

Statement of Work - Advanced Global CDN

Purpose: Pantheon will perform the Professional Services described in this Statement of Work (“SOW”), which may include consultation, configuration, customization, and support for Advanced Global Content Delivery Network (“AGCDN”) services. This SOW and the Agreement constitute the Parties’ complete agreement regarding the Professional Services for AGCDN and other matters addressed in this SOW.

A. Pantheon Scope. All terms not defined in this statement of work (“SOW”) shall have the meaning ascribed to them in the Order Form. Subscriber and Pantheon hereby add the following activities to be performed by Pantheon pursuant to the Order Form (“Professional Services”):

1. Pantheon will provide AGCDN services as listed in **Attachment A - “AGCDN Services within Scope”** to this SOW as confirmed through the kick-off meeting. Any sites not listed in **Attachment A** or otherwise exceeding the number of sites specified in the Order Form requiring migration hereunder shall require a Change Order and additional scoping.
2. AGCDN Services included in **Attachment A** shall consist of:
 1. Initial kick-off meeting as scheduled by Pantheon with Subscriber to confirm timeline, deliverables, project team, and project scope in the format set out in **Attachment B - “Project Requirements”** to this SOW;
 2. Customization or configuration of AGCDN based on Attachment A.

B. Exclusions. AGCDN Services included in **Attachment A** are on an as-is basis, except as set out in Section A.2 above. The following activities are expressly excluded from Professional Services under this SOW:

1. Updates to the core and contrib modules/plugins of Drupal and WordPress;
2. Site Migration from Subscriber’s current sites to Pantheon Services; and
3. AGCDN Services that are not in scope, as specified in Attachment A.

C. Subscriber Responsibilities. Subscriber shall actively participate in the following manner:

1. Join and participate in the dedicated AGCDN support channel that will be provided in Pantheon’s slack instance;
2. Provide Pantheon AGCDN team with necessary access to current host or to code, database, and files;
3. Perform any user acceptance testing within the timeline specified in Attachment B;
4. Perform DNS cutover within the timeline specified in Attachment B.

Attachment A - AGCDN Services within Scope

To be completed at the kick-off meeting by Pantheon

The services specified below are within scope (and also indicated in the applicable Order Form) for purposes of this SOW:

Within Scope? Yes/No	AGCDN SERVICES
	Image Optimization (IO)
	Geo Black or White Listing

	IP Black or White Listing
	Non-Pantheon Origins
	Custom Rewrites
	URL Redirects
	Non SSL
	Domain Masking
	Custom TLS Certificates
	Add on: Web Application Firewall (WAF)
	Others:
	Others:
	Others:

Attachment B - Project Requirements

To be completed at the kick-off meeting by Pantheon

1. **Pantheon Team.** Pantheon will make available resources to provide the Professional Services described in this SOW, which may include consultation and configuration.
2. **Timeline.** The estimated timeline for the Professional Services below is subject to Subscriber’s availability and requirements for the Professional Services remaining unchanged from the kick-off meeting. Pantheon Professional Services shall not exceed the scope specified in this SOW without a subsequent signed written amendment and adjustment to the Fees.

Process Overview

[Pantheon to maintain updates here starting with the kick-off meeting]

Process Overview	Owner (Pantheon vs. Subscriber)	Start Date and Duration*
AGCDN Kickoff	Pantheon and Subscriber	1 - 1.5 hours
Information Collection	Subscriber	Approximately 1 week

Initial Configuration or Customization	Pantheon	Approximately 3 weeks
User Acceptance Testing	Pantheon and Subscriber	Approximately 2 weeks
Launch Planning	Pantheon and Subscriber	Approximately 1 week
Launch** / Post Launch	Pantheon and Subscriber	48 hours

*Timelines will be affected by additional complexities or availability of resources.

**If the Subscriber would need Pantheon Team to provide support and monitoring during Launch, the date(s) and time for Launch shall be agreed by the Parties and will be scheduled between Monday to Thursday 12am to 5pm Eastern Standard Time.

1. **Deemed Acceptance.** Subscriber will be deemed to have accepted the AGCDN Services if Subscriber fails to notify Pantheon in writing prior to the end of the User Acceptance Testing Period that it has passed or failed its User Acceptance Tests.
2. **Adjustments to Project Scope.** This SOW shall include the following adjustments to the Professional Services. Except as specifically set out below, Pantheon shall not be responsible for any additional activities except as set out in the standard Pantheon Professional Services SOW.
3. None, unless otherwise specified.
4. **Deliverables.** Except as specifically set out below, this SOW does not include any specific Deliverables, which are defined as the tangible work product of the Professional Services performed by Pantheon on behalf of Subscriber under this SOW.
 1. None, unless otherwise specified.
5. **Change Management.** Pantheon shall provide 4 hours of change management per quarter, scheduled between Mondays to Fridays, 9am to 5pm Eastern Standard time. Change Management usage is not applicable for new feature development, front end work, or other tasks generally reserved for normal support services. Change Management usage requested in excess of 4 hours shall be billed according to Pantheon’s Professional Services rates. Unused hours shall automatically expire at the end of each quarter.
 1. **New Features.** Subscriber can request new features at no additional charge. “New Features” is defined as a service not scoped in Attachment A and would take more than the Subscriber’s balance of Change Management hours in the current quarter. New Features will require a new Statement of Work between the parties.
6. **Any known issues or limitations.** Pantheon and Subscriber have identified the following issues or limitations during the course of the kick-off meeting as specified below. Any other material issues or limitations shall result in a separate signed written SOW between the parties.
7. **[Include this section for Diamond Usage] Support for Diamond Usage.** Diamond Users can apply their Diamond Support hours to supplement Change Management hours.