

Annex: Root account credentials

This is an Annex to the Special Terms for the AWS Billing Only service provided to the Customer by Zen.

Definitions:

Ingram: means Ingram Micro Inc, or its affiliates, who are a provider of the billing service that forms part of the Service Zen provides to the Customer

1) **Root account credentials.**

1.1 The terms in this Annex govern the Customer's use of both the username and password credentials for the root account for the Customer's AWS account.

1.2 In no circumstances will the Customer change the root e-mail address (username), or the primary phone number associated to the Primary Contact (as referenced in the AWS account) in the "Accounts" page for the account.

2) **Root account: Passwords and Authentication**

2.1 The Customer agrees to:

2.1.1 Password. In choosing a Root User Password, the Customer warrants that it shall use industry best practices for password security when selecting a new password (as a recommended guide, this should be long, complex and with at least 24 characters).

2.1.2 Authentication. Multi-factor authentication must be used and enforced, and access keys are to be removed and deleted.

3) **Billing**

3.1 The billing information will refer to Ingram's details, (as contained in Ingram's agreement with AWS), to enable Ingram to provide billing services. The Customer must not change or amend the billing information. If the billing information is changed, the Customer will be responsible for all charges and costs arising out of or in connection with the changes.

4) **Systems Access**

4.1 The Customer agrees to grant Ingram access to the IMBillingRole cross account policy into the AWS account, which provides Ingram with access to Cost Explorer and the Billing Console.

4.2 The Customer will be responsible for actions taken in its AWS account where root access has been provided. AWS cloud trail must be enabled on the "Payer Account" in the Customer's AWS account. The Customer must follow and comply with the AWS Identity and Access Management (IAM) Best Practice Guide.

- 4.2. Once the Customer has complied with the above requirements, the Customer should not access the root account, so that Ingram may provide billing services of part of the Customer's contract with Zen.
- 5) The Customer shall indemnify and hold harmless, Zen, and Ingram from all claims which may arise because of the Customer's breach of the terms of this Annex.
- 6) It shall be a condition of the provision of root credentials under this Annex, that Ingram is a beneficiary of the terms (as detailed in this Annex) and may enforce any of its terms directly against the Customer.
- 7) The Customer acknowledges that where it hasn't: (a) followed the security and systems access obligations; and/or (b) paid its AWS bills that, as a last resort, the Customer's AWS account may be closed. Zen will use reasonable endeavours to work with the Customer to resolve the non-payment/breach in accordance with the support provided by Zen for the Service.
- 8) Should the AWS-Ingram service terms change such that an update is required to this Annex, Zen and the Customer agree to update this Annex to reflect those changes.