

Virtual Data Centre

Service Agreement Form

This Service Agreement Form (SAF) outlines the terms, conditions, and commitments between **Garaj (PMCL)** and its customers for the provision of Virtual Data Center Services. Virtual Data Center offers scalable, on-demand resources such as compute, storage, and networking, enabling efficient and flexible infrastructure management in a virtualized environment.

Product Terms (Inclusions & Exclusions)

Inclusions:

- Provision of Virtual Data Center infrastructure, including compute, storage, and networking resources.
- The VMware ESXi hypervisor is responsible for running the virtual machines.
- High Availability (HA)
- Monitoring resources through the portal.
- 24/7 support.

Exclusions:

- Support for third-party applications or operating systems installed on VMs, unless explicitly included in a managed service contract.
- Customer's software, OS configurations, and patch management.
- Backup services/DR services, unless specifically purchased by the customer.

Product Packaging/Billing Structure

- **Billing Structure:**
 - Recurring or fixed charges for the Virtual Data Center service.
 - Charges based on the customer's resource consumption (compute, storage, and network usage) on a monthly basis.

- One-time setup or installation charges may apply.
- Any additional services or features are subject to separate billing and pricing.

Service Activation Process

- Service will be activated upon receipt of a signed Service Agreement Form and successful payment (if applicable).
- Customer will receive login credentials for the Garaj Self-Service Portal to get registered.
- Virtual Data Centre will be created and resources will be allocated as per the customer.
- Customer logins for Cloud Director will be shared.
- Any required configurations will be completed by the customer or, if requested, with the assistance of PMCL support.

Service Level Definition & Exclusions

- **Service Level:**
 - The Service Level applies to the availability of Virtual Machines (VMs) up to the hypervisor level (excluding OS, Application, and Database).
 - The target uptime for each VM is 99.5% in any given calendar year.
 - Exclusions include issues caused by OS or application failures, misconfigurations, and external factors like denial of service attacks or natural disasters.
- **Exclusions:**
 - Any scheduled maintenance or service outages.
 - Misconfiguration of VMs or other virtual resources by the customer.
 - Service interruptions due to external factors beyond PMCL's control.

Escalation Matrix

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.

For L3 support, ticket is raised to Broadcom.

Escalation Matrix			
Level	Role	Email	Contact No.
1	L1 - Cloud Support	cloud.support@jazz.com.pk	0304-1110365
2	L2 - Product Expert	taimor.ali@jazz.com.pk	0343-1229662

Data Protection

- PMCL will take reasonable measures to ensure the security of the customer’s data but is not responsible for the customer’s own data protection policies.
- The customer is responsible for securing login credentials and managing access rights within their Virtual Data Center.
- Customer data is processed in accordance with applicable data protection laws.

Data Retention & Backup Policy

- Data retention after service termination:
 - Customer data will be deleted no later than 90 days from the date of service cancellation.
 - Data backup services are available only if the customer has purchased PMCL’s Backup service.
 - PMCL does not retain or back up customer data unless specified in the service contract.

Service Termination by PMCL

PMCL may terminate the service immediately upon written notice if:

- The customer provides false or misleading information.
- Failure to pay after 14 days of the due date.
- Unlawful use of the service or breach of contract.
- Regulatory requirements necessitate service termination.
- Impairment of service efficiency or security due to the customer's actions.

Service Cancellation by Customer & Subsequent Billing Behavior

- The customer may cancel the service by providing a 30 to 60 days' prior written notice.
- Upon cancellation, all charges, including any unbilled amounts, will become immediately payable.
- The customer will be billed for all charges up to the termination date.

Maintenance & Outages

- Scheduled maintenance will typically occur outside of business hours.
- PMCL may suspend service during business hours for emergency repairs.
- Customers will be notified of unscheduled outages or incidents via email or the PMCL website.

Escalation Matrix

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.

For L3 support, ticket is raised to Broadcom.

Escalation Matrix			
Level	Role	Email	Contact No.
1	L1 - Cloud Support	cloud.support@jazz.com.pk	0304-1110365
2	L2 - Product Expert	taimor.ali@jazz.com.pk	0343-1229662

Service Support & Severity Levels

- **Critical (Severity 1):**
 - Major production issue halting business operations.
 - Response Time: 30 minutes.
- **Major (Severity 2):**
 - Significant performance degradation impacting business operations.
 - Response Time: 1 hour.
- **Minor (Severity 3):**
 - Non-critical issue with medium-to-low impact on business operations.
 - Response Time: 4 hours.
- **Cosmetic (Severity 4):**
 - Routine inquiries or minor issues with no significant impact.
 - Response Time: 8 hours.

Case Severity	Technical Engagement time	Communication Frequency	Management Escalation
Severity Critical	Within 30 minutes	Updates every 4 hours	8 business hours

Severity High	Within 1 hour	Updates every business day	2 business days
Severity Medium	Within 4 hours	Updates every 3 business days	7 business days
Severity Low	Within 8 hours	Updates every 5 business days	Not applicable

Service Level Exclusions

Exclusions include scheduled maintenance, misconfigurations, customer-caused issues, and external events like natural disasters or force majeure.