DLT Solutions Internet2 NET+ Amazon Web Services FAQ:

General

Q: Why should I use the Internet2/DLT contract to access AWS?

A group of Internet2 Member universities have worked extensively to create an Internet2 NET+ AWS offering in partnership with DLT Solutions available to Internet2 members and other qualified organizations. This program and its associated Enterprise Customer Agreement have been crafted to meet the unique requirements of the Research and Education community. By leveraging the consolidated purchasing power of the Internet2 community as a whole, DLT Solutions offers subscribers discounted pricing off of AWS list price. Additionally, with NET+ AWS through DLT Solutions, members will receive additional services and support not generally available through individual direct agreements, such as:

- Liability Cap
- Data Egress Fee Waiver
- Service Warranty
- State Governing Law
- Sovereign Immunity with respect to indemnification
- FERPA Compliance
- Security Representations
- Local Venue
- Enhanced Helpdesk and Support (ITAR Compliant)

Q: 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 Mechanical Turk
- AWS Organizations
- Billing Tools
    - Cost Explorer
    - Budgets
    - Reports
    - Cost Allocation Tags

Q: What AWS services are discounted? What is the discount?

All AWS services are eligible for community-scaled discounting. This discounting begins at 3% and scales to 5% as community use of AWS grows. All services are eligible for this discount except:

- AWS Marketplace purchases (NET+ offerings may be available for select services)
- AWS Offerings in Beta

Q: What are my obligations under the Internet2 AWS account?

- Each user is obligated to abide by the terms and conditions of the DLT/Internet2 NET+ Enterprise Customer Agreement for AWS
- Each user must abide by the AWS Internet2 Terms of Use policy

Q: Are the DLT terms and conditions negotiable?

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

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

- The DLT portal is a customer portal created for subscribers to permit authorized users to provision AWS accounts and request information leveraging the InCommon Federation and a subscriber's existing identify infrastructure for single sign-on (SSO) and role authorization via attributes. DLT will continue to augment the functionality of the portal as additional requirements and capabilities are developed.
- Access to the portal for AWS is located at https://customerportal.dlt.com/internet2/
- Additional information on configuring the portal can be found here: https://spaces.internet2.edu/display/NetPlusIDG/DLTIDG

DLT Account Set Up

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

It is anticipated that each institution will designate one, or a very limited number of, Service Owners to manage who within the institution is authorized to access AWS through the agreement. Upon execution of the DLT NET+ AWS Enterprise Customer Agreement, DLT will work with each institution to set up the authorization policy for that institution.

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

Immediately upon linking your account to DLT Solutions 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 and need to be paid by that method.

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

You can contact your DLT Solutions cloud team by email: cloud@dlt.com, toll free phone: 1-855-cloud01 or through the DLT portal here: https://customerportal.dlt.com/internet2/

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

Once you provide DLT Solutions with a valid purchase order and required account setup information we will initiate the set up procedure. Within 5 business days will provide you with the access to your AWS account and is typically much quicker.

Q: 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 procedure and can be completed in 2 business days once the account owner provides the required information to DLT. The Terms and Conditions associated with the direct account will be replaced with the Terms incorporated into the DLT Internet2 NET+ Enterprise Customer Agreement.
- Linking existing accounts that are currently through another AWS partner other than DLT can be more complicated. 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 days in many cases, however this process can take longer dependent upon the previous AWS partner and/or outstanding invoices with said partner. The turnaround time in such situations will vary and is determined on a case-by-case basis.

AWS Consolidated Billing through DLT

Q: How am I billed for my AWS account through DLT?

DLT Solutions will bill you monthly in arrears for the actual services you utilize in your AWS account. This bill will provide you with detailed utilization data for each service you have utilized and the associated cost for each.

Q: What will my bill look like from DLT?

DLT will provide monthly detailed billing. Each bill will detail services utilized and pricing per line items as well as total spend information. A copy of what a DLT detailed AWS bill looks like can be viewed here:

- Multiple Accounts:
  http://www.dlt.com/sr/brand/AWS/Sample_Bill_1_Multiple_Accounts.pdf
- Single Account:
  http://www.dlt.com/sr/brand/AWS/Sample_Bill_2Single_Account.pdf

Q: 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, EC2 Reserved Instance hours and various other factors. DLT Solutions, 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.

Q: 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.

Q: If I have questions about my bill from DLT, how do I get information?

Please reach out to cloud@dlt.com for assistance with billing information.

Q: Can I have multiple accounts bill against a single PO and on a single invoice?

Yes. Your designated University Service Owner(s) 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.

Q: Can I add an account to my PO at any point during the year?

Yes. Your designated University Service Owner(s) will need to confirm that the account can be invoiced against the existing PO. Once that is done, DLT will work with you to either create a new account or move an existing account.

Support

Q: What level of support does DLT provide for my AWS account?

DLT offers the DLT Standard Support Package to all of our Internet2 customers. A full description of this Package can be found here: http://www.dlt.com/services/dlt-engineering/service-center

Q: Do I have to have DLT support for my AWS account?

Under this agreement support can be waived. While the AWS platform greatly simplifies IT infrastructure management, it is a new way of doing things and therefore we highly recommend that the DLT Standard Support Package (AWS business level plus DLT added services) be utilized.

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

DLT Solutions provides 24x7x365 US person/US 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.

Q: When can I access support for my account?

Support is available through our DLT support center 24x7x365. The DLT support center can be reached at 888-DLTSOLVED (358-7658) or https://opscenter.dlt.com/hc/en-us.

Q: Can I get AWS training for my staff?

Yes, there are several ways by which you can receive training for AWS through DLT Solutions. Please contact your DLT representative at cloud@dlt.com

Q: What type 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

- Several 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

Q: How quickly will you get back to me?

DLT Support SLA's can be found in your Enterprise Customer Agreement.

Q: How quickly will you fix my issue?

That depends on your issue. The problems that application or service developers encounter vary widely, making it difficult to predict issue resolution times. We can say, however, that we will work closely with you to resolve your issue as quickly as possible.

Q: How will I be charged and billed for my use of AWS Support?

DLT Standard support will be billed as a percentage of your total monthly AWS spend. End of the month bills, being dated on the first of the following month, will thus reflect the current month's usage-based charges per the NET+ Enterprise Customer Agreement.

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.

Q: Can I cancel my DLT AWS Support subscription?

Under this agreement support can be waived.

Q. How long is case history retained?

Case history information is available for 36 months after creation

Security

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

With the AWS cloud, not only are infrastructure headaches removed, but so are many of the security issues that come with them. AWS's world-class, highly secure data centers utilize state-of-the art electronic surveillance and multi-factor access control systems. 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 our Overview of Security Processes whitepaper.

Q: 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 AWS Risk and Compliance whitepaper.

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

Because you're building systems on top of the AWS cloud infrastructure, the security responsibilities will be shared: AWS has secured the underlying infrastructure and you must secure anything you put on the infrastructure. This includes your AWS EC2 instances and anything you install on them, any accounts that access your instances, the security group that allows outside access to your instances, the VPC subnet that the instances reside within if you've chosen this option, the external access to your S3 buckets, etc.

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, see the Security Resources section of our webpage.

Q: Where can I find more information about security on AWS?

DLT Solutions 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 accessible at: www.aws.amazon.com/security/

Q: 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 Solutions. Please contact your DLT representative at cloud@dlt.com to assist you with the process.

Q: Does the 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."

Q: 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 BAA's 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 (hint: 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.

Data Egress:

Q: What is the DLT Data Egress Waiver Program?

The DLT Data Egress Waiver Program is a custom offering only available to DLT NET+ AWS user accounts for qualified workloads. The full data egress waiver details can be found in the Enterprise Customer Agreement available by request from cloud@dlt.com.

Q: 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 for them at times to estimate variable expenses related to data transfer out charges on grant-funded projects. Therefore, in the true spirit of being customer obsessed and innovating on behalf of our customers, DLT is offering this program to NET+ AWS subscribers.

Q: 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).

Q: What is the criteria for being able to leverage the benefits of this program?

The program is available to institutions and individual researchers who want to offer to the research and scientific community. The primary requirements include the ability for customers to route data over the Internet2 Network to AWS and excludes data streaming services (i.e. excludes video hosting services, or Massively Open Online Courses, MOOCs).

Q: 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.

Q: 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 AWS account level and each account owner must stipulate that the utilization of their AWS account meets the guidelines of the program.

Q: 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 anyway?

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. The Enterprise Customer Agreement provides a resolution framework for these rare cases.

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

Please reach out to DLT Solutions at cloud@dlt.com for further details on the program or visit https://www.internet2.edu/aws.

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

Yes. DLT has developed a program with AWS to assign research credits to the proper AWS account. The account will then fall back to an alternate payment method such as a PO or campus purchasing card when all credits have been used or expired.

Q: I am a researcher writing a multi-year grant proposal. How does this program help me estimate costs for my projects that extend beyond 12 months?

DLT can help PIs design a solution that meets the needs of a multi-year grant. The NET+ AWS program helps to create predictable costs and can work to budget usage month over month.