

Workspot DaaS Disaster Recovery Service

Last Updated: August 1, 2018

The Workspot DaaS Disaster Recovery Service (“DR Service”) is designed for organizations looking to provide business continuity plan for end users who cannot access their physical desktop during an unexpected event. When Company activates the DR Service, the Workspot Cloud Service will, within 24 hours after activation, provision the most recent template(s) uploaded to the DR Service based on the configuration set by Company.

1. **Configuring Disaster Recovery Service.**

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

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

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

3. **Activating Workspot DaaS Disaster Recovery Service**

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

The Workspot Hosted Virtual Desktop may be kept active up to the duration of Company’s subscription term for the DR Service, with the understanding, however, that the minimum charge for activating the DR Service to bring the Workspot Hosted Virtual Desktop to an Active state, is one month’s fee for the Virtual Desktop. The fee for this Active state will be invoiced monthly based upon Company’s operation of the DR Service.

4. **Returning to Inactive Workspot DaaS Disaster Recovery Service**

The Active state of the DR Service may be deactivated through the “DR Deactivation” option in the Workspot Control software as instructed in the [Workspot Product Documentation](#). If Company has an issue deactivating the DR Service, Company may

request that Workspot deactivate the DR Service by sending an email request to 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, and this service description, are subject to change without notice.