



# SERVICE AGREEMENT FORM

## Object Storage

VERSION: 1.1

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# Service Agreement Form for Object Storage

## Introduction

This Service Agreement Form (SAF) outlines the commitments and expectations between PMCL and its valued customers regarding Object Storage (hereinafter referred to as Service)

Object storage is a scalable data storage solution that organizes data as discrete objects, each containing the data, metadata, and a unique identifier. It is ideal for managing large amounts of unstructured data, such as backups, media files, or archives, offering durability and easy access.

## Service Activation Process

The Service activation process begins when the customer signs the Order Form and submits a service request. Upon receiving the request, the service is provisioned within a predefined time frame. Once the service is successfully provisioned, the necessary credentials and API keys are shared with the Customer to enable them to access and use the Service.

## Service Termination by PMCL

Without limiting the generality of any other clause in this Master Services Agreement or this Service Agreement Form, PMCL may terminate Customer's Service immediately by notice in writing if:

- a. The Customer has provided PMCL with false or misleading information or the Customer has not provided PMCL with any information that we have reasonably requested for the purposes of this Contract.
- b. The Customer's nominated payment method is refused or dishonored, or the Customer fails to pay the amount specified within fourteen (14) days of the due date.
- c. The Customer is unlawfully using the Service.
- d. The Customer has breached any provision of the Contract.
- e. It is required under any regulatory or emergency.
- f. The operations, security or efficiency of a Service is impaired by Customer's use of Service or Customer Equipment connected to the Service.



## Service Cancellation by Customer

Customer is entitled to terminate the Service (if entitled as per respective Service Agreement Form) at any time by giving a minimum of 60 day's prior written notice to PMCL.

The Customer can cancel their Service via PMCL Self Service Portal at any time (if entitled as per respective service agreement form).

Upon the Customer providing notice of termination for the respective Service, all charges including any unbilled amounts shall become immediately payable. Customer shall be billed for all charges up to and including the last day of the notice period (i.e. the date on which the respective Service is terminated).

## Customer Data Protection

In addition to the foregoing obligations, the Customer acknowledges that they are, solely responsible for taking steps to maintain appropriate security, protection for Customer login credentials used to access the Customer Data. PMCL's security obligations with respect to Customer Data are limited to that which would naturally apply to the scope as subscribed on Self Service Portal or Executed proposal (If any).

PMCL makes no other representation regarding the security of Customer Data. Customer is solely responsible for determining the suitability of the Services considering the type of Customer Data used with the Services. The Customer must maintain the security of their login credentials and may not share login credentials except as required to establish and authorize users in their account. The Customer is responsible for designating authorized users under their account and limiting access of login credentials associated with their account.

## Data Retention & Backup

Once customer cancels a Service, Customer data pertaining to that Service shall not be retrievable from such point by the Customer in any shape or form.

PMCL may erase/delete Customer Data from our systems no later than 90 days from the date of Service cancellation.

PMCL does not backup Customer Data unless Customer purchases PMCL's Backup service.

## Billing

PMCL may bill the Customer for:

- a. recurring or fixed charges in advance;
- b. variable charges, in arrears, including but not limited to excess resources, internet speed and license usage charges;
- c. installation or set-up charges, before installation occurs or decommissioning charges;
- d. or any equipment the Customer purchases from us, on or after delivery;



Bills may include charges from previous billing periods where these have not been remitted

If a Service that is subject to a subscription period is terminated prior to expiry of said period by the Customer (or by PMCL due to the Customer's breach of the Agreement), PMCL shall be entitled to charge early termination charges equivalent to the price quoted in Order Form for the remaining period of subscription. and PMCL will not refund any charges paid in advance for the subscription period.

## Service Inclusions and Specifications

Garaj Object Storage, powered by MinIO and deployed locally on our robust cloud platform, offers a high-performance, scalable, and secure solution for data storage and management. The service includes:

### 1. S3-Compatible APIs

Seamless integration with existing workflows and applications using industry-standard protocols.

### 2. Erasure Coding:

Advanced data protection through erasure coding, ensuring high durability and resilience against hardware failures.

### 3. High Availability:

By employing distributed storage and erasure coding across multiple nodes, the system minimizes downtime and provides seamless data access even in the event of hardware failures or node outages, ensuring continuous service reliability.

### 4. High Scalability:

Designed to handle varying workloads with ease, scaling horizontally to meet storage demands.

### 5. Data Security:

End-to-end encryption and role-based access controls to protect sensitive information. TLS encryption in transit and server-side encryption for data at rest. Optional integration with external KMS for key management.

### 6. Local Deployment:

Hosted entirely on the Garaj platform to ensure low latency, data sovereignty, and compliance with local regulatory requirements.

This Service is optimized for reliability, cost-efficiency, and compatibility with a wide range of use cases,



including backups, archiving, and data distribution.

## Service Availability and Performance

Garaj will use commercially reasonable efforts to ensure that the Service Offering is available during a given billing month equal to the “Availability Commitment” specified in the table below.

| Service        | Availability Commitment                              |
|----------------|--|
| Object Storage | 99.5% excluding scheduled maintenance and exclusions |

Performance objectives are given below:

| Metric     | Details          |
|------------|------------------|
| Latency    | 1-3 milliseconds |
| Throughput | 1-5 GB/s         |

## Responsibility Matrix

| Task/Activity                        | PMCL/Cloud Provider (CP) | Customer (C) | Description   |
|--------------------------------------|--------------------------|--------------|---|
| <b>Service Activation</b>            | R                        | A            | CP activates the service, C provides necessary details.         |
| <b>Data Backup</b>                   | A                        | R            | CP ensures backup system is operational, C manages data upload. |
| <b>Security &amp; Access Control</b> | A                        | R/C          | CP secures the platform, C manages access controls.             |
| <b>Compliance</b>                    | A                        | C            | CP ensures compliance with standards and regulations.           |
| <b>Monitoring &amp; Support</b>      | R                        | I            | CP monitors the service and provides necessary support.         |
| <b>Service Availability</b>          | A                        | I            | CP ensures uptime, C monitors service usage.                    |
| <b>Data Retention</b>                | A                        | R            | CP handles data retention policies, C adheres to them.          |



|                |   |   |  |
|----------------|---|---|--|
| <b>Billing</b> | A | R | CP manages billing, C ensures timely payments. |
|----------------|---|---|--|

### Legend:

R = Responsible, A = Accountable, C = Consulted, I = Informed

## Severity Definitions

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

Contacted for basic incidents related to configuration.

**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

| <b>Escalation Matrix</b> |                     |                       |  |                    |
|--------------------------|---------------------|-----------------------|--|--------------------|
| <b>Level</b>             | <b>Role</b>         | <b>Contact Person</b> | <b>Email</b>   | <b>Contact No.</b> |
| 1                        | L1 - Cloud Support  | Support team          | <a href="mailto:cloud.support@jazz.com.pk">cloud.support@jazz.com.pk</a> | 0304-1110365       |
| 2                        | L2 - Product Expert | Taimor Ali            | <a href="mailto:taimor.ali@jazz.com.pk">taimor.ali@jazz.com.pk</a>       | 0343-1229662       |
| 3                        | L3 Manager Platform | Aqsa Abrar            | <a href="mailto:aqsa.abrar@jazz.com.pk">aqsa.abrar@jazz.com.pk</a>       | 0307-1459267       |

## Maintenance and Outages

PMCL will endeavor to conduct all Scheduled Maintenance outside of Business Hours. However, PMCL may be required to suspend supply of Service during Business Hours in order to carry out emergency repairs on its systems.

In event of an unscheduled outage or incident and scheduled maintenance, we will communicate the details of issues and expected resolution times via our website or via email to Customer.

## SLA Exclusions

These exclusions ensure that both the service provider and the customer understand the limitations of Classification | Public



the SLA and the responsibilities of each party in maintaining service availability and integrity.

### **1. Force Majeure:**

Any service disruptions or data unavailability caused by events beyond the provider's reasonable control, such as natural disasters, acts of war, strikes, or other unforeseen circumstances.

### **2. Customer Misconfigurations:**

Issues arising from incorrect configurations, misuse, or unauthorized modifications performed by the customer or third parties.

### **3. Third-Party Dependencies:**

Failures in third-party integrations or systems not directly managed by Garaj Object Storage.

### **4. Unforeseen Maintenance:**

Emergency maintenance required to resolve critical vulnerabilities or unforeseen technical issues, which may temporarily affect service availability.

### **5. Unsupported Use Cases:**

The use of object storage for purposes outside its intended functionality, such as high-frequency transactional databases or real-time analytics workloads.

### **6. Customer Network Failures:**

Downtime caused by the customer's own network or connectivity issues outside the Garaj platform.