1. General Information

∇ 1.1 Why should I use the Internet2 NET+ AWS by DLT program?

Internet2® has partnered exclusively with DLT Solutions to provide higher education campuses with a custom program to access Amazon Web Services (AWS) via the Internet2 NET+ initiative. This NET+ AWS by DLT program provides key enhancements to the standard AWS terms, currently offered to higher education and research communities to support enterprise usage and broad adoption across campus, as well as easier procurement.

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<th>Standard AWS Customer Agreement*</th>
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<td>Full Access to all AWS Services</td>
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<td>HIPAA Compliant <em>(BAA Available)</em></td>
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<td>FISMA Moderate Environment</td>
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<td>Access to AWS Certified Engineers</td>
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<td>Unrestricted Access to AWS Management Console</td>
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<td>24x7 Support Options - <a href="https://aws.amazon.com/premiumsupport/">https://aws.amazon.com/premiumsupport/</a></td>
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<td>Access to DLT Professional Services for AWS</td>
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**Excludes Mechanical Turk, AWS Marketplace, and Beta offerings
1.2 What AWS services can I access through my DLT account?

All AWS services are available to our customers with the exception of the following, which are not included in the AWS reseller program:

- AWS Marketplace
- AWS Mechanical Turk
- AWS offerings in Beta

1.3 What are my obligations under the Internet2 NET+ AWS by DLT program?

- Each user is obligated to abide by the terms and conditions of the NET+ AWS by DLT Enterprise Customer Agreement (ECA)
- Each user must abide by the NET+ AWS by DLT terms of use policy

1.4 Are the DLT terms and conditions negotiable?

DLT, Internet2, and the sponsoring universities have carefully negotiated the terms that comprise this offering. DLT may offer the choice of dominance of state law and venue to eligible customers under the Enterprise Customer Agreement (ECA). The ECA constitutes the only set of terms and conditions DLT offers for this program.

1.5 What is the DLT portal and how do I access it?

- The DLT portal was created specifically for Internet2 members and authorized users to request AWS services and information. DLT will continually develop the functionality of the portal as additional requirements and capabilities are added.
- Access the NET+ AWS by DLT customer portal here: https://customerportal.dlt.com/internet2/

2. DLT Account Set Up

2.1 Who at my institution can link existing or create new AWS accounts with DLT?

It is recommended that each institution designate either one or a very limited number of gatekeepers to manage who within their institution is authorized to access AWS through the agreement. Upon execution of the NET+ AWS by DLT ECA, DLT will work with each institution to set up the authorization policy.

2.2 When I link my existing account, when do my AWS account charges begin with DLT?

Immediately upon linking your account to DLT’s master account, all charges from that point forward will be on your DLT account. All charges prior to that will remain on your previous method of payment.

2.3 How do I contact DLT to discuss my new AWS account?

You can contact your DLT cloud team by email: cloud@dlt.com, toll free phone: 1.855.CLOUD01 (256.8301), or through the customer portal https://customerportal.dlt.com/internet2/.

2.4 How long does it take for me to set up a new AWS account with DLT?

Once you provide DLT with a valid purchase order and required account setup information we will provide access to your AWS account within 5 business days.

2.5 How long does it take for me to link an existing account to DLT?

- Linking existing accounts that are currently direct with AWS is a simple process and can be completed in 2 business days once the account owner provides the required information to DLT. DLT requires a valid Purchase Order or credit card to link the accounts. The terms and conditions associated with the direct account will be replaced with the terms incorporated into the Net+ AWS by DLT Enterprise Customer Agreement (ECA).
- Linking existing accounts that are currently through another AWS partner other than DLT may take additional time. AWS has initiated a partner to partner account transfer process that DLT will coordinate with the customer and AWS. The AWS process document states that this can take up to 5 business days.
3. AWS Consolidated Billing through DLT

∇ 3.1 How am I billed for my AWS account through DLT?

DLT will bill you monthly in arrears for only the actual services utilized within the AWS account. This bill will provide you with detailed utilization data for each service used and the associated cost for each.

Additionally, DLT is able to accept upfront payments and can invoice you immediately. In this model, the entirety of the appropriated funds will be placed in escrow and the customer will receive a monthly notice of their utilization and declining balance.

∇ 3.2 What will my invoice look like from DLT?

DLT will provide monthly invoices displaying detailed billing of services utilized and pricing per line items as well as total spend information.

View sample invoices here:

- Sample Invoice – Multiple Accounts
- Sample Invoice – Single Account

∇ 3.3 Can I access my utilization information on the AWS console if my account is through DLT?

Yes. You will have direct access to the AWS console at all times. With consolidated billing set up, AWS systems provide full visibility into the utilization (quantities). Billing data may not be entirely accurate due to the nature of how AWS applies blended rates, reserved instance hours and various other factors. DLT, upon request, will provide direct access to a separate DLT service that will enable costing data visibility. This service is at no cost to Internet2 Net+, DLT customers and will be incorporated into the main DLT portal at a future date. Requests for this service can be made by sending an email request to cloud@dlt.com.

∇ 3.4 When does billing of my Amazon account begin and end?

Your DLT AWS account billing will begin the instant that you begin using services in your new account or link your existing account to the DLT master account. Your billing will continue as long as you continue to use AWS services and maintain an active AWS account.

∇ 3.5 If I have questions about my bill from DLT, how do I get information?

Please visit the customer portal at https://customerportal.dlt.com/internet2/ or contact DLT at cloud@dlt.com or 1.855.CLOUD01 (256.8301) for billing information.

∇ 3.6 Can I have multiple accounts bill against a single PO and on a single invoice?

Yes. Your designated university point of contact will need to provide a list of all accounts that are charged against the PO. The invoice will list each account separately to allow for proper charge backs.

∇ 3.7 Can I add an account to my PO at any point during the year?

Yes. Your designated university point of contact will need to confirm that the account can be invoiced against the existing PO. Once confirmed, DLT will work with you to either create a new account or move an existing account.

4. Support

∇ 4.1 What level of support does DLT provide for my AWS account?

DLT offers the Standard Support Package to all NET+ AWS by DLT program customers. Detailed information on the DLT Standard Support Package is located at here.
4.2 Is DLT support required for my AWS account?

AWS has granted DLT a Support Waiver for accounts purchased through this agreement. Typically, AWS resellers have been required to provide support on all accounts. With the NET+ AWS by DLT contract, this mandatory support and the associated cost may be waived, providing access only to AWS Basic support. A description of the Basic support can be found at https://aws.amazon.com/premiumsupport/.

The DLT Standard Support Package (AWS business level plus DLT added services) will be provided to all accounts that elect to have DLT Support.

4.3 Do I still have access to AWS support if my account is through DLT?

DLT provides 24x7x365 U.S.-citizen/U.S.-soil, tier 1 & 2, support desk for all of our AWS accounts. Should escalation to tier 3 support be required, DLT has direct access to senior AWS helpdesk architects and will facilitate communications to the AWS senior support staff.

4.4 When can I access support for my account?

The DLT U.S.-citizen, U.S.-soil, ITAR compliant Service Center is available 24x7x365. You can contact the Service Center at 888.DLTSOLVED (358.7658) or www.dlt.com/support.

4.5 Can I get AWS training for my staff?

Yes, there are several ways by which you can receive training for AWS through DLT. Please contact your DLT representative at cloud@dlt.com or 1.855.CLOUD01 (256.8301).

4.6 What types of issues are supported?

- Your DLT AWS Support covers development and production issues for AWS products and services, along with other key stack components.
- "How to" questions about AWS service and features
- Best practices to help you successfully integrate, deploy, and manage applications in the cloud
- Troubleshooting API and AWS SDK issues
- Troubleshooting operational or systemic problems with AWS resources
- Issues with our Management console or other AWS tools
- Problems detected by Health Checks
- A number of 3rd Party Applications such as OS, web servers, email, databases, and storage configuration
- AWS Support does not include:
  - Code development
  - Debugging custom software
  - Performing system administration tasks

4.7 How quickly will you get back to me?

DLT Support SLAs can be found in your Enterprise Customer Agreement (ECA).

4.8 How quickly will you fix my issue?

It depends on the issue. The problems that application or service developers encounter vary widely, making it difficult to predict issue resolution times. However, we will work closely with you to resolve all issues as quickly as possible.

4.9 How will I be charged and billed for using AWS Support?

- DLT Standard Support is billed as a percentage of your total monthly AWS spend. Think of your invoice in terms of a utility bill; each month an invoice will be generated for the prior month’s usage-based charges per the Net+ Enterprise Customer Agreement. For example, your March invoice will be for charges incurred in February.
- Reserved resource customers (EC2 and RDS Reserved Instances and ElastiCache Reserved Cache Nodes) should expect their prepaid amounts to be included in the usage-based component during the month they are purchased.
4.10 Can I cancel my DLT AWS Support subscription?

Yes. If you decide you no longer want to utilize the benefits or incur the cost of the DLT Support offering, it can be removed from your account. Please contact us at cloud@dlt.com or 1.855.CLOUD01 (256.8301) with your request and be sure to have your account information available.

4.11 How long is case history retained?

Case history information is available for 36 months after creation.

5. Security

5.1 What type of security do I get for my AWS environment?

- AWS’s world-class, highly secure data centers are staffed 24X7 by trained security guards, and access is authorized strictly on a least privileged basis. Environmental systems are designed to minimize the impact of disruptions to operations. Multiple geographic regions and Availability Zones allow you to remain resilient in the face of most failure modes, including natural disasters or system failures.
- The AWS virtual infrastructure has been designed to provide optimum availability while ensuring complete customer privacy and segregation. For a complete list of all the security measures built into the core AWS cloud infrastructure, platforms, and services, please read the Amazon Web Services: Overview of Security Processes whitepaper.

5.2 How do I verify the security of AWS offerings?

We know that it’s important for you to understand the protection measures that are used to guard the AWS cloud infrastructure. Since you can’t physically touch the servers or walk through the data centers, how can you be sure that the right security controls are in place?

The answer lies in the third-party certifications and evaluations that AWS has undergone. AWS has achieved ISO 27001 certification and has been validated as a Level 1 service provider under the Payment Card Industry (PCI) Data Security Standard (DSS). We undergo annual SOC 1 audits and have been successfully evaluated at the Moderate level for Federal government systems as well as DIACAP Level 2-5 for DoD systems in GovCloud.

Each certification means that an auditor has verified that specific security controls are in place and operating as intended. You can view the applicable compliance reports by contacting your DLT AWS account representative. For more information about the security regulations and standards with which AWS complies, see the AWS Compliance webpage or the Amazon Web Services: Risk and Compliance whitepaper.

5.3 What portion of the security of my systems on AWS are my responsibility?

Security of your applications and data in the AWS environment follows a shared security model. AWS is responsible for the security of the infrastructure from the hypervisor down to the dirt. Customers retain control of what security they choose to implement to protect their own content, platform, applications, systems and networks, no differently than they would for applications in an on-site data center.

This means that there are several security decisions you need to make and controls you must configure. For information on how to configure a particular AWS service, see the documentation for that service. For more tips on security best practices for AWS resources, visit the AWS Security Resources webpage.

5.4 Where can I find more information about security on AWS?

- DLT is here to assist you in understanding the security of your AWS implementation and can be contacted at cloud@dlt.com.
- AWS provides extensive documentation of security related topics at www.aws.amazon.com/security/

5.5 Can I see the security controls that AWS has in place?

Yes. AWS will provide customers access to the security documentation for its infrastructure. This information will be provided under NDA through DLT. Please contact your DLT representative at cloud@dlt.com to assist you with the process.
5.6 Does DLT agree to comply with FERPA and its implementing regulations?

Yes. DLT agrees to comply with FERPA and accepts the designation of a "school official."

5.7 Will DLT sign my Business Associate Agreement (BAA) for HIPAA accounts?

Yes. In order to be eligible for this unique program, DLT offers its own BAA for AWS for all eligible customer accounts. Many BAAs are designed for managed services and software implementations. AWS represents a different paradigm, Infrastructure as a Service (IaaS), which operates under a shared responsibility model. Essentially, you may command the functionality of scalable data centers that are only available remotely. You are responsible for what you control (AWS is a very powerful tool and gives you a lot of control). DLT takes responsibility for what DLT controls and you take responsibility for what you control. Rights and responsibilities in the DLT BAA for AWS reflect this.

6. Data Egress Waiver

6.1 What is the DLT Data Egress Waiver Program?

The DLT Data Egress Waiver Program is a custom offering only available to NET+ AWS by DLT user accounts for approved workloads. “Approved Workloads” means all usage of Customer Accounts under this Agreement, excluding usage relating to web hosting, media streaming and massive online open courseware (MOOC). The full data egress waiver details can be found in the Enterprise Customer Agreement available by request from cloud@dlt.com.

6.2 Why is the DLT Data Egress Waiver Program being offered?

The AWS low cost and pay-as-you-go pricing model ensures that costs are closely aligned to usage, minimizing total cost of infrastructure for our customers. However, we learned from the scientific research community and academic researchers at universities that it's challenging, at times, for them to estimate variable expenses related to data transfer out charges on grant-funded projects.

6.3 What are the Data Transfer Out charges related to?

Data transfer out consists of all data transferred from EC2, S3, and database services to outside AWS. On AWS pricing pages, this is referred to as 'To Internet' data transfer. Data Transfer Out does not cover data transfer within AWS services (e.g. data transfer from one region to another).

6.4 What are the criteria for leveraging the benefits of this program?

The primary requirements include the ability for customers to route data on the Internet2 network connection to AWS and excludes data streaming services. (i.e. excludes workloads such as web hosting, media streaming, or Massively Open Online Courses, MOOCs).

6.5 What is the duration of this program?

This program will be available from September 30, 2014 to December 31, 2015.

6.6 Can the program be extended past 12 months?

After the initial term, DLT will evaluate the success of the program and provide further guidance. We strive to deliver to our customers the best possible experience and this program helps us figure out how do so as effectively as possible.

6.7 Is this program only for U.S.-based institutions?

Yes. The NET+ AWS by DLT offering is currently limited to higher education institutions in the United States.

6.8 I am a researcher affiliated with an Internet2 institution, but I am not physically located at the institution. Am I still eligible for this program?

Yes, as long as the amount and routing of data on approved network conditions under the Terms and Conditions of the program can be met.
6.9 I am located at an institution outside the U.S. Do you have any plans to extend this program outside the U.S.?

Not at the moment. Please stay tuned as we continue to evaluate on behalf of our research customers outside of the U.S.

6.10 What Terms and Conditions (T&C) apply?

If you are an existing NET+ AWS by DLT program participant the terms of your own Enterprise Customer Agreement will remain in place. Participation in this program requires an addendum to your current agreement outlining various elements covered here in the FAQs.

6.11 Would the special Terms and Conditions related to amount of discount and routing of data apply at individual Account ID level or at an aggregate level?

The data egress offering is applied at the individual account level as each account owner must accept the terms of the addendum and stipulate that the utilization of their account meets the guidelines of the program.

6.12 If an individual researcher’s account is in violation of the program’s Terms and Conditions, would other accounts within that institution be impacted in any way?

Although it is not anticipated or desired, DLT does reserve the right to terminate the agreement at any time for actions that are in violation of the terms of the agreement.

6.13 My institution is a member of Internet2. Who do I contact to participate in this program?

Please contact DLT at cloud@dlt.com, 1.855.CLOUD01 (256.8301), or visit www.dlt.com/Internet2 for further details on the program.

6.14 I am a researcher who has received AWS Research Grant credits. Do I derive any benefits from this program?

No. However, after your research credits expire or are fully utilized and you meet the criteria (i.e. ability to route data to Internet2 and using AWS for research workloads), you will be able to take advantage of it.

6.15 I am a researcher writing a multi-year grant proposal. How does this program help me estimate costs for my projects that extend beyond the initial term?

After the initial term, DLT will evaluate the success of the program and provide further guidance. We expect that researchers will take advantage of this program for shorter duration projects to gain exposure and build experience with AWS’ low cost, secure, and reliable infrastructure services. We strive to deliver to our customers the best possible experience and this program helps us figure out how to do so as effectively as possible.