Service Agreement Form for PAM (Privilege access Management)

Privileged Access Management (PAM)

This Service Agreement Form (SAF) outlines the terms and conditions between Pakistan Mobile Communications Limited (PMCL) and its customers for the provision of PAM. PAM is a cybersecurity framework that safeguards and controls access to critical systems, reducing the risk of unauthorized use.

Product Terms

Inclusions:

The following Services are covered by this Agreement.

1. Access Management:

- **Role-Based Access Control (RBAC)**: Allows for precise control over who can access specific systems and what actions they can perform.
- **Session Management**: Monitors and records all privileged sessions, providing full visibility and traceability of user activities
- **Multi-Factor Authentication (MFA)**: Adds an additional layer of security by requiring multiple forms of verification for access

2. Password Management:

- **Password Vault**: Securely stores and manages passwords for privileged accounts, automating password rotation and ensuring compliance with security policies.
- **Dynamic Password Management**: Automatically updates passwords after each use, reducing the risk of credential theft.

3. Remote Access:

- **VPNless, Agentless Solution**: Provides secure remote access without the need for VPNs or client software, reducing potential security risks and simplifying setup.
- **SaaS-Based Access**: Offers a modern, scalable approach to remote access, incorporating Just-in-Time (JIT) access and MFA to further enhance security.

4. Audit and Compliance:

- **Comprehensive Logging**: Records all activities within the network and data center, ensuring all actions are traceable and auditable.
- **Reporting and Analytics**: Provides detailed reports and analytics on user activities, system performance, and security incidents to help meet compliance requirements.

5. Integration and Support:

- **Supports Multiple Protocols and Platforms**: Compatible with various network elements, operating systems, and databases, allowing seamless integration into existing IT environments
- **Cloud Support**: Can be deployed in cloud flexibility to meet different organizational needs.

Exclusions:

The Service Commitment does not apply to features or services in pre-general availability, those explicitly excluded in the associated documentation, and errors caused by factors beyond PAM as a Service's reasonable control. Exclusions include, but are not limited to, issues arising from customer equipment, software, third-party technologies, and actions or inactions of the customer.

Furthermore, the Service Commitment does not cover disruptions caused by force majeure (as defined in the governing Master Service Agreement) events, suchas natural disasters, or by problems with Internet access or infrastructure that are beyond PAM as a Service's control. This also includes any failure to follow the technical documentation provided by PAM as a Service.

Additionally, the Service Commitment excludes any disruptions, suspension, or termination of services resulting from the customer's violation of the terms of use or non-compliance with the applicable service agreements. The exclusions, collectively referred to as PAM as a Service Exclusions, define the limitations of service coverage and situations where the Service Commitment will not apply.

Service Activation

The process of Service activation is as follows:

a. The Customer shall agree to the proposal submitted by PMCL via email or Pakistan Mobile Communications Limited's (PMCL) Self Service Portal and shall accordingly issue a Purchase Order ("PO") to PMCL's authorized representative.
b. After issuance of a PO Customer will e-sign the Order Form that will be sent via a system-generated email and can be approved by Customer on Self Service Portal.
c. After acceptance of the Order Form PMCL shall itself or via its sub-contractor(s) will deliver the Service to the Customer according to timelines stipulated in the Order Form.
d. After or prior to Service delivery the Customer will be invoiced as per agreed timelines in the Order For

Service Termination by PMCL

Without limiting the generality of any other clause in this Master 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

a. 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

The Customer may terminate the Service prior to the expiration of the respective subscription period stipulated in the relevant Order Form, provided a written notice to that effect is sent to PMCL thirty (30) business days in advance.

If the Customer chooses to terminate the Service prior to the expiration of the respective subscription period stipulated in the relevant Order Form, the Customer shall be liable to pay to PMCL the price chargeable for the remaining period of subscription.

Upon the Customer providing notice of termination for the respective Service-all Charges/Price including any unbilled amounts shall become immediately payable.

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 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 Order Form 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 a 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; or

d.   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

Early termination Charges: If a Service that is subject to a committed term is terminated prior to expiry of committed term by the Customer (or by PMCL due to the Customer's breach of the Agreement), PMCL shall be entitled to charge early termination Charges, which shall include the difference between the yearly and monthly rental Charge for each month of Service rendered during the committed term; and an additional Charge of one month's rental, and unless otherwise stated, PMCL will not refund any Charges paid in advance for the committed term

Service Level

Severity	Level	Description
Severity 1	Emergency	A defect that prevents the Customer's utilization of supported product in a commercial production environment affecting the primary business critical operations, where no working workaround is available. Emergency Recovery provide remote support to recover a system quickly from a service-affecting incident, according to the definition of an Emergency. Emergency Recovery is provided on 24x7x365 basis.
Severity 2	High	A defect that critically impairs primary business critical operations with the supported product in a commercial production environment where no working workaround is available
Severity 3	Medium	A defect that impacts the operation of the supported product in a manner that adversely impacts the Customers's ability to operate its business.
Severity 4	Low	A defect that minimally impacts the operation of the supported products, although the system is not operating according to requirements, production operations are continuing in a reasonable manner without workarounds.

Service Level Exclusions:

- **Customer Misuse or Negligence**: If a disruption occurs due to actions taken by the customer that are not in accordance with the agreed-upon usage guidelines or best practices, it may be excluded from the SLA.
- **Scheduled Maintenance**: Planned maintenance activities, such as software updates or infrastructure upgrades, may be excluded from the SLA as they are necessary for maintaining the service but may temporarily impact availability.
- **Unforeseen Circumstances**: Certain unforeseen circumstances or events that are not reasonably foreseeable by either party, such as cyberattacks or hardware failures beyond normal wear and tear, may be excluded from the PAM.
- **Force Majeure Factors**: Force majeure factors are events or circumstances that are beyond the control of the parties involved and can impact on the ability to carry out contractual obligations. In the context of PAM, several force majeure factors can contribute to failures or challenges.

Support Mechanism:

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 team	cloud.support@jazz.com.pk	0304-1110365
2	L2	IAM team	khurram.khurshid1@jazz.com.pk	+92-300-5552818
3	L3	KRON	*Ticket to be raised on portal	

Responsibility Matrix:

Task/Activity	Customer's Responsibility	PMCL Responsbility
Define PAM Requirements/provide necessary information	C	
Implementation and Configuration		SP
User Access Requests and Approvals	C	
Access Control Policies	C	
User/ End point Onboarding & Offboarding	C	
Granting/Revoking Privileged Access	C	

User Management	C	
Raising Support Request	C	
Periodic Review of Access	C	
System Maintenance & Updates		SP
Compliance and Auditing	C	
Reporting	C	
Data Backups		SP

Maintenance & 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 the 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.

Support Services

Our Support does not extend to administration of the Virtual Machine operating system or applications contained therein unless you have purchased an explicit managed service contract.

Additional Support may be provided, although it may be at an additional cost to the Customer if the reported problem is due to faults in Customer's software, operating systems or applications.

We shall not provide free support for:

    a. faults that are outside our system; or

    b. Customers that do not have an existing active subscription with us.

We offer 24/7 break-fix support via Self Service Portal or email at cloud.support@jazz.com.pk