



BACKUP SERVICE LEVEL AGREEMENT

Introduction

This Service Level Agreement (SLA) outlines the commitments and expectations between Garaj Cloud and its valued customers regarding our backup services.

Garaj does NOT backup your virtual machines unless you purchase a Backup service. You are responsible for backup of data from your virtual machines and implementing the appropriate retention policy. We offer a comprehensive list of backup and disaster recovery services for Servers and Data Centre's and recommend that you purchase one of these options.

Service Inclusions and Specifications:

1. **Backup as a Service:**

For Garaj cloud customers, who want to maintain their backup on cloud.

1. **Minimum RPO:**

Our commitment guarantees a Minimum Recovery Point Objective (RPO) of 30 minutes, ensuring minimal data loss in the event of a disruption.

2. **Replication Bandwidth Compression:**

Included in the service is the implementation of efficient replication bandwidth compression techniques, optimizing data transfer without compromising performance.

3. **Subscription Usage:**

The service includes a clear outline of subscription usage terms, ensuring transparency and adherence to agreed-upon parameters for optimal service delivery.

4. **Backup self-management**

Plugin within the portal, customers can schedule according to their own needs.

Restore management.

5. **Managed Services**

Customer can either get the plugin and managed the backup themselves or ask us to apply jobs and manage their backup copies for them as a service.



Responsibility Matrix:

Task/Activity	Cloud Provider (CP)	Customer (C)	Description
Define Backup Policies		C	Collaborate to establish backup policies, including frequency, retention, and data types to be included in regular backups.
Provide User Interface	CP		Develop and maintain a user-friendly interface for customers to manage backup configurations, schedules, and data recovery.
Monitor System Health	CP		Continuously monitor the BaaS system, track backup progress, and promptly address any issues to maintain overall system health.
Backup Job Alerts	CP		Email notifications regarding backup success, warning, error,
Restore guarantees in case of managed services	CP		we configure the jobs the jobs and provide backup copies for the customer
Restore guarantees in case of plugin		C	As customer can configure the jobs himself, we only guarantee, the backup copy from the time customer has scheduled in the job
Backup frequency		C	Define frequency (e.g., every hour, once a day, etc. and its feasibility and impact)
Backup copies		C	Define copies (e.g., to comply to 3-2-1 or other policies, regulations, ransomware protection)

Severity Definitions

L1: Primary support level, dealing with routine issues and initial troubleshooting.

Contacted for basic incidents related to cloud backup services.

L2: Engaged when Level 1 is unable to resolve the issue.

Provides more advanced technical support and expertise.

L3: Takes over when the issue requires escalation beyond technical troubleshooting.

Manages coordination and communication among support teams.



Escalation Matrix				
Level	Role	Contact Person	Email	Contact No.
1	L1 - Cloud Support	Support team	cloud.support@jazz.com.pk	0304-1110365
2	L2 - Product Expert	Taimor Ali	taimor.ali@jazz.com.pk	0343-1229662
3	L3 - Platform Head	Yasim Zaman Kiani	yasim.kiani@jazz.com.pk	0307-1505041

Garaj Backup SLA Exclusions:

The Service Commitment does not apply to features or services in pre-general availability, those explicitly excluded in associated documentation, and errors caused by factors beyond Garaj's reasonable control. Additionally, exclusions encompass issues arising from customer equipment, software, third-party technology, and actions or inactions of the customer. Unavailability or termination of Garaj's backup services due to force majeure events, Internet access problems beyond their control, or failure to adhere to technical documentation is not covered. The SLA does not extend to disruptions resulting from Garaj Cloud's suspension or termination of the customer's right to use backup services in accordance with the agreement. These exclusions, collectively termed SLA Exclusions, define the scope of coverage and circumstances where service commitments may not apply.

Force Majeure Factors

Force majeure factors are events or circumstances that are beyond the control of parties involved and can impact the ability to carry out contractual obligations. In the context of backup and data restoration, several force majeure factors can contribute to failures or challenges. These may include:

1. **Natural Disasters:** Physical destruction of data centers or infrastructure, leading to data loss.
2. **Power Outages:** Disruption of power supply affecting data center operations and access to backup systems.
3. **Cybersecurity Incidents:** Compromise of data integrity, making backups vulnerable to corruption or unauthorized access.
4. **Pandemics and Health Crises:** Disruption to workforce availability, affecting regular maintenance, monitoring, and response times.
5. **Supplier or Service Provider Failures:** Dependency on external services can lead to failures in backup processes or data restoration.
6. **Political or Regulatory Changes:** Altered regulatory landscapes may affect data storage practices and compliance, impacting backup strategies.
7. **Equipment Failures** Physical damage to infrastructure affecting the availability of backup systems.
8. **Network Disruptions:** Hindered communication between data sources and backup systems, affecting data transfer.
9. **War or Acts of Terrorism:** Destruction or disruption of data centers, communication networks, and infrastructure.