

## **1. INTRODUCTION**

**Client** (or “**You**”) is looking for a comprehensive package of enhanced professional services backed by the power of a **Virtual Electronics Pte. Ltd.**, a company incorporated in Singapore at the address: 1 RAFFLES PLACE #20-61 ONE RAFFLES PLACE SINGAPORE (048616) (hereinafter referred to as “**We**” or “**Us**”), with a robust portfolio of monitoring services.

This Agreement describes the rights and responsibilities related to the monitoring services You purchase from Us.

By clicking ‘accept,’ or using our services, You agree to the terms of this Agreement. If You do not have authority to enter into this Agreement, or if You do not agree with its terms, do not click ‘accept’ and do not use the Monitoring Services. If You determine that You cannot comply with the terms of this Agreement after You have paid for the Monitoring Services, You may terminate Your access to the Monitoring Services for a full refund provided You do so within thirty (30) days of Your purchase.

## **2. STATEMENT OF SERVICES OVERVIEW**

We will provide Customer with 24x7 Monitoring of the Network and will leverage this monitoring to provide Managed and Professional Services in support of Customer’s infrastructure. We will provide tier-1 and tier-2 support for all managed devices listed in Schedules 1. Our personnel will escalate to Senior-level Engineering resources for on-call emergency (Priority-1) Service Requests (SR’s).

2.1. Priority-1 Service Requests definition: ‘Your production network is “down”, and a critical impact to business operations will occur if service is not restored quickly.’

The Statement of Services covered under this agreement describes “base” services and “optional” expanded services should the customer opt for them initially or in the future.

1.2. Base Services to be included in contract:

- a. Device health Monitoring (interface errors, CPU/memory utilization, etc.)
- b. Troubleshooting hardware issues (errors on interfaces, CRC, Collisions, etc.)
- c. Responding to alarms from Our Network Management Systems. (Bandwidth utilization, Latency, Up/Down, CRC)
- d. SNMP monitoring and reporting tool
- e. Syslog Database Management
- f. Trending and Historical reporting of monitored devices available online and via stewardship reports
- g. Configuration Management, weekly backup of existing configuration files in routers, firewalls and switches
- h. Customer web-based access to Management Tools and Reports (Optional)

2.3. Optional Services:

- a. VPN Health and Connectivity with monitoring and support.
- b. Internet Health and Connectivity with monitoring and support.

- c. Threshold Reviews (define alarms and violations) QOS, Bandwidth, errors. Ticketing and reporting that will be matching Service Providers SLA's and reporting. Would be tuned to meet needs.
- d. Security Incident analysis and forensics

#### 2.4. Professional Services Responsibility - Optional

- a. Routing protocols and routing (for example BGP, EIGRP, RIP) troubleshooting and implementation support
  - b. QoS performance related issues trouble shooting support
  - c. Security issues (IPS, Firewalls, etc.) troubleshooting and implementation support
  - d. Troubleshooting hardware issues advanced
  - e. Ongoing support and knowledge of Customers environment including best practices, technology updates, etc.
  - f. Respond to escalations from NOC
  - g. Security: Best practices; Change Control, Implementation, Systems review
- Customer may directly engage our engineers for Professional Services by opening a Service Request

### **3. AGREEMENT TIME FRAME**

Start Date: Ten (10) business days after Effective Date of statement of work (hereinafter referred to as the "SOW")

End Date: One (1) year after Effective Date of SOW.

The Services provided under this SOW are performed 24x7 including holidays.

### **4. CUSTOMER NOTIFICATION AND STEWARDSHIP REVIEW**

We and/or Customer are able to report network faults at any time. We will confirm fault and act upon the situation as defined in this document.

We will respond to any network issue with an initial update. These updates will be logged and will be reviewed with the customer.

We will provide status updates every hour as the result of alarm acknowledgements or a Customer request for assistance. These updates may be more or less frequent depending on the availability of said data from third parties, and/or local Customer assistance, if deemed necessary.

We will regularly meet with Customer to review performance in a quarterly time frame. Additional verbal and email conversations where appropriate are encouraged.

Monthly Stewardship reports include: Network uptime, Average mean time to repair, Total number of tickets, Exception, trend and threshold reporting, response time and SLA compliance.

We will attend a quarterly meeting with the customer regarding operations if customer is available.

### **5. SERVICE ACCESS REQUIREMENT**

Please note that We initiate Customer remote network access, at Customer expense, and monitors Customer's network with lease line, VPN.

**6. PROFESSIONAL SERVICES AUGMENTATION PACKAGE**

We will be responsible for providing on-call emergency Senior Engineering resources to support Customer's IP infrastructure. We will also provide Customer with real-time access to the ticketing and Service Request tracking system.

**7. CUSTOMER INITIATED PROFESSIONAL SERVICES REQUESTS**

We will provide 24x7 call center access to Customer for the purposes of receiving and tracking emergency Service Requests. On receipt of a request for emergency service, a Priority-1 Service Request will be generated in the ticketing system. The on-call engineer will respond directly to Customer in the accordance with schedule 1.

**8. INITIATED REMEDIATION**

We will provide 24x7 call center access to Customer for the purposes of tracking emergency Service Requests. On receipt of a Priority-1 service outage alarm from the Managed Services Network Management Center, a Priority-1 Service Request will be generated in Our ticketing system.

**9. SERVICE LEVEL AGREEMENT**

We will meet its Professional Services response time commitment for emergency remediation as defined in, Service Level Agreement Matrix in Schedule 1.

We will provide 24x7 coverage as subscribed to by the customer. Missed trouble tickets or down time will equate to a reimbursement to the customer of 1 Day of credited service per incident that are the result of negligence or facility issues on Our part. Customer caused outages, failed monitoring circuit (failsafe redundant circuits and or VPN recommended) or failed notification to Us or other incidents that are beyond Our control are exempt to the penalty.

**10. NEW CRITERIA, ACCEPTANCE CRITERIA/APPROVAL**

We must confirm that the monitored Equipment configuration is properly installed and operational. A test and Turn-Up confirmation will be performed of the Customers premise equipments ability to access a monitoring VPN and/or lease line circuit. The confirmation must minimally take the form of a simple PING.

If out-of-band management exists, We will test access to ensure that they can adequately access and manage the device.

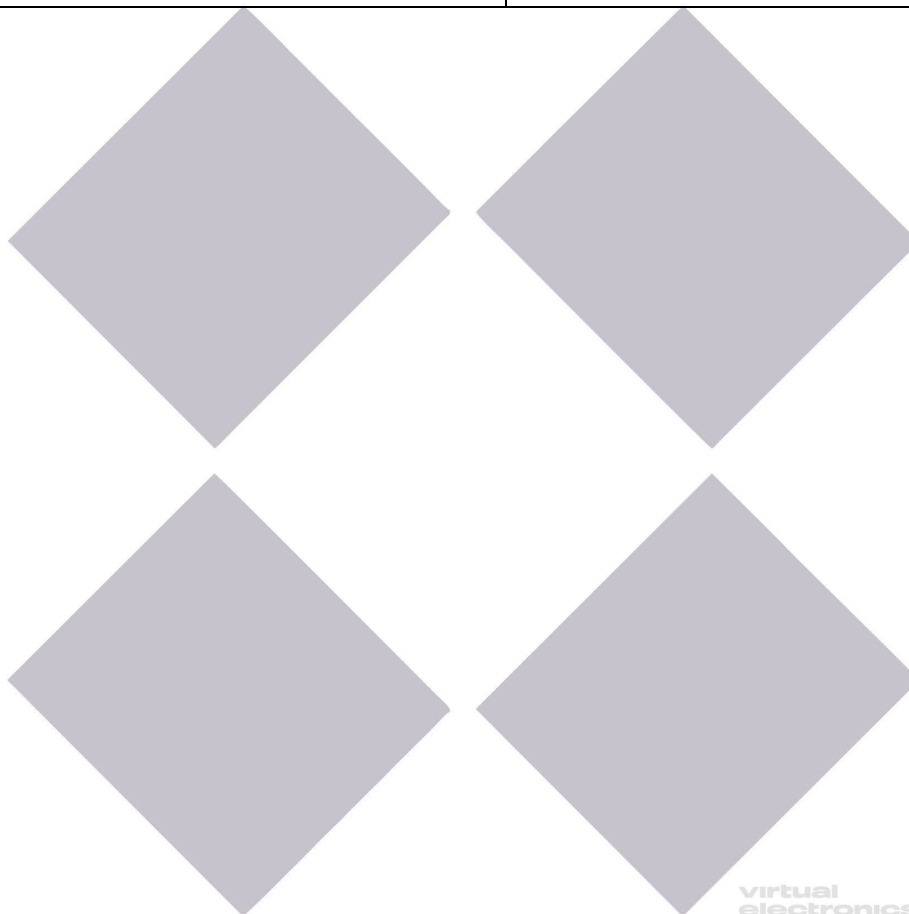
**SCHEDULE 1 RESPONSE TIME MATRIX**

Priority	Definition / Description	Initial Communication	Recurring Communication	Communication Content	Contact Means
1	Customer's production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.	We provide notification within <b>five (5) minutes</b> of receipt of Priority-1 Service Request.	Our Assigned SE provides status updates on an <b>hourly</b> basis for the duration of the outage.	Current Status and Estimated Resolution Time.	Customer's choice of voice or email communication.
2	Customer's production network is severely degraded, affecting significant aspects of business operations. No workaround is available.	We provide notification within <b>ten (10) minutes</b> of receipt of Priority-2 Service Request.	Our Assigned SE provides status updates every <b>two (2) hours</b> for the duration of the outage.	Current Status, RFO and Estimated Resolution Time.	Customer's choice of voice or email communication.
3	Customer's network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.	We provide notification within <b>thirty (30) minutes</b> of receipt of Priority-3 Service Request.	Our Assigned SE provides status updates every <b>twelve (12) hours</b> for the duration of the outage.	Current Status, RFO and Estimated Resolution Time.	Customer's choice of voice or email communication.
4	Customer needs information or assistance concerning product capabilities, product installation, or basic product configuration.	We provide notification within <b>two (2) hours</b> of receipt of Priority-4 Service Request.	Our Assigned SE provides status updates every <b>twenty four (24) hours</b> for the duration of the outage.	Current Status, RFO and Estimated Resolution Time.	Customer's choice of voice or email communication.

Note: Declaration of Priority Level will be made by the Client using the definitions above

CARRIER OUTAGE	
Outage Timeline	Action
5 mins	Open Trouble-Ticket, Notify Customer
10mins	Update Trouble-Ticket with RFO and Carrier Trouble-Ticket#, Notify Customer
60min increments	Regular status updates until service is restored
POWER OUTAGE	
Outage Timeline	Action
10mins	Open Trouble-Ticket, Notify Customer
<Undetermined>	Single update when power is restored

<b>HARDWARE FAILURE</b>	
Outage Timeline	Action
10mins	Open Trouble-Ticket, Notify Customer
30mins	Update Trouble-Ticket with RFO, Manufacturer RMA# and ETA
24hrs	Regular status updates until service is restored
<b>SCHEDULED MAINTENANCE</b>	
Outage Timeline	Action
10mins	Open Trouble-Ticket, Notify Customer
<Undetermined>	Single update when Maintenance Window is complete and service is restored



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