Service Description
Flexible Web Platform

Contents

3 Definitions

Complementary to the definitions as per General Terms and Conditions, the following specific definitions shall apply with respect to this Service Description.

Application Stack refers to all of the Software deployed in the Customer's Organization, ranging from the Customer's applications to the underlying Software required to use them, including the operating system.

Availability Zone refers to a separate data center sufficiently distant from the others, if any, in the same Region to allow the implementation of a local resilience. Availability Zones in each Region are listed in the Service Description.

Environment refers to a subset of an Organization designed for one of the following uses: development, staging or production.

General Terms and Conditions refers to the Provider general terms and conditions for Cloud Services.

Organization refers to a Flexible Web Platform account that has a resource quota to which only Users authenticated by login and password can access.

Region refers to a geographical area where the Service is available on one or several Availability Zone(s). The Regions are listed in the Service Description.

Service refers to the service "Flexible Web Platform" provided for an Organization. Each Organization constitutes a separate Service.

Territory : This service is applicable in France and internationally.

4 Purpose of the document

The purpose of this service description is to define the conditions under which the Provider provides the "Flexible Web Plateform" service (hereafter the "Service") to the Customer.

5 Overview of the Service

3.1 Overall description

Flexible Web Platform is provided in partnership with the company Platform.sh. It's a Platform as a Service (PaaS) solution in the Public Cloud, operated by the Provider. The platform is based on an Openstack infrastructure on which the Platform.sh management overlay is installed.

3.2 Service Levels

Flexible Web Platform has 3 Service levels: Professional, Enterprise and Elite. These Service Levels are associated with specific Service Level commitments and pricing terms. Customer chooses a Service Level that applies to all of its projects

Subscription to the Enterprise and Elite levels is subject to minimum annual contracting thresholds, as specified in the Tariff Sheet document.

3.3 Plans and Plan Families

Flexible Web Platform consists of 3 plan families: Grid, Grid+ and Dedicated. Each of the plan families has plans that allow sizing to the Customer's project needs.

The Grid family (G) pools the virtualized resources of the underlying infrastructure to host Customer projects.

The principle is the same for the Grid+ (G+) family, with more storage and CDN (Content Delivery Network) functionality.

The Dedicated (D, M) family allocates virtualized resources (triple redundant) of the underlying infrastructure to the Production Environment of a Customer project in a dedicated way, thus ensuring a higher quality of Service. In addition to this Production Environment, each plan has (subscription since September 2020) a Staging Environment on dedicated virtualized resources (not triple redundant) and Development Environments on shared virtualized resources.

The ratio Number of Giga Bytes RAM / number of vCPU is 2 on D plans, and 4 on M plans

3.4 Geographical footprint

Flexible Web Platform is deployed on the Flexible Engine infrastructure, in the two Availability Zones in the Paris Region (datacenters in Pantin and Saint-Denis).

For Customers who subscribed before September 30, 2017, the Service is deployed on the Cloudwatt infrastructure, at the Val de Reuil datacenter.

4   Terms of Use

4.1 Prices

The prices of the Service are subject to revision under the conditions set forth in the General Terms and Conditions and in the Specific Cloud Conditions, and may be updated monthly.The new prices apply to current Contracts. The Customer will be informed of the new prices by publication on the User Interfaces or by any other means, at the latest on the date the new prices come into effect.nIn the event of a price increase for an existing Feature, Customer will be notified by email or other means no later than 30 days prior to the effective date of the new rates. The prices in effect on the Activation Date may be different from those communicated at the time of subscription.

4.2 Minimum period

The minimum duration of the Service is one year renewable by tacit agreement for periods of one year.

5   Access to the Service

5.1 Prerequisites

Deploying applications on a PaaS offer requires the Customer to respect certain cloud native development rules, in accordance with the "twelve-factor" methodology.

Flexible Web Platform supports the following technologies and languages:

- Web servers: nginx
- Application servers: php-fpm, Node.js
- Databases: MariaDB, PostgreSQL, MongoDB, InfluxDB
- Search engines: Elastic Search, SolrCloud
- Messaging services: Kafka, RabbitMQ
- Cache: Redis

The feasibility of the project must be validated beforehand by the Customer's technical teams and, for the Enterprise pack, by the Provider.

6   Content of the Service

The Service is divided into two ranges:

- Professional: deployment and hosting of non-critical applications and websites
- Enterprise: deployment and hosting of high availability applications and websites

The services included in both packs are described in section **Erreur ! Source du renvoi introuvable.**.

6.1 Professional Service Level

The Professional Service Level provides all the plans of the Grid family.

The choice of plan is made according to the number of page views and the technology of the website or web application.

Plans family G	Standard	Medium	Large	XLarge	2XLarge
vCPU	1	2	4	8	16
RAM (Go)	1	3	6	12	24

Storage included	5				
Environnements included	1 production G + 3 developments G DEV-S				
User licenses included	1				
Outgoing datacenter traffic	500				
Monitoring	Infrastructure (Ram, cpu, storage)				
Maximum number of page views (indicative value)	200 000	1 000 000	2 000 000	4 000 000	8 000 000

6.1.1 Grid Family Backups (G)

The Customer can make backups of its Environment and keep up to 20 of them with a retention period of 7 days.

An automation procedure, to be implemented by the Customer, is available.

6.1.2 TLS Certificate

A Let's Encrypt certificate is included with each plan.

6.1.3 Option three additional Development Environments

Each plan includes 3 DEV-S sized Development Environments. This option allows for the provision of a package of three additional Development Environments to the customer.

Larger Development Environment sizes can also be purchased on an as-needed basis.

6.1.4 Additional Storage Option

The customer can subscribe to additional storage by block of 5 Gb at 27€/year that must be multiplied by the number of environments. Example for an additional 5 GB pack on a Grid plan: 5 GB x 4 environments (1 production environment and 3 development environments) = 20 GB, or (20/5)*27 = €108

Details:

20 : Total amount of storage

/5 : Number of 5 GB packs

27€ : Price/year for a 5 GB pack

6.1.5 Additional User License Option

The customer can subscribe to one or more additional licenses.

6.2 Enterprise / Elite Service Level

The Enterprise and Elite Service Levels provide all the plans of the Grid, Grid+ and Dedicated families.

The Elite Service Level guarantees a superior service commitment as described in the "Quality of Service" document.

Plans family G	Standard	Medium	Large	XLarge	2XLarge
vCPU	1	2	4	8	16
RAM (Go)	1	3	6	12	24

Storage included (Go)	5				
Environnements included	1 production G + 3 developments G DEV-S				
Onboarding	Not included				
User licenses included	1				
Outgoing datacenter traffic (Go)	500				
Monitoring	Infrastructure and application performance				
Maximum number of page views (indicative value)	200 000	1 000 000	2 000 000	4 000 000	8 000 000

Plans family G+	G-L+	G-XL+	G-2XL+
vCPU	4	8	16
RAM (Go)	6	12	24
Storage included (Go)	50		
Environnements included	1 production G + 1 staging G DEV-S + 3 developments G DEV-S		
User licenses included	6		
Onboarding	Not included		
Outgoing datacenter traffic (Go)	1000		
Outgoing CDN traffic (Go)	1000		
Monitoring	Infrastructure and application performance		

Plans family D	D-6	D-12	D-24	D-48	D-96
vCPU	3 x 2	3 x 4	3 x 8	3 x 16	3 x 32
RAM (Go)	3 x 4	3 x 8	3 x 16	3 x 32	3 x 64
Storage included (Go)	50				
Environnements included	1 production D + 1 staging D + 3 developments G DEV-S				
Licences utilisateur	6				
Onboarding	Non inclus				
Outgoing datacenter traffic (Go)	1000				
Outgoing CDN traffic (Go)	1000				

Business

Monitoring	Infrastructure and application performance

Plans famille M	M-6	M-12	M-24	M-48	M-96
vCPU	3 x 2	3 x 4	3 x 8	3 x 16	3 x 32
RAM (Go)	3 x 8	3 x 16	3 x 32	3 x 64	3 x 128
Storage included (Go)	50				
Environnements included	1 production M + 1 staging M + 3 développement G DEV-S				
Licences utilisateur	6				
Onboarding	Non inclus				
Outgoing datacenter traffic (Go)	1000				
Outgoing CDN traffic (Go)	1000				
Monitoring	Infrastructure et performances applicatives				

6.2.1 Staging environment included in the Grid+ (G+) family

This is a DEV S sized Test Environment with shared resources. This Environment is connected to the CDN in the same way as the production Environment (development Environments are not connected to the CDN).

Customer may also subscribe to additional or larger Test Environments as needed.

6.2.2 Staging Environment included in the Dedicated (D, M) family

This is a Test Environment with dedicated resources separate from the dedicated resources used by the Production Environment. This environment is connected to the CDN in the same way as the Production Environment (Development Environments are not connected to the CDN). For the D family, this environment is 2 vCPU, 4 GB RAM (not redundant). For the M family, this environment is 2 vCPU, 8 GB RAM (not redundant).

Customer may also subscribe to additional or larger Test Environments as needed.

6.2.3 Backups

Production environments of type G and G+ (Grid and Grid+ family) are automatically backed up daily and these backups are kept according to the following procedure :

Backup age	Retention
1 to 7 days	All backups
1 week to 4 weeks	One backup per week
1 month to 12 months	One backup per month

Production environments of type D and M (Dedicated family) are automatically backed up every 6 hours and these backups are kept according to the following procedure:

Backup age	Retention
1 to 3 days	All backups
4 to 6 days	One backup per day
7 days to 6 weeks	One backup per week
8 weeks to 12 weeks	One backup for 2 weeks
12 weeks to 22 weeks	One backup per month

Manual backups (5 maximum) can be triggered by the Customer on all his environments

6.2.4 TLS Certificate

Two shared TLS certificates are included with each plan (domain.com and *.domain.com).

One or more additional certificates may be purchased.

6.2.5 Onboarding

This mandatory service allows the Customer to be accompanied in the implementation of its project. This service includes the following deliverables:

- Specification of prerequisites and recommendations for hosting the Customer's applications
- Implementation schedule
- TLS certificate(s)
- Configuration of environments and middleware
- List of access URLs to the staging and production Environments

6.2.6 CDN included in the Grid+ (G+) and Dedicated (D, M) families

The Service includes Fastly's Content Delivery Network (CDN) by default for plans in the G+, D and M families. Bandwidth is also included within available resources with 1TB of outbound CDN traffic included.

Additional outbound traffic can be purchased on a pre-paid basis. Any excess outbound traffic will be charged at the post-paid rate.

G family plans cannot use CDN.

6.2.7 Technical Account Manager

Customized support services can be provided upon request:

- Assistance with major middleware upgrades, performance optimizations

- Monthly Quality of Service reporting (telephone meeting)

- Dedicated escalation contact point.

6.2.8 Scalability option in the Grid+ (G+) and Dedicated (D and M) families

In the event of a one-off application overload, the Service Provider may, if the customer has chosen this option, upgrade the plan subscribed to. This upgrade will have a minimum duration of 7 days and will be invoiced per full day at the "Upscale" rate specified in the Order. If the customer refuses this scalability option, the GTD Service Level Guarantee shall not apply.

6.2.9 Three Additional Development Environments Option

Each plan includes 3 DEV-S sized Development Environments. This option allows for the provision of an additional three Development Environments to the customer.

Larger Development Environment sizes can also be purchased on an as-needed basis.

6.2.10 Additional Storage Option

Customer may subscribe to additional storage in blocks of 5 GB.

The same backup procedure as on the included storage is applied to this additional storage.

6.2.11 Additional User License Option

Customer may purchase one or more additional licenses.

7 Updates

The Provider will perform the following system updates:

- Operating system
- Middleware necessary for the functioning of the application (PHP, ElasticSearch...) installed by the Provider

The updates called "minor" and security patches will be automatically deployed on the Customer infrastructures.

Major updates, such as PHP version upgrades, will be proposed to the Customer and will have to be validated by the Customer before going into production. The Provider will inform the Customer of the end of support for obsolete versions.

As the Customer is responsible for its application, it is the Customer's responsibility to ensure that all libraries, frameworks and integrated software are also up to date and do not contain known or foreseeable security vulnerabilities.

8 Limitation

Flexible Web Platform does not provide access to the probes and logs of its solution. If needed, Customer may request from support the logs it needs, which will be provided if available.

The Customer is free to use third party applications to monitor its applications.

For Grid and Grid+ family plans, the vCPU resources mentioned are maximum resources.

9 Support

Support is offered according to the 3 levels of Service: Professional, Enterprise and Elite.

Support for the Professional level is limited to incident reporting and resolution.

Support is provided in English, and where appropriate in French.

Support can be contacted through the following channels:

- ticket: https://accounts.platform.sh/platform/support
- messenger : https://chat.platform.sh