

Annexure D

Product and Payment Schedule

This Annexure D, the "Product and Payment Schedule" ("PPS"), establishes the general framework for the pricing models and payment terms applicable to the Public Cloud Services provided by PICO (the "PROVIDER") to the CLIENT under the Master Services Agreement.

Specific Public Cloud Services selected by the CLIENT, their quantities, applicable pricing, and any custom terms will be detailed in individual Work Orders ("WOs") or Purchase Orders ("POs") executed between the Parties, which shall reference this Annexure D and be incorporated into the Master Services Agreement.

1. PRODUCT INFORMATION AND PRICING MODELS

PICO offers a comprehensive portfolio of Public Cloud Services. The pricing for these services is primarily based on a consumption-based model (pay-as-you-go), where the CLIENT is charged for the actual resources consumed. For certain services, committed usage or reserved instance options may be available, offering discounted rates in exchange for a minimum commitment period.

The categories of Public Cloud Services available, along with their general descriptions and typical pricing approaches, include:

1.1. Compute Services

- 1.1.1. Elastic Cloud Servers (ECS) / Compute Instance: Virtual machines configurable with varying CPU, RAM, and GPU resources.
- 1.1.2. Pricing Model: Typically billed per hour or per second based on instance type and usage. Reserved instances with discounted Monthly Recurring Charges (MRC) for committed periods may be available.
- 1.1.3. Bare Metal Server (BMS): Dedicated physical servers with automated provisioning.
- 1.1.4. Pricing Model: Generally billed on a fixed Monthly Recurring Charge (MRC) for committed periods.
- 1.1.5. Compute Image / Image Management Service (IMS): Enables creation, storage, customization, and deployment of images for VMs, containers, and bare metal servers.
- 1.1.6. Pricing Model: Storage of images may be billed per GB per month; image transfers may incur data transfer charges.

1.2. Storage Services

- 1.2.1. Block Storage (Elastic Volume Service - EVS): Customizable cloud disks for persistent data storage, specifying size, IOPS, disk type, replication, and encryption.
- 1.2.2. Pricing Model: Billed per GB per month, with additional charges for IOPS or throughput.
- 1.2.3. Object Storage (Object Storage Service - OBS): Highly scalable, durable object storage for unstructured data.
- 1.2.4. Pricing Model: Billed per GB per month for stored data, plus charges for data transfers (egress) and API requests.
- 1.2.5. Scalable File Service (SFS): Managed file storage for applications requiring consistent access and long-term data retention.
- 1.2.6. Pricing Model: Billed per GB per month, with potential charges for throughput or concurrent connections.

1.3. Network Services

- 1.3.1. Virtual Private Cloud (VPC): Logically isolated virtual networks for cloud resources.
- 1.3.2. Pricing Model: Usually included with compute/network usage; additional charges for specific gateway components or advanced configurations.
- 1.3.3. Elastic IP (EIP): Public IP addresses easily allocated and associated with cloud resources.
- 1.3.4. Pricing Model: Billed per hour/month for allocated IPs, whether in use or not.
- 1.3.5. Security Group (SG) / Network Access Control List (Network ACL): Configurable firewall rules for instance-level and subnet-level traffic filtering.
- 1.3.6. Pricing Model: Generally included as a foundational service.
- 1.3.7. Elastic Load Balancer (ELB): Distributes incoming application traffic across multiple instances.
- 1.3.8. Pricing Model: Billed per hour for the load balancer instance, plus data processing/throughput charges.
- 1.3.9. NAT Gateway (NAT): Enables private instances in a VPC to connect to the internet while remaining private.
- 1.3.10. Pricing Model: Billed per hour for the NAT Gateway instance, plus data processing charges.
- 1.3.11. Domain Name Service (DNS): Managed DNS resolution service.
- 1.3.12. Pricing Model: Billed per hosted zone and per query. DNSSEC integration may have additional charges.
- 1.3.13. VPC Peering: Enables direct, secure communication between two VPCs.
- 1.3.14. Pricing Model: Generally billed per GB of data transferred across peered connections.
- 1.3.15. IPsec VPN: Secure, encrypted connection between on-premises networks and VPCs.
- 1.3.16. Pricing Model: Billed per hour for the VPN connection, plus data transfer charges.
- 1.3.17. Direct Connect (DC): Dedicated, high-speed, low-latency link between on-premises data centers and the cloud.
- 1.3.18. Pricing Model: Billed per port hour and per GB of data transfer.
- 1.3.19. Bandwidth QoS (BQ): Manages and controls network traffic speeds.
- 1.3.20. Pricing Model: May be an add-on service, billed based on configured bandwidth limits.

1.4. Security Services

- 1.4.1. Identity Access Management (IAM): Protocols for identifying, authenticating, and authorizing users (including ZTA features like Device/User Profiling, Malware Detection, SSO, MFA).
- 1.4.2. Pricing Model: Generally included as a core service; advanced features or higher user counts may incur charges.
- 1.4.3. Privileged Access Management (PAM): Focuses on managing access to sensitive/privileged resources.

- 1.4.4. Pricing Model: Typically, a feature of IAM or a separate managed service, often billed per user or per managed secret.
- 1.4.5. Web Application and API Protection (WAAP): Secures web applications and APIs with advanced threat protection, bot management, and data loss prevention.
- 1.4.6. Pricing Model: Billed based on traffic processed (GB/month) or number of protected applications/APIs.
- 1.4.7. Cloud Firewall: Filters traffic based on customizable rules for centralized network access control.
- 1.4.8. Pricing Model: Billed per hour for firewall instance/capacity, plus data processing charges.
- 1.4.9. Application Delivery Controller (ADC) with DNSSEC and GSLB: Secure global load balancing infrastructure with DNS-SEC protection.
- 1.4.10. Pricing Model: Billed per instance/capacity unit, plus data processing charges.
- 1.4.11. Cloud DDoS Protection: Proactively detects and mitigates Distributed Denial of Service (DDoS) attacks.
- 1.4.12. Pricing Model: May be basic protection included or advanced protection billed based on attack size/frequency.
- 1.5. Managed Security Services (SOC Solution)
 - 1.5.1. Security Information and Event Management (SIEM): Centralized security solution for collecting, analyzing, and correlating data for real-time threat detection.
 - 1.5.2. Pricing Model: Billed per GB of ingested log data or per monitored endpoint/device.
 - 1.5.3. Security Orchestration, Automation and Response (SOAR): Automates security workflows and orchestrates responses.
 - 1.5.4. Pricing Model: Often bundled with SIEM or billed per automated action/playbook.
 - 1.5.5. Threat Intelligence and Flow Analytics: Leverages threat intelligence and flow analytics for network traffic insights.
 - 1.5.6. Pricing Model: May be a feature of SIEM/SOAR or a separate subscription based on data volume.
 - 1.5.7. Endpoint Detection and Response (EDR): Protects endpoints by detecting and preventing advanced threats.
 - 1.5.8. Pricing Model: Billed per endpoint per month.
 - 1.5.9. Vulnerability Assessment and Penetration Testing (VAPT): Identifies security weaknesses through assessments and penetration testing.
 - 1.5.10. Pricing Model: Project-based or recurring service, billed per assessment/scan.
 - 1.5.11. 24/7/365 Manned SOC with Report (SOCaaS): Continuous monitoring, threat detection, and reporting by a staffed Security Operations Center.
 - 1.5.12. Pricing Model: Fixed MRC based on scope (e.g., number of assets, log volume).
 - 1.5.13. Managed Security Service (MSS): Comprehensive managed security service that monitors, detects, and responds to threats 24/7.
 - 1.5.14. Pricing Model: Fixed MRC based on the scope of managed infrastructure/services.
- 1.6. Other Services

- 1.6.1. Operating System (OS) Licenses: Fees for commercial OS licenses (e.g., Microsoft Windows, RHEL) are typically passed through as incurred.
- 1.6.2. Managed Databases: Fully managed database services (e.g., MySQL, PostgreSQL, MongoDB).
- 1.6.3. Pricing Model: Billed based on instance type, storage, IOPS, and data transfer.
- 1.6.4. Container/Serverless Services: Managed container registries, functions-as-a-service platforms.
- 1.6.5. Pricing Model: Billed per image stored, per function invocation, or per resource consumed.
- 1.6.6. Professional Services: Consulting, migration assistance, custom solution development, training.
- 1.6.7. Pricing Model: Project-based, time and materials, or fixed fee.

Note: The exact pricing details, units of measurement, and specific billing increments for each Public Cloud Service will be provided in PICO's official pricing documentation or a custom quote and finalized in a Work Order or Purchase Order.

2. PAYMENT PROCEDURE

- 2.1. Billing Cycle and Payment Method. All payments under this Agreement shall be made on a prepaid basis in BDT (Bangladeshi Taka) via NPSB (National Payment Switch Bangladesh), BEFTN (Bangladesh Electronic Fund Transfer Network), RTGS (Real-Time Gross Settlement), Credit/Debit Card, Mobile Financial Services (MFS), or any other legal electronic fund transfer channel in favor of PICO. The CLIENT shall be duly notified of the Monthly Recurring Charge (MRC) for committed services and any estimated consumption-based charges, and is required to remit payment to continue the provision of services.
- 2.2. Payment Due Date and Suspension. Payment for services is due by the date specified on the invoice or within YOUR Account portal ("Due Date"). In the event the CLIENT fails to pay any undisputed amount by the Due Date, such non-payment shall be dealt with strictly in accordance with the applicable provisions of the Data Retention Policy, including without limitation suspension of Services and treatment of CLIENT data as specified therein.
- 2.3. Taxes. All payments under this Agreement shall be subject to Value Added Tax (VAT), withholding taxes, and any other applicable levies or duties as required by the prevailing laws of Bangladesh. The CLIENT shall bear and pay all such taxes, levies, or charges in addition to the agreed-upon payment amount. If any withholding tax or other applicable tax is required by law to be deducted from the payment, the CLIENT shall gross-up the payment to ensure that PICO receives the full amount as specified in this Agreement, after the deduction of such taxes. The CLIENT is responsible for ensuring compliance with all tax regulations related to its use of the Public Cloud Services.
- 2.4. Contact Point for Billing. The CLIENT shall provide and always maintain (24/7/365), an operational focal-point of contact, including a role account email address and contact information for primary focal-point contact(s), to communicate with PICO regarding payment and billing inquiries.
- 2.5. Operating System and Third-Party Licenses. Fees for Operating System Licenses (e.g., Windows Server, Red Hat Enterprise Linux) or any other third-party software licenses provided as part of the Public Cloud Services, which are typically renewed periodically, will be applicable as per the Original Equipment Manufacturer (OEM) or software vendor's provided rules and pricing, and will be passed through to the CLIENT as incurred.

3. Work Order (WO) / Purchase Order (PO) Details

This Annexure D provides the general framework for pricing and payment. The specific Public Cloud Services, their configurations, quantities, applicable pricing (including MRC for committed services or consumption rates for pay-as-you-go), and any custom terms or discounts will be detailed in individual Work Orders (WOs) or Purchase Orders (POs). Each WO/PO will specify:

- 3.1. Category of Public Cloud Service
- 3.2. Selected Public Cloud Service(s)
- 3.3. Specific Configuration/Details
- 3.4. Pricing Model (e.g., Per GB, Per Hour, Monthly MRC)
- 3.5. Unit Price
- 3.6. Quantity/Commitment
- 3.7. Start Date
- 3.8. End Date (if applicable)