

Exhibit G

SDSC VM Services

This attached exhibit provides the service details, scope of work, account expiration procedures, and other terms specific to the SDSC VM Services portion of the Core SDSC ITSS Service agreement.

A. Term

Please refer to Section 1 of the Core SDSC ITSS Service agreement document for terms of this agreement. The entire agreement, or this portion of the agreement, may be terminated by Customer or SDSC according to termination of service terms as provided herein and per the core service agreement.

B. Scope of Work and Responsibilities:

SDSC will provide the following VM Services:

VM systems and specifications as described in Exhibit A.

B.1 The labor provided by SDSC will be for the following:

No additional labor is provided unless requested and listed in Exhibit A as Systems Management or Hourly Labor Services. Systems that are within the SDSC/UCSD AD may receive the labor listed in B.2 below.

B.2 The following information is specific to Active Directory VMs that SDSC will be providing:

SDSC Information Technology Services (ITS) will manage the system by installing a controlled version of the specified operating system, maintaining local administrative control and applying operating system vendor patches.

ITS' patching cycle will consist of applying updates on a regular basis, as supplied to SDSC ITS by the operating system vendor. Patching which does not require a reboot may not be announced to the Customer, however any patch requiring a reboot will be announced to the Customer at least fourteen (14) calendar days prior to reboot. Critical patching, such as zero-day vulnerability patches, necessary to ensure the security or stability of the system will be performed as soon as reasonably possible. You will be notified if a reboot is required.

Base monthly costs include patching and business hour (8am - 5pm Pacific Time) monitoring.

B.3 It is Customer's responsibility to determine whether Customer's environment within SDSC's VM Services meets all applicable laws and government regulations, including HIPAA regulations, if applicable.

C. Cost

C.1. Cost Structure

Each base VM is configured with 1 CPU and 2 GB RAM. Customer may request additional CPU and RAM be added at the current rate per CPU or RAM unit. Deliverables for each VM are listed in section B of this agreement. Current requested VM specifications are listed in Exhibit A.

C.2. Failure to Pay Fees when due

Failure to make payment for SDSC-provided Services will result in Customer's account entering unpaid status; SDSC will attempt to contact Customer regarding the missed payment(s) by sending an email to the Customer's email account on file.

The following actions will be taken:

- After 30 Days of unpaid status: SDSC will discontinue labor and turn off any/all of Customer's VM(s).
- After 60 Days unpaid status: SDSC will delete Customer's VM(s). Customer's account will be removed

and all data stored will be deleted. Customer agrees that any account that has been unpaid for 60 days is subject to immediate termination of Services and/or loss of data without constituting a breach under the Agreement, and SDSC will not be held liable for any data that has been deleted under this provision.

D. Termination of Service

D.1 Termination upon Request

Customer may terminate Service by providing notice 30 days in advance of desired termination date. Service will continue until the requested termination date falls, at which time SDSC will be released from responsibility for the data within Customer VM(s) and labor pertaining to the VM(s) as specified in this Agreement. Customer will be responsible for a prorated portion of the final month in which Termination Date falls. Customer will have until that date to retrieve any files from Customer VM(s). **Upon the termination date all data will be deleted from SDSC storage and will no longer be available to the Customer.**

D.2 Other Termination

If Customer violates any of the terms of this Agreement SDSC will immediately terminate Service and send notification to the Customer via the most recent email address provided to SDSC. SDSC may delete or destroy the Data in Customer's VM(s) thirty (30) days from the termination date without constituting a breach under the Agreement. Customer must retrieve all Data from SDSC's Storage within this 30 day period.

E. Deliverables and cost:

See Exhibit A for deliverables and cost.