Cloud Architecture Solution" and "Cloud Migration Solution" are completed.	Cloud Migration Solution Cloud Architecture Solution	The customer confirms acceptance of the solutions.

Acceptance plan for Cloud Migration Service Standard Edition, Advanced Edition, and Premium Edition

No.	Acceptance milestone	Acceptance content	Acceptance completion
1	The design and verification of "Cloud Architecture Solution" and "Cloud Migration Solution" are completed.	Cloud Migration Solution Cloud Architecture Solution	The customer confirms acceptance of the solutions.
2	The two parties reach an agreement upon the deliverables of the service.	Migration Implementation Report	The customer confirms acceptance of Migration Implementation Report

- For Cloud Migration Service Standard Edition, Advanced Edition, and Premium Edition, the acceptance of architecture design shall be performed separately with the acceptance of migration implementation.

- Cloud Migration Service shall be accepted and confirmed in accordance with the service scope agreed in the early stage of the project. If the customer requires services that are not included in the service scope, the customer shall purchase the services and negotiate with Alibaba Cloud upon the deliverables and acceptance criteria.

7. Mark of completion

The implementation is completed and the customer completes the acceptance.

7.Security Compliance Service

1. Overview

1.1. Introduction

With the rapid growth of cloud computing, more and more enterprises, including financial institutions, choose to migrate their IT infrastructure to the cloud. Security compliance in the cloud has become a major factor to consider when enterprises choose to move to the cloud.

Due to the complexity of security specifications and cloud configuration details, it is difficult for enterprises to set up a comprehensively secure and compliant environment on the cloud according to compliance content. According to "The State of Cloud Security Risk, Compliance, and Misconfigurations" issued by the Cloud Security Alliance in September 2021, more than 60% of the surveyed enterprises believe that the main cause of network security incidents is their lack of knowledge and expertise in cloud security and compliance. Therefore, we hope to assist different types of enterprises in creating secure and compliant cloud environments through "Security Compliance Consulting and Implementation Services", thus improving their confidence in cloud security.

These services provide customers with corresponding consulting and implementation services based on the requirements of international security compliance consulting services.

Alibaba Cloud International Security Compliance Consulting and Implementation Services consist of six sub-services. Customers can purchase the services based on their business requirements:

- Alibaba Cloud International Security Compliance Consulting and Implementation Services (Required. Choose one of the following two service packages.)
  - Consulting Service Package
  - Consulting and Implementation Service Package
    - The preceding two service packages (the Consulting Service Package and the Consulting and Implementation Service Package) are further subdivided into the simplified version, standard version and advanced version based on the number of control points listed in the regulatory requirements.

Any work or solution that is not defined in this statement of work (SOW) is excluded from the scope of this project.

2. Service scope

The following service scope is classified into two categories: the Alibaba Cloud International Security Compliance Consulting Service Package and the International Security Compliance Consulting and Implementation Service Package. In addition, the preceding two service packages (the Consulting Service Package and the Consulting and Implementation Service Package) are further subdivided into the simplified version, standard version and advanced version based on the number of control points listed in the regulatory requirements. The services can be delivered to meet different requirements for various types of customers.

3. Prerequisites

- The customer shall submit a service request at least 15 business days before the customer places an order. This way, Alibaba Cloud can evaluate the business objectives of the customer and check the feasibility of the schedule to determine whether to accept the service request.

- If the customer requires a large amount of resources, the customer shall submit a service request one month in advance. This way, Alibaba Cloud can communicate with suppliers to check whether the requested resources are available.

- The customer shall provide Alibaba Cloud with all necessary documents, information, data, diagrams, system permissions, and remote access channels in a timely manner. All such information is subject to the confidentiality clauses attached to this statement of work. The customer shall guarantee that all information disclosed or to be disclosed to Alibaba Cloud is true, accurate, and not misleading.

- For the International Security Compliance Consulting Service Package and the International Security Compliance Consulting and Implementation Service Package, the office location of Alibaba Cloud is not restricted by the project, and the service is mainly provided via telephone, DingTalk, mail, etc.

- The service content of the International Security Compliance Consulting Service Package and the International Security Compliance Consulting and Implementation Service Package do not include the customer's applications on the cloud.

- In the project delivery process, Alibaba Cloud designs the IT governance solution and troubleshoots the issues that occur during technical validation and the customer implements the solution designed by Alibaba Cloud.

- Alibaba Cloud provides services between 09:00 and 18:00 (UTC+8) from Monday to Friday, except for national holidays in China.

- The project managers designated by the customer and Alibaba Cloud shall use mutually agreed communication methods to transfer the written information required for the project. Available communication methods include DingTalk, fax, and email.

- All project deliverables are in Chinese or English, and the working language is Chinese or English. All deliverables are submitted as electronic copies in Microsoft Office formats, including PowerPoint, Word, Excel, and Visio.

- The customer and Alibaba Cloud shall work on the project in accordance with the work plan, staffing plan, and start and end dates that are agreed upon by both parties in advance. Alibaba Cloud shall not be liable for project delays that are caused by delays in the launch of the business systems of the customer.

- If the customer or Alibaba Cloud needs to introduce a third party, the customer or Alibaba Cloud shall be responsible for signing contracts with the third party. Alibaba Cloud shall not be liable for the actions performed or delays caused by the subcontractors or vendors of the customer. The customer shall not be liable for the actions or delays caused by the subcontractors or vendors of Alibaba Cloud.

- Neither party shall be liable for special, incidental, or indirect damages, or consequential economic damages (including loss of profits or discounts) under this contract, even if the party has been informed of the possibility of such damages.

4. Division of responsibilities

4.1. Customer and Alibaba Cloud

- After the customer purchases the International Security Compliance Consulting and Implementation Services (Consulting Service Package + Consulting and Implementation Service Package), Alibaba Cloud will confirm the establishment of the services after review and communication.

- The customer and Alibaba Cloud negotiate to confirm the business objectives and service scope of the International Security Compliance Consulting and Implementation Services.

- The following table describes the division of responsibilities.

Service	Phase	Task details	Customer	Alibaba Cloud
	Investigation of current situation	Through remote information collection and on-site communication, Alibaba Cloud shall understand the customer's current business situation on Alibaba Cloud, including the products and services that are used, and determine the security compliance requirements and standards that the customer shall meet. Alibaba Cloud shall initially identify the gap between the customer's existing environment and the corresponding requirements based on factors, such as the country and region where the enterprise is located, as well as industry and security risks.	A/S/C/I	R/I
	Interpretation of compliance requirements	In the early communication process, if the customer has any question about the security compliance requirements to be met, including how to meet the compliance requirements of access methods and operation records, Alibaba Cloud's security compliance team shall answer and explain the compliance solutions one by one to help the customer understand the corresponding security compliance standards.	A/S/C/I	R/I

Service	Phase	Task details	Customer	Alibaba Cloud
Alibaba Cloud International Security Compliance Consulting and Implementation Services	Solution design	Based on the gap between the current situation of customer cloud usage and the corresponding security compliance requirements, and taking into account factors such as cloud usage, costs, and whether there are self-developed products, Alibaba Cloud shall design a set of solutions that meet the security compliance requirements on the cloud for the customer, while considering the scalability and sustainability of the customer's business.	A/S/C/I	R/I
	Technical validation	After completing the solution design, Alibaba Cloud shall carry out technical validation on various aspects, such as whether the solution conflicts with the configurations of the current business system on the cloud, whether the solution conflicts with the on-premises IDC business system, whether the solution affects the adaptability of security products and the availability of IT infrastructure, to ensure the feasibility and implementability of the solution.	A/S/C/I	R/S/C/I
	Solution implementation	If the customer purchases the implementation service, Alibaba Cloud shall assist the customer in the configuration and implementation of the solution, confirm the modification content and operation time of the relevant configuration, and ensure that the operation does not adversely affect the online business system. If the implementation of the solution needs to be delayed, Alibaba Cloud shall provide the required deployment demonstration and documentation.	A/S/C/I	R/S/C/I

Service	Phase	Task details	Customer	Alibaba Cloud
	Delivery testing	Alibaba Cloud shall confirm the deployment environment and configuration of the solution, complete environment inspection and review, ensure that the effect of the solution implementation meets the customer's expectations, and make the cloud system actually meet relevant security compliance requirements.	A/S/C/I	R/S/C/I

Note: R stands for Responsible, A stands for Accountable, C stands for Consulted, I stands for Informed, and S stands for Support

4.1.1. Customer

- The customer shall appoint a project manager with the required expertise and experience to communicate with Alibaba Cloud. The project manager has full authority to make decisions on all aspects of the project on behalf of the customer, and shall be directly responsible for the planning, coordination, supervision, and control of project implementation. The project manager shall also be responsible for troubleshooting and resolving the issues that occur during project implementation.

- Based on the project situation, the customer's project manager shall coordinate the resources of all parties to lead the investigation and technical validation of the International Security Compliance Consulting and Implementation Services.

- At the beginning of the project, the customer shall provide its internal material and specification documents related to the governance of the International Security Compliance Consulting and Implementation Services, and clearly state the implementation requirements.

4.1.2. Alibaba Cloud

- Alibaba Cloud shall appoint an experienced technical manager to carry out the project management of the International Security Compliance Consulting and Implementation Services, introduce and manage Alibaba Cloud's project team personnel, and communicate with the customer's project manager.

- Through the investigation of current situation, Alibaba Cloud shall understand the basic architecture of the customer system, business application scenarios, usage status of the International Security Compliance Consulting and Implementation Services, and other information for evaluation.

- Alibaba Cloud shall design the solution of the International Security Compliance Consulting and Implementation Services based on the investigation of current situation, and assist the customer in understanding the requirements and standards of the International Security Compliance Consulting Services.

- Alibaba Cloud shall cooperate with the customer to conduct technical validation of the solution of the International Security Compliance Consulting and Implementation Services, and assist in solving various issues encountered in the process of technical validation.

- Alibaba Cloud shall cooperate with the customer to discover existing issues, and assist in analyzing the impact of configuration changes and provide suggestions for fixing issues.

- Before delivery, Alibaba Cloud shall conduct testing on the International Security Compliance Consulting Services and provide suggestions for fixing corresponding issues.

4.1.3. Completion criteria

- Completion Criteria for Alibaba Cloud International Security Compliance Consulting Service Package

  - The solution design of Alibaba Cloud International Security Compliance Consulting Services shall be completed and confirmed by the customer. The corresponding solution design and the technical validation of the solution shall be included.

  - Deliverables

    - "Design Solution of the International Security Compliance Consulting Services"

- Completion Criteria for Alibaba Cloud International Security Compliance Consulting and Implementation Service Package

  - The solution design of Alibaba Cloud International Security Compliance Consulting and Implementation Services shall be completed and confirmed by the customer. The corresponding solution design, technical validation for the solution, solution implementation, pre-delivery testing, and suggestions for fixing issues shall be included.

  - Deliverables

    - "Design Solution of the International Security Compliance Consulting and Implementation Services"

    - "Implementation Report of the International Security Compliance Consulting and Implementation Services"

    - "Acceptance Report of the International Security Compliance Consulting and Implementation Services"

4.2. Service catalog

Service content: The International Security Compliance Consulting Services consist of the following services to meet the customer's business objectives.

Phase name	Service catalog	International Security Compliance Consulting Service Package	International Security Compliance Consulting and Implementation Service Package
	Investigation of Alibaba Cloud's business status and planning	Supported	Supported

Phase name	Service catalog	International Security Compliance Consulting Service Package	International Security Compliance Consulting and Implementation Service Package
Investigation of current situation	Interpretation of compliance requirements for the International Security Compliance Consulting Services	Supported	Supported
Solution design	Solution design of the International Security Compliance Consulting Services	Supported	Supported
Technical validation	Technical validation of the International Security Compliance Consulting Service Solution	Supported	Supported
Solution implementation	Implementation of the International Security Compliance Consulting Service Solution		Supported
Delivery testing	Delivery testing for the International Security Compliance Consulting Services		Supported

In addition, the preceding two service packages (the Consulting Service Package and the Consulting and Implementation Service Package) are further subdivided into the simplified version, standard version and advanced version based on the number of control points listed in the regulatory requirements.

Service catalog	Difficulty	Number of control points
	Simplified	10 - 30
	Standard	31 - 150

Service catalog	Difficulty	Number of control points
International Security Compliance Consulting Service Package	Advanced	> 150
International Security Compliance Consulting and Implementation Service Package	Simplified	10 - 30
	Standard	31 - 150
	Advanced	> 150

5. SLA

- Provide the International Security Compliance Consulting Services.

- Provide the customer with security compliance solutions, a DingTalk group for supporting technical validation, and on-site support based on demands during the service period.

- Provide the "Design Solution of the International Security Compliance Consulting Services", "Design Solution of the International Security Compliance Consulting and Implementation Services", "Implementation Report of the International Security Compliance Consulting and Implementation Services", and "Acceptance Report of the International Security Compliance Consulting and Implementation Services" based on the corresponding service specifications.

6. Service process

The following flowchart shows the service process for the Alibaba Cloud International Security Compliance Consulting and Implementation Services.
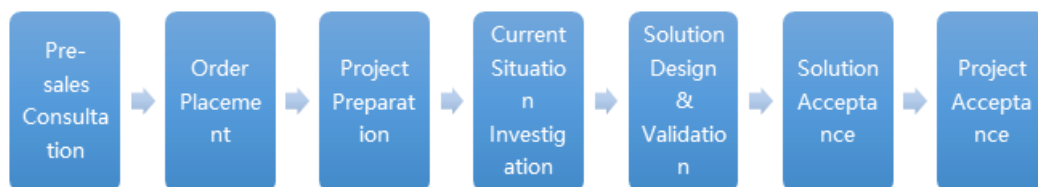
7. Acceptance criteria

7.1.1. List of deliverables

No.	Delivery phase	Details	Deliverables	Deliverable type

No.	Delivery phase	Details	Deliverables	Deliverable type
1	Solution design phase	Compliance design solution	"Design Solution of the International Security Compliance Consulting Services" or "Design Solution of the International Security Compliance Consulting and Implementation Services"	Documentation
2	Implementation phase	Solution implementation report	"Implementation Report of the International Security Compliance Consulting and Implementation Services"	Documentation
3	Acceptance phase	Solution acceptance document	"Acceptance Report of the International Security Compliance Consulting and Implementation Services"	Documentation

7.2. Acceptance criteria

- In the project delivery process, Alibaba Cloud shall provide consulting services regarding Alibaba Cloud International Security Compliance Consulting and Implementation Services and record important information in documents. In the acceptance phase, the customer shall focus on the quality of document content and confirm that the documents meet the requirements.

- If the customer requires internal reviews before Alibaba Cloud submits the deliverables, the customer shall conduct and complete internal reviews before the agreed acceptance time.

- If the document content needs to be modified after the reviews, Alibaba Cloud shall make the required modifications and submit the modified documents to the customer for acceptance. The customer shall appoint a representative to sign for confirmation. The customer shall click the Confirm Acceptance button on the service system page in the Alibaba Cloud Management Console.

- Acceptance criteria for the International Security Compliance Consulting Service Package

  - The "Design Solution of the International Security Compliance Consulting Services" meets the customer's expectations.

- Acceptance criteria for the International Security Compliance Consulting and Implementation Service Package

  - The "Design Solution of the International Security Compliance Consulting and Implementation Services" meets the customer's expectations.

  - The "Implementation Report of the International Security Compliance Consulting and Implementation Services" meets the customer's expectations.

○ The "Acceptance Report of the International Security Compliance Consulting and Implementation Services" meets the customer's expectations.

7.3. Acceptance plans

In accordance with the deliverables of each project phase described in Section 7.1 Acceptance List, project acceptance is based on the following acceptance plans. The customer agrees to accept the deliverables submitted by Alibaba Cloud based on these acceptance plans.

Acceptance plan for the International Security Compliance Consulting Service Package

No.	Acceptance milestone	Acceptance content	Acceptance completion
1	The design and validation of the "Design Solution of the International Security Compliance Consulting Services" is completed.	"Design Solution of the International Security Compliance Consulting Services"	The customer confirms the acceptance of the solution.

Acceptance plan for the International Security Compliance Consulting and Implementation Service Package

No.	Acceptance milestone	Acceptance content	Acceptance completion
1	The design and validation of the "Design Solution of the International Security Compliance Consulting and Implementation Services" is completed.	"Design Solution of the International Security Compliance Consulting and Implementation Services"	The customer confirms the acceptance of the solution.
2	The validation of the "Implementation Report of the International Security Compliance Consulting and Implementation Services" is completed.	"Implementation Report of the International Security Compliance Consulting and Implementation Services"	The customer confirms the acceptance of the solution.

No.	Acceptance milestone	Acceptance content	Acceptance completion
3	The validation of the "Acceptance Report of the International Security Compliance Consulting and Implementation Services" is completed.	"Acceptance Report of the International Security Compliance Consulting and Implementation Services"	The customer confirms the acceptance of the solution.

8. Mark of project completion

The project is completed after the customer confirms the acceptance.