

2017

# Cloud4C Services - Service Level Agreement Document

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## SLA – SERVICE LEVEL AGREEMENT

This Agreement is effective the date on which Order Processing Form (OPF) is placed and Customer accepts the terms as mentioned in the Master Service Agreement (MSA) and this Service Level Agreement (SLA) which forms part of the OPF. This Agreement is between Cloud4C hereinafter referred to as “**Service Provider**” and the Customer, and is valid for a term as stated in the OPF. The terms of this Agreement shall apply only to those Services which are referred in the OPF and any Supplemental Services agreed by both the Parties.

This Agreement provides the right - under certain circumstances specified below, for a Customer to receive Services Credits in the event of failure to provide Services by the Service Provider to the Customer as mentioned in OPF in accordance with (i) the MSA, (ii) Service Provider’s AUP and (iii) this SLA, each of which is incorporated herein by reference and made a part hereof (collectively the “**Documents**”)

Service Provider and the Customer shall be referred collectively as “**Parties**”. Unless the context otherwise requires, all capitalized terms used but not otherwise defined herein shall have the meanings as found in MSA. Other terms may be defined elsewhere in the text of this Agreement and, unless otherwise indicated, shall have such meaning throughout this Agreement. All capitalized terms used in this Agreement defined in the MSA and the OPF and not defined hereunder shall have the same meaning as defined in the MSA or the OPF. The Service Provider reserves the right to change the terms and conditions of this Agreement with respect to the Services to be provided by Service Provider to Customer, subject to mutual approval.

Customer acknowledges that the Service Provider has the expertise and knowledge for providing the Services as mentioned in the OPF. The Customer has shown his interest in availing the Services provided by Service Provider by completing the OPF by accepting the terms, conditions as mentioned in the MSA and the standard of the Service as provided in this SLA.

Service Provider agrees to provide the services to Customer as detailed in OPF for an Initial Period as mentioned in OPF and for said period the Customer has agreed to pay the amount as agreed in the OPF.

## 1. DEFINITIONS

**“Downtime” (“D”)** shall mean the duration of the Service Outage, calculated in aggregate number of hours in respective month. Where if Cloud4C identifies the service outage, the downtime begins from there on or if customer identifies and a Trouble Ticket is raised from the occurrence of Service Outage, the time period for Downtime begins upon start of Service Outage and ends when the *Trouble Ticket* is closed by Service Provider subject to due confirmation from the Customer on resolution of the outage. The time periods are calculated on basis on the number of outages per respective month and excluding the events covered under headings *Exceptions* to this SLA which shall not for the purposes of this SLA be included while measuring Downtime.

**“Exceptions”** all the events as mentioned in clause 3 herein and shall mean an event or a set of events, any occurrence and the duration of occurrence of which shall not constitute a Service Outage or Downtime for the purposes of this SLA.

**“Emergency Maintenance”** shall mean maintenance carried out under a condition or situation which poses danger to the system, equipment, network, facilities required for rendering the Service etc. as the case may be and has to be attended immediately. Service Provider shall try to notify the Customer about the emergency maintenance in advance, whenever feasible.

**“Facility”:** The facility is located at office of Cloud4C in Hyderabad and Mumbai.

**“Fees”:** means the amount invoiced by Service Provider other than the Initial Term fees to be paid to by the Customer for use of services provided by Service Provider.

**“Master Service Agreement”:** means the agreement which the Customer has acknowledged and agreed to the terms mentioned therein.

**“Network”:** means the portion internal computer network owned or operated on behalf of Service Provider that extends from the outbound port on a Customer’s cabinet switch to the outbound port on the border router and includes all redundant internet connectivity, bandwidth, routers, cabling and switches.

**“Actual Uptime” (“A”):** is the aggregate percentage of Total Uptime Hours in respective month during which the Services is actually made available for use by Customer.

**“Representatives”:** means any person who is nominated or appointed by the Customer to visit the **Facility center**.

**“Service Credits”** shall mean services which the Customer would be entitled on account of failure of the Service Provider to provide Services as per the standards mentioned in this Agreement. Service Credit shall mean a reimbursement of calculated portion of monthly payment from the Services as set out in section 2 hereunder.

**“Service Catalogue”** shall contain all or any of services/facilities viz., back up facility, dedicated firewall facility, help desk support, load balance server, network and power uptime, OS management, shared firewall service and Version Control described in Annexure A to this SLA which may be availed by the Customer along with the Services as mentioned in the OPF from Service Provider.



“**Service Outage**” shall mean an unscheduled disruption/failure in any Service offered by Service Provider as per this Agreement, due to which Customer’s server is un- accessible to Customer. The outage of Services due to, but not limited to the following shall be a Service Outage; Customer is unable to transmit to or receive information from his network equipment because Service Provider failed to provide facility services to its network equipment including , switch, router, firewall etc. Failure of Services like Internet connectivity, LAN etc. shall also be treated as Service Outage.

“**Setup Charges**”: means all charges which may be incurred by Cloud4C for installing the server or any other expenses incurred for the commencement of Services to the Customer.

“**Support Desk**” shall be the location where the Customer should report a fault or if changed, may be intimated from time to time by Service Provider to the Customer.

“**Total Uptime Hours**” shall mean 24 hours 365 days a year (year is defined as period of 365 days)

“**Incident Ticket**” means issuing a ticket with a unique identification number confirming the customer complaint logging in with Service Provider in relation to a Service Outage faced by the Customer.

## 2. SCOPE OF THE SERVICES

Service Provider will provide the Services as per the services opted by the Customer in the OPF, details of all the services are provided in the Service Catalogue which is provided in Annexure A along with this SLA.

Service Provider assures that it shall provide its immediate support and assistance in the event of any disruption in the Services being provided by Cloud4C. The manner and time frame for troubleshooting and the timelines for the resolution of the problems are mentioned in the Annexure A of this Agreement.

Services will be provided to the Customer by the Service Provider with the infrastructure available at its data center which consists of the following:

- **Tier 4 - (system) + (system) Architecture - Fault Tolerant with No Single Point of Failure**
- **Capability to provide 99.995 % Uptime**
- **Unique Nine Zone Security System**
- **Lean Six Sigma - ITIL Framework**
- **Carrier Neutral Datacenter**
- **ISO 20000-1 & 27001 Certified**

Service Provider assures the Customer 99.995 % uptime availability of the Infrastructure including Power\* and Cooling\*\* covered by this SLA and 99.9% of VM availability. Subject to clause 3 of this Agreement, in the event the Service Provider fails to provide the Customer with the Services required by the Customer in accordance with the Agreement, such failure resulting from complete unavailability of Service Provider Network, such events will be treated as "Qualified Network Downtime Event" for which Service Provider will issue the Customer a Service Credit - calculated as per method provided

The Actual Uptime (A) calculated in the respective month and it will be measured (compared) against the total uptime hours of the year 99.9%. In case of outages, following service credits shall be due to Customer:

- A >= 99.9% No Credits
- A = 99.9% < 99.00% 2 days equivalent service credit for the Service period affected calculated on a prorate basis.
- A = 99.00% <= 98.00% 7 days equivalent service credit for the Service period affected calculated on a prorate basis.
- A = 98% < 15days equivalent service credit for the Service period affected calculated on a prorate basis

Calculation of Actual Uptime % =  $((AST - DT) / AST) * 100$

AST – Agreed Service Time, DT – Downtime



### 3. EXCEPTIONS

The following events do not constitute a Downtime and shall not be eligible to be considered for any Service Credit:

- a) Interruption due to scheduled maintenance, alteration, or implementation, where the Service Provider provides at least Seven working days prior notice and mutually agreed by the Customer; The usual scheduled Maintenance time is the early hours of the morning i.e., between 1am to 5am. The usual maintenance time would not be more than two hours.
- b) Failure of the Customer links, internet connectivity or end user software, access circuits, local loop or any network not owned or managed by Service Provider.
- c) DNS Issues not in scope and control of service provider.
- d) Negligence or other conduct of Customer or its Authorized Persons, including a failure or malfunction resulting from applications or services provided by Customer or its Authorized Persons;
- e) A shut down due to circumstances reasonably believed by Service Provider to be a significant threat to the normal operation of the Services, the Service Provider's facility, or access to or integrity of Customer data (e.g., hacker or virus attack);
- f) Failure or malfunction of any equipment or services not provided by Service Provider;
- g) Any abuse or fraud failure to comply with the Acceptable User Policy on the part of Customer and its Authorized Persons.
- h) Any problems outside the Service Provider Facility Network.
- i) Any interruptions, delays or failures caused by Customer or Customer's employees, agents, or subcontractors, such as, the following:
  - i. Inaccurate configuration.
  - ii. Non-compliant use of any software installed on the server.
  - iii. Customer initiated server over-utilization.
  - iv. Any problems related to the attacks on the machine such as hacking, attacks, and exploits.
- j) Any specific services not in customer service
- k) Force Majeure event

#### 4. SERVICE CREDIT

Service Provider agrees that it shall provide for the requisite service credits to the Customer in the event of it not being able to provide the Services for which it had already received the payments.

Service Provider agrees that on occurrence of any event as mentioned in clause 2 the Customer would be eligible to request a Service Credit on compliance of the terms as mentioned in clause 6.1.(a) of this SLA.

Customer shall be eligible for Service Credit for only those Downtime which has occurred a year prior to the date of claim and the maximum Service Credit to which Customer shall be entitled is as mentioned in clause 6.1.(c).

#### 5. PAYMENT TERMS

The Customer shall pay all the charges for the term as opted by him in the OPF / Customer Portal in advance which includes One-time setup charges, Hourly / Daily / Monthly / Quarterly / Half yearly recurring charges and other supplemental charges for any Supplemental Services provided during the Initial Term on or before the Service Commencement Date.

The details of the charges are mentioned in the **OPF** which forms part of this Agreement.

All the payments terms mentioned in this Agreement and the obligations of the Parties detailed in MSA shall be followed in true spirit.

#### 6. PROCEDURE FOR AVAILING SERVICE CREDITS

Whenever the Customer encounters Service Outage, the following procedure should be followed;

- a. The Customer should contact the Service Provider "Support Desk" without undue delay and shall request for a Trouble Ticket number immediately and can track the Trouble Ticket number till the Trouble Ticket is closed on resolution of the outage.
- b. The Service Provider on the receipt of the issue of Trouble Ticket to the Customer shall have a background check to verify if the Customer is eligible for the Service Credit.
- c. When the Services Provider fails to provide Services in accordance of the SLA entitling Customer for Service Credits, the Service Provider shall credit the Customer's account the prorated base charges from the day the Trouble Ticket is issued to Customer till the Trouble Ticket is closed on resolution of the outage.
- d. Service Credits will be adjusted in the next Monthly / Quarterly / Half yearly billing.



## WARRANTIES OF SERVICE PROVIDER

### Additional Warranties of Service Provider in regards to SLA

Service Provider warrants that it shall perform and provide Services in a professional and workmanlike manner in accordance with this Agreement.

### 7.1 Additional Warranties of Customer in regards to SLA.

The Customer will not do any voice communication from anywhere to anywhere by means of dialing a telephone number (PSTN/ISDN/PLMN) as defined in

National Numbering plan. The customer will not originate the voice communication service from a Telephone in India and/or terminate the voice communication to any Telephone within India.

The Customer will not establish any connection to any public switched Network (i.e. telephone voice network) in India and will not use any dial up lines with outward dialing facility from Nodes.

Customer acknowledges and will not establish any interconnectivity between ISPs for the purposes of offering Internet Telephony Services

**ANNEXURE A**

As mentioned in the Service Catalogue the following Services will be provided by the Service Provider. In the event there is a disruption in Service or alarm is triggered, the troubleshooting and resolution of the problem in respect of each applicable, shall be as follows:

**TROUBLESHOOTING & RESOLUTION TIMES**

Priority	Priority Definition	Mean Time to Assist (MTTA)	Mean Time to Repair (MTTR )	Updates
High	<ul style="list-style-type: none"> <li>• Maximum number of customers are affected for customer</li> <li>• Public facing service is unavailable</li> <li>• Any item listed in the Crisis Response tables</li> </ul>	15minutes*	<b>4 Hours</b>	<b>30 Minutes</b>
Medium	<ul style="list-style-type: none"> <li>• Degraded Service Levels but not processing within SLA constraints or able to perform only minimum level of service</li> <li>• It appears cause of incident falls across multiple functional areas</li> </ul>	30 minutes*	<b>8 Hours</b>	<b>1 Hour Interval</b>
Low	Degraded Service Levels but still processing within SLA constraints	1 Hour *	<b>24 Hours</b>	<b>4 Hours</b>

\* Time starts when the problem is detected by Cloud4C Help Desk team or reported by the customer and ends on assistance/repair as applicable.

**DISCLAIMER**

Cloud4C will use reasonable efforts to resolve problems as quickly as possible. As Cloud4C offers this service based on a combination of third party Hardware & Software, Cloud4C will not offer any service credits to the Customer in case of non-availability of his web site due to a problem with the 3<sup>rd</sup> party Managed Software / Applications. In such cases, Cloud4C will work with the customer to remedy problems at the earliest.



**ESCALATION PROCEDURE**

1) In Case of a Customer Complaint:

Sl. No.	Steps	Responsibility
1.	<p>Reporting of complaints by the customer</p> <p>All complaints are reported to the Helpdesk through any of the means:</p> <p>Landline No: 040-42030583</p> <p>Electronic Mail: <a href="mailto:support@cloud4C.com">support@cloud4C.com</a></p> <p>* The customer should give the Customer ID along with the complaint which is down for quick tracking &amp; restoration.</p>	<p>Customer Care</p> <p>Executive</p>
2.	<p>Generation of Fault Ticket No</p> <p>The Helpdesk will enter the details in the fault management system and inform to the customer about the following:</p> <p>Fault ticket No</p> <p>Expected Restoration Time</p> <p>Note 3: The Expected Restoration Time (ERT) will be reported within half an hour of the customer complaint with cause of failure.</p>	<p>Customer care</p> <p>Executive</p>
3.	<p>Updates to Customer</p> <p>Update to the customer will be given 15 minutes before expiry of ERT.</p>	<p>Customer care</p> <p>Executive</p>
4.	<p>Escalation of Complaint (By Customer)</p> <p>The customer is free to escalate to relevant Cloud4C personnel in case customer care does not revert, as per Matrix enclosed.</p>	<p>Customer care</p> <p>Executive</p>
5.	<p>Ticket Closure</p> <p>Once the fault has been corrected, Helpdesk will contact the customer to ensure that he is satisfied with service restoration. The fault ticket will be closed in accordance with the customer's verbal acceptance of satisfactory closure.</p> <p>Upon resolution of the incident and confirmation pending from the customer, the status of the incident will be resolved. Before the ticket gets closed, 3 attempts will be made to contact the customer by the system (automated) after every 24 hours to seek confirmation on the issue closure.</p>	<p>Customer care</p> <p>Executive</p>



2) **In Case Of Outage:** Cloud4C will communicate to customer any outages related to Managed Services elements within 20 minutes of observation of fault through NMS or escalation by our Engineers.

\*\* Logging of complaint is mandatory to ensure that fault ticket number is generated for further reference & auto escalation through our work flow system.

Cloud4C Escalation Matrix			
	Technical Support Escalation Matrix	Billing Escalation Matrix	Sales Escalation Matrix
Level 0 First point of Contact	+91-40-42030583, +91-40-46474747	billing@cloud4c.com	
24 x 7 - 365 Hr Support	<a href="mailto:support@Cloud4c.com">support@Cloud4c.com</a> / <a href="mailto:Support@Ctrls.in">Support@Ctrls.in</a>		
Level 1 Escalation	Manager on Duty <a href="mailto:crm@cloud4c.com">crm@cloud4c.com</a> / <a href="mailto:crm@ctrls.in">crm@ctrls.in</a> and <a href="mailto:Cloudsupport@ctrls.in">Cloudsupport@ctrls.in</a>	Shanker Adelli (shanker.adelli@cloud4c.com)	Dedicated Account Manager
> 30 mins	919963455247	040-46474747 (Ext.: 2860)	
Level 2 Escalation	Team Lead - Cloud Support	Azmath Ali	Vikas Choudhary
	Lavanya - <a href="mailto:lavanya.a@cloud4c.com">lavanya.a@cloud4c.com</a> - 9515600537 Salman Khan - <a href="mailto:salman.khan@cloud4c.com">salman.khan@cloud4c.com</a> - 7995060292	Azmath.ali@cloud4c.com	Vikas.choudhary@cloud4c.com
> 1 Hr		040-46474747 (Ext: 2751)	040-46474747 (Ext.: 2981)
Level 3 Escalation	Anil Thekkut AVP Cloud Service Delivery <a href="mailto:anil.thekkut@cloud4c.com">anil.thekkut@cloud4c.com</a> / 8886403263	Mr. Vivek Tapadia <a href="mailto:internalauditor@ctrls.in">internalauditor@ctrls.in</a>	Mr. Mukul Sharma <a href="mailto:Mukul.s@cloud4c.com">Mukul.s@cloud4c.com</a>
	Mahendher Reddy AVP Cloud Service Delivery <a href="mailto:mahendher.s@cloud4c.com">mahendher.s@cloud4c.com</a> / 8886989856		
Level 4 Escalation	> 12 hrs	> 24 hrs	> 24 hrs
	Mr. Santosh Akkula Sr. VP and Head of Service Delivery <a href="mailto:Santosh.Akkula@cloud4c.com">Santosh.Akkula@cloud4c.com</a>	Mr. Neeraj Jha ( <a href="mailto:Neeraj.jha@cloud4c.com">Neeraj.jha@cloud4c.com</a> )	Mr. Anil Nama CIO <a href="mailto:anilnama@ctrls.in">anilnama@ctrls.in</a>



**Disclaimer:** Any dispute or differences whatsoever arising out of this arrangement shall be governed by the Laws of India. The court of law at Telangana shall have the exclusive jurisdiction over any disputes arising under this arrangement.

Cloud4C reserves the right to amend/alter or add/delete the clauses in these terms and conditions which will be updated from time to time in <http://www.Cloud4c.com>. The User hereby confirms that he is deemed to have read and understood the latest terms and conditions as it exists on the date of usage and binds himself to abide by those terms.