

# Workspot Cloud Disaster Recovery Service Service Description

Last Updated: July 6, 2020

The Workspot Cloud Disaster Recovery Service (“DR Service”) is a Workspot Add-On Service governed by and subject to the Workspot Cloud Subscription Agreement (“Agreement”). Capitalized terms in this Service Description will have the meanings ascribed in the Agreement unless defined in this Service Description.

The DR Service is designed for organizations looking to supplement their overall program and procedures for disaster recovery with an additional business continuity plan for: (A) End Users who are unable to access their physical desktop during an unexpected event or Incident (referred to as “PC Disaster Recovery”); and/or (B) End Users who are unable access their primary Workspot Hosted Virtual Desktop due to an outage or degradation of Online Product Services (referred to as “Regional Disaster Recovery”). The DR Service is made available, where Microsoft Azure is the Utilized IaaS, on a subscription basis for the Subscription Term and Fees described in an Order.

When Company activates the DR Service, Workspot Cloud Services will provision the most recent uploaded template(s) and/or known Customer Content backup, to the DR Service based on the configuration set by Company in the Workspot Control software.

## PC Disaster Recovery Service

### 1. **Configuring PC Disaster Recovery Service.**

Prior to any activation, the PC Disaster Recovery Service must be configured with the proper settings in the Workspot Control software and with the Company’s current Windows 10 template(s). Company is responsible for completing this configuration in advance as instructed by the [Documentation](#) for the PC Disaster Recovery Service. Without this prior configuration, the PC Disaster Recovery Service cannot be activated.

### 2. **Providing, Updating, and Verifying Templates**

Company is responsible, on a monthly basis during the Subscription Term, for providing updated Windows 10 template(s) for upload, and for contacting Workspot Support Service personnel to assist with uploading the updated template(s) to the PC Disaster Recovery Service. Company is solely responsible for verifying that each template is successfully updated by accessing and testing the Active Workspot Hosted Virtual Desktop(s) provisioned for that purpose, as instructed by the [Documentation](#) for the PC Disaster Recovery Service.

**3. Activating PC Disaster Recovery Service**

Once properly configured, Company may initiate activation of the PC Disaster Recovery Service through the “PC Disaster Activation” option within the Workspot Control software per the instructions in the [Documentation](#) for the PC Disaster Recovery Service. If Company has an issue activating the PC Disaster Recovery Service, Company may request that Workspot Support Service personnel assist with the activation of the PC Disaster Recovery Service by sending an email request to [disasterrecovery@workspot.com](mailto:disasterrecovery@workspot.com). Company’s request for activation assistance must include the words “DR Activation” in the subject line to be a valid request.

**4. Returning to Inactive PC Disaster Recovery Service**

The Active state of the PC Disaster Recovery Service may be deactivated through the “DR Deactivation” option in the Workspot Control software as instructed in the [Documentation](#) for the PC Disaster Recovery Service. If Company has an issue deactivating the PC Disaster Recovery Service, Company may request that Workspot Support Service personnel deactivate the PC Disaster Recovery Service by sending an email request to [disasterrecovery@workspot.com](mailto:disasterrecovery@workspot.com). Company’s request for deactivation assistance must include the words “Deactivate DR” in the subject line to be a valid request.

**5. Minimum Subscription Term**

The Workspot Hosted Virtual Desktop may be kept active for up to the duration of Company’s Subscription Term for the PC Disaster Recovery Service, with the understanding, however, that the minimum Subscription Term for activating the PC Disaster Recovery Service to bring the Workspot Hosted Virtual Desktop to an Active state is one month, which Company may continue in calendar monthly increments thereafter. The Fee for this Active state will be invoiced monthly based upon the Subscription Term and Company’s continued operation of the PC Disaster Recovery Service.

**Regional Disaster Recovery Service**

**1. Configuring Regional Disaster Recovery Service.**

Prior to any activation, the Regional Disaster Recovery Service must be configured with the proper settings in the Workspot Control software. Company is responsible for completing this configuration in advance as instructed by the [Documentation](#) for the Regional Disaster Recovery Service. Without this prior configuration, the Regional Disaster Recovery Service cannot be activated.

**2. Activating Regional Disaster Recovery Service**

Once properly configured, Company may initiate activation of the Regional Disaster Recovery Service through the “DR Activation” option within the Workspot Control software per the instructions in the [Documentation](#) for the Regional Disaster Recovery Service. If Company has an issue activating the Regional Disaster Recovery Service, Company may request that Workspot Support Service personnel

assist with the activation of the Regional Disaster Recovery Service by sending an email request to [disasterrecovery@workspot.com](mailto:disasterrecovery@workspot.com). Company's request for activation assistance must include the words "DR Activation" in the subject line to be a valid request.

3. **Returning to Inactive Regional Disaster Recovery Service**

The Active state of the Regional Disaster Recovery Service may be deactivated through the "DR Deactivation" option in the Workspot Control software as instructed in the Documentation for the Regional Disaster Recovery Service. If Company has an issue deactivating the Regional Disaster Recovery Service, Company may request that Workspot Support Service personnel deactivate the DR Service by sending an email request to [disasterrecovery@workspot.com](mailto:disasterrecovery@workspot.com). Company's request for deactivation assistance must include the words "Deactivate DR" in the subject line to be a valid request.

The elements and requirements of the DR Service (including the PC Disaster Recovery Service and Regional Disaster Recovery Service), and this Service Description, are subject to change without notice.