

Leap Solutions Asia

Service Specifications – Leap VPS

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01	102	29 OCT 19	Creation
02	134	14 OCT 20	Revised overall format to comply with new document format/procedure Reviewed overall document
03	144	31 AUG 21	<p>General review of document</p> <p>Revised “base set,” referred to “package” instead of “base set” in the document</p> <p>Revised III. B. Base set, changed title to “III. B. Package”</p> <p>Revised III. B. Package, added “Only Windows license by SPAL on Leap GIO Cloud, Leap VPS, or SAP Cloud and Managed Services is provided, the technical support is not provided. If technical support for Windows is required, customers shall purchase it separately and directly from Microsoft.”</p> <p>Revised VI. B. Service level agreements (SLA) during disaster recovery operation, removed the sentence “Time within which normal service level must be established is 3 days. In the case where the customer is using DR service the normal service level must be established within 24 hours” to reduce confusion</p> <p>Revised VI. C. Uptime, reviewed to align with actual operation:</p> <p>Removed:</p> <p>*Monitoring issues with the Monitoring Center are included in the downtime. Such issue will be included in the downtime only if the issue was reported.</p> <p>*1) Individual instances of downtime that had a duration of less than one minute are not included.</p> <p>If 10 instances of downtime occurred that were each 0 minute 30 seconds in duration, the total monthly downtime is 0 minutes.</p> <p>If 10 instances of downtime occurred that were each 1 minute 30 seconds in duration, the total monthly downtime is 10 minutes</p> <p>Added:</p> <p>*1) Downtime:</p> <ul style="list-style-type: none"> - It will be calculated based on LSA’s monitoring tool and not based on customer’s own monitoring. - Other than the downtime of the service purchased from LSA, additional time for the configuration, operation, technical support, and administration to bring up any other hardware/software used by the customer will not be counted towards the downtime.

Contents

I.	Document service specifications.....	5
A.	Document scope	5
B.	Document structure.....	5
II.	Service outline.....	6
A.	Overview	6
B.	Structure	6
C.	Terminology	7
D.	Components.....	7
E.	Contract and standard provisioning.....	7
F.	Information to be provided by the customer	7
1.	Operation manager information.....	7
2.	Contract information	8
G.	Information provided to the customer	8
III.	Feature specifications	9
A.	Initialization.....	9
B.	Package	9
1.	Additional notes.....	9
2.	Restrictions	9
C.	Internet protocol.....	9
D.	NTP server	10
1.	Terms and conditions.....	10
2.	NTP server IP Address	10
3.	Notes with regard to NTP.....	10
IV.	Service terms and conditions.....	11
A.	General terms and conditions.....	11
B.	Provisioning conditions.....	11
V.	Shared responsibility model	12
VI.	Service level agreements	13
A.	Service level agreements (SLA) during normal operation and disclaimers	13
B.	Service level agreements (SLA) during disaster recovery operation	13
C.	Uptime	14
D.	Service response time.....	14
E.	Common disclaimers.....	14
F.	Billing reduction due to service downtime	15
VII.	Support specifications.....	16
A.	Leap support center	16
1.	General issue enquiry	16
2.	Commercial Enquiry.....	16
3.	Incident service request prioritization.....	16
4.	Required information for enquiry.....	17
B.	Emergency contact.....	17
C.	Support Scope	17
D.	Maintenance	18
1.	Planned Maintenance	18
2.	Emergency Maintenance	18
E.	Notes.....	18

VIII. Applying, changing, and cancelling	19
A. Lead time.....	19
1. Time taken before servicing.....	19
2. Flow process till the start of the service	19
3. Information sent to the customer	19
4. Time taken for service change or cancellation	20
B. Billing start time	20
C. Minimum contract period.....	20
D. Service change	20
E. Service cancellation	20
F. Reference	20
G. Disclaimers	20

I. Document service specifications

A. Document scope

This document describes the service specifications of Leap VPS (Virtual Private Server) service.

B. Document structure

The service specifications consist of the following content:

Category	Description
Service Specifications	List of common specifications shared by Leap VPS service

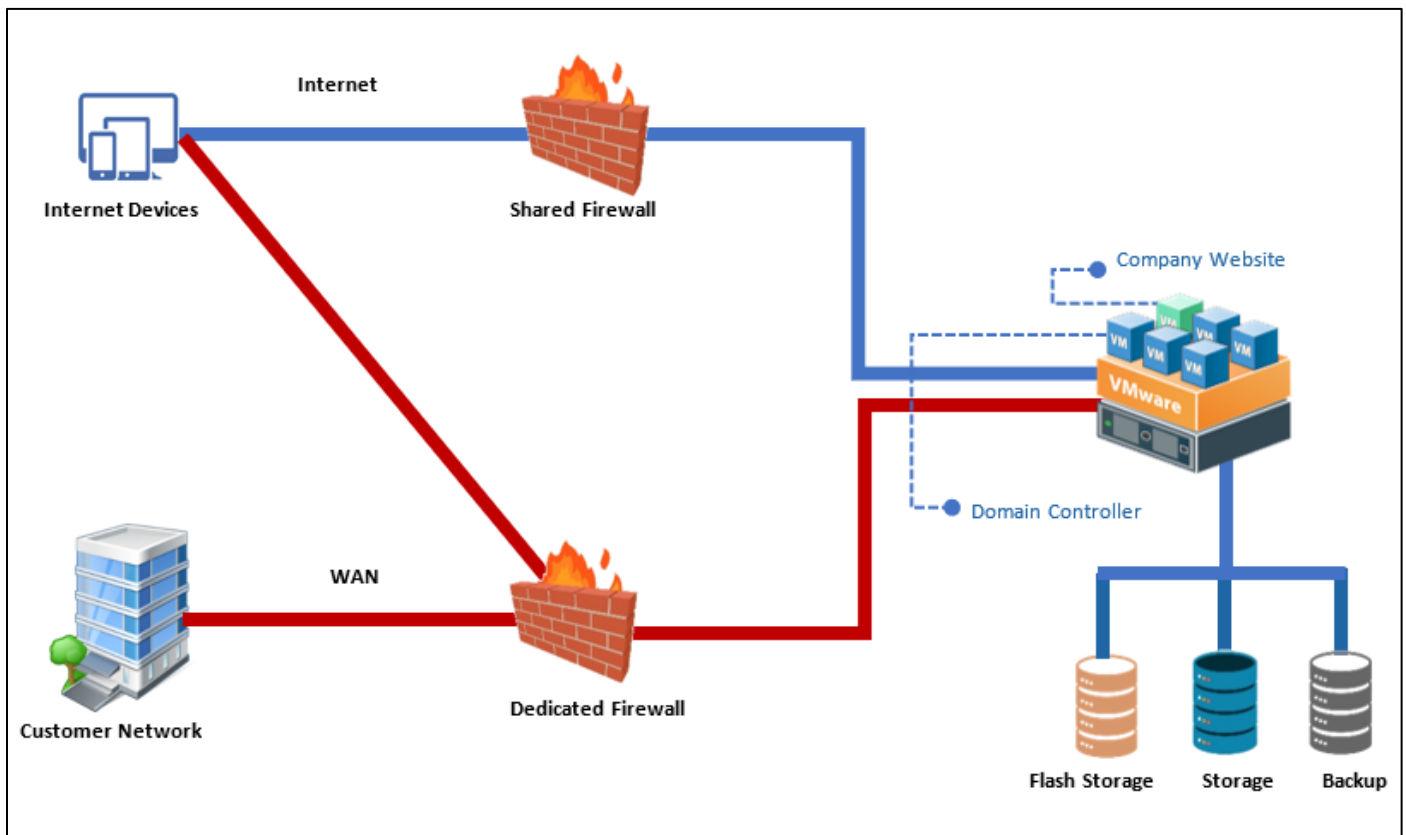
II. Service outline

A. Overview

Leap VPS service is an IaaS service whose server, network, and storage resources are owned by Leap Solutions Asia Co., Ltd. (here in after “LSA”). In addition to provide Internet access, LSA also provides access services for closed networks. The Leap VPS service offers customers with virtual machines served by VMware platform.

B. Structure

The following shows an overall chart of available components provided in the service. Some components are provided as standard while others come with additional charges. Details on chargeable components are given in the next page.



C. Terminology

Terms	Description
Command Line	This resembles DOS in that it is just a blank screen with a prompt where the administrator/user would type in commands for the system to run. Most users would rather use a web base interface or a graphical interface to administer their system because there is less chance of error.
DNS	Stands for Domain Name System; An underlying internet system which provides a mapping between domain names and the IP addresses used for routing.
Linux VPS	A VPS with a Linux OS such as CentOS installed.
Root or Root Access	This is the super user, or the user with control over everything, on a computer system. This user can do anything they want on the computer system from installing software to deleting everything on a system.
SSH	Secure Shell or SSH is a network protocol that allows data to be exchanged over a secure channel between two computers. Encryption provides confidentiality and integrity of data.

D. Components

This service provides the following items:

Name	Description
Package	Basic environment package for the usage of Leap VPS.
Data Disk	Storage to keep images of your personalized Virtual Machine's disk
Public IP address	Unique number assigned by an Internet authority that identifies a computer on the Internet.
Dedicated Antivirus	Antivirus client together with virtual machines based on selected package
Backup	On-site 7 copies and Off-site backup 4 copies
Shared Firewall	Basic shared Firewall function

E. Contract and standard provisioning

Optional items such as minimum contract number and the number of features provided as standard are shown as follows:

- You can subscribe to a minimum of 1 Package.
- Each package comes with a bundled backup policy, shared firewall, and dedicated antivirus

F. Information to be provided by the customer

1. Operation manager information

Fill in the contact information on the order form. It must be at least one person.

We may need to contact your operation manager(s) from time to time as part of our service operation. To ensure efficient security, we only allow the operation manager(s) that you have designated to contact LSA for support.

2. Contract information

The type and number of contracted service components you ordered are to be provided on the configuration sheets for LSA centralized customer information purpose.

G. Information provided to the customer

Information that will be provided to the customer when using the service are given as below (some information may only be provided upon request):

- Package ID information
- Leap VPS server, its ID, and its password
- IP Address information
- Data disk information
- Dedicated antivirus/anti-malware information
- Backup onsite/offsite information
- Shared firewall policy information

III. Feature specifications

A. Initialization

Upon sign up of the service, LSA will carry out the following initialization: A package providing a configuration and optional items and complying with the terms and conditions as stated in the feature specifications.

On the other hand, you are required to carry out each item and optional service as set forth clearly in [Notes](#).

B. Package

It is a basic environment package which enables you to use VPS.

Additional vCPU, RAM, Data Disk, and VLAN Network for external communication have to be subscribed additionally if required.

Items	Specification
Contract unit	1
Min. No. of contract units	1
Max. No. of contract units	Unlimited
Contract Terms	VPS, Data Disk, Public IP, Backup Data, and Antivirus used by this package have to be contracted simultaneously, at least 1 for each.
Termination Terms	Once package is terminated, VPS, Data Disk, Public IP, Backup Data, and Antivirus used by this package will also be terminated.

Only Windows license by SPAL on Leap GIO Cloud, Leap VPS, or SAP Cloud and Managed Services is provided, the technical support is not provided. If technical support for Windows is required, customers shall purchase it separately and directly from Microsoft.

1. Additional notes

A package provides 7 onsite backup copies and 4 offsite backup copies as standard.

A package provides 1 antivirus endpoint protection as standard.

2. Restrictions

With Leap VPS service, customers have control over the software and OS that their VM is running. However, there are limitations regarding the change of OS, CPU, Memory, disk storage, etc. The later are provided based on agreed package subscription. For any additional changes, customers must contact LSA (additional charges may apply).

C. Internet protocol

For Leap VPS service, only IPv4 is available. However, IPv6 may be provided in future versions of the service. For more information, please contact your LSA Sales Representative.

D. NTP server

LSA recommends an NTP server that can be used with customers' Virtual Machines for time reference.

1. Terms and conditions

Customers must configure the operating system to allow the NTP Server's IP address from LSA Internet vLAN and must connect it to their Virtual Machines in order to utilize NTP Server.

2. NTP server IP Address

The host/IP address of the recommended NTP Servers are as follows:

- time1.nimt.or.th 203.185.69.60
- time.navy.mi.th 113.53.247.3

3. Notes with regard to NTP

The host/IP address of the available NTP server may change. We will notify our customers when this happens so that our customers can update the IP address setting of our NTP server. Please note that any change of IP address for the NTP servers on the customers' VM will be the sole responsibility of the customer.

It is possible to use other NTP servers instead of the ones provided by LSA.

IV. Service terms and conditions

A. General terms and conditions

In order to use the Leap VPS service, as a customer, you need to review, sign, and return the quotation back to LSA. The **General Terms and Conditions**, the **Acceptable Use Policy (AUP)**, and the **Service Specifications - Leap VPS** (this document) are also attached along with the quotation for your review and acceptance.

B. Provisioning conditions


When you have decided to use the service, you are required to sign a contract which is subscribed for the following items:

- 1 or more virtual machine(s)
- Features accompanying the virtual machine(s)

Upon satisfying the above conditions, a package will be provided as per the standard. Only 1 package per virtual machine will be provided.

V. Shared responsibility model

<p>Customer:</p> <ul style="list-style-type: none"> • Customer Data • Customer Application and Service • Operating System • Antivirus/Anti-malware • High Availability, Disaster Recovery, and Scaling
<p>Leap Solutions Asia:</p> <ul style="list-style-type: none"> • Cloud Infrastructure: Server, Storage, and Network • Cloud Management: Management Hypervisor, Cloud Controller, and Access Control • Data Center Facilities • Internet Access • Data Protection (Backup) • Network and Firewall

Customer Data				<p>Managed by Customer: <i>Customer is responsible for the system availability, security, and compliance in the Cloud</i></p>
Customer Application and Service				
Operating System, Antivirus/Anti-malware				
High Availability, Disaster Recovery and Scaling				
				
Leap GIO Cloud Management				<p>Managed by LSA: <i>LSA is responsible for the system availability, security, and compliance in the Cloud Infrastructure</i></p>
Management Hypervisor	Cloud Controller	Data Protection (Backup)	Access Control	
Leap GIO Cloud Infrastructure				
Server	Storage		Network and Firewall	
TCC Data Center				
Datacenter	Internet			

VI. Service level agreements

A. Service level agreements (SLA) during normal operation and disclaimers

Service	SLAs	Disclaimers
Leap VPS	At least 99.99% uptime.	<p>The following circumstances are exempt from classification as Hypervisor downtime with regards to the SLA:</p> <p>In the case where a customer uses VMware HA to provide high availability to any applications running on virtual machines, virtual machines will automatically be restarted in the event where a hardware failure occurs. This is a normal event due to the behavior of the technology used. LSA does not consider such event part of the SLA.</p> <p>Software such as operating systems, middleware, and applications installed on Virtual machines are down due to causes other than Hypervisors being down.</p> <p>Virtual Machines that are down due to customer shutdowns of virtual machines' operating systems regardless of intention or negligence.</p>

B. Service level agreements (SLA) during disaster recovery operation

Service	SLAs	Disclaimers
Leap VPS	At least 99.99% uptime.	<p>LSA will define the recovery priorities by starting from customer using Disaster Recovery (DR) service.</p> <p>Time within which minimum service level must be established is 24 hours. In case customer is using DR service the minimum service level must be established within 4 hours.</p>

C. Uptime

Uptime is calculated using the following expression:

$$\text{Uptime (\%)} = [\text{Total Monthly time (min)} - \text{Total Monthly Downtime (min)}^{*1}] / \text{Total Monthly time (min)}^{*2} \times 100$$

*All values are truncated to two decimal points.

*1) Downtime:

- It will be calculated based on LSA's monitoring tool and not based on customer's own monitoring.

- Other than the downtime of the service purchased from LSA, additional time for the configuration, operation, technical support, and administration to bring up any other hardware/software used by the customer will not be counted towards the downtime.

*2) Total number of days in that particular month multiplied by 1440 (60min x 24h)

Example: If you experienced 30 minutes of downtime in a 30 days-month, the calculation would be:

$$\begin{aligned} \text{Uptime (\%)} &= [(30 \text{ Days} \times 24\text{Hrs} \times 60 \text{ mins}) - (\text{Downtime } 30\text{mins})] / (30 \text{ Days} \times 24\text{Hrs} \times 60 \text{ mins}) \times 100 \\ &= (43,200 \text{ mins} - 30 \text{ mins}) / 43,200 \text{ mins} \times 100 \\ &= 43,170 \text{ mins} / 43,200 \text{ mins} \times 100 \\ &= 0.9993 \times 100 \\ &= 99.93\% \end{aligned}$$

D. Service response time

Leap VPS system response time is less than or equal to 5 (five) milliseconds with a minimum of 90% success ping transactions from LSA Infrastructure to the ISP Internet Gateway. The response time is based on normal operation usage.

E. Common disclaimers

The following disclaimers are common to all components defined within the Service Level Agreements.

The following circumstance is not included in downtime:

- Downtime due to limitations on service, termination of service and suspension of service as defined in the quotation, the General Terms & Conditions, the Service Specifications, and the Acceptable Use Policy (All mentioned document provided by LSA)
- Acts/events prohibited from being performed by contracting parties including but not limited to the following examples:
 - Generation of significant traffic due to virus infections or unauthorized access of virtual machines created by customers.
 - Network loops caused by transmission of multicast or broadcast packets due to network / system design or configurations lacking measures to prevent switching and routing loops.
 - Attempts to take advantage of security vulnerabilities to gain unauthorized access to LSA service facilities, to shut down service functionality, or to degrade service performance.
 - Using hardware or software that generates significant amounts of traffic to attempt measuring service performance.
- Downtime due to events of force majeure. Events of force majeure including but not limited to the following examples:
 - Social unrest, such as wars, civil wars, terrorism, and riots.

- Natural disasters such as earthquakes, tsunamis, volcanic eruptions, lightnings, floods, snowfalls, and falling rocks.
- Obstruction of system operations due to Denial of Service (DoS) attacks.
- Unauthorized Access.

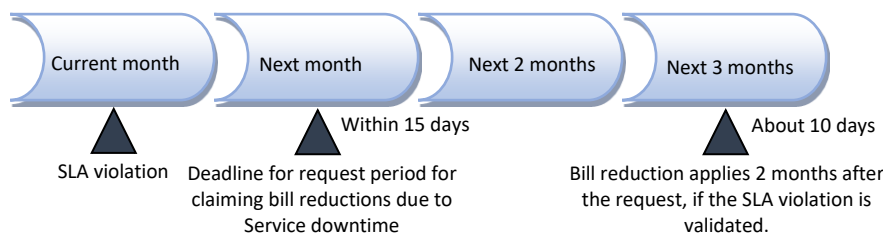
F. Billing reduction due to service downtime

General billing reduction due to downtime of LSA’s services is defined as follows		
Conditions for reduction	Description	
Reduction condition	Claim requirement	Required - Billing reductions due to service downtime are not performed automatically
	Claim method	Fill in the Billing Reduction form given by LSA Note: Please contact your LSA sales representative System ID that experienced the SLA violation Information regarding the period, details and objective evidence of the SLA violation ^{*1*2}
	Claim deadline	On 15 th of the following month after the SLA violation Note: If that day is a non-working day, it will be on next working day.
	Review of claim	LSA will investigate the validity of the SLA violation regarding the received claim. If the SLA violation is validated, the billing reduction described as follows will be processed.
Billing reduction details	Amount of billing reduction	10% of monthly contracted fee for the month in which the SLA violation occurred regarding the service that experience the SLA violation ^{*3} Note: This reduction is applied to the monthly service fee for any optional services included with the applicable component
	Invoice that receives the reduction	The reduction will be applied on the invoice that is billed two months after the month where the SLA violation occurred

*1: Inclusive of but not limited to Base Server System Log, Kernel dump, network interface Communication capture and your own Monitoring System Log. It also does not guarantee that these will be usable as information that unconditionally satisfies the requirement.

*2: When LSA sends notification that shows indication of errors on Service Equipment and its impact on operation of the subscribed component, these may be usable as information that unconditionally satisfies the requirement.

*3: After the violation has occurred, if the component is upgraded or terminated, and the amount of bill reduction is higher than invoice that receives the reduction, this bill is changed to the minimum charge of the previous service state. The bill reduction cannot be applied to fees other than the monthly service fee of the applicable components.



VII. Support specifications

A. Leap support center

The Leap Support Center handles all enquiries regarding the use of the contracted service(s) by e-mail, except when the system is down, emergency calls will be used. Leap Support Center is available in both English and Thai.

1. General issue enquiry

Reception Hours	24 hours a day, 365 days a year
Contact Information	Phone: (+66) 2-080-9822 E-mail: support@leapsolutions.co.th
Type of Inquiry	Service specifications Additional information on service content Other technical inquiry regarding the service
Languages Support	English and Thai

2. Commercial Enquiry

Reception Hours	24 hours a day, 365 days a year
Contact Information	Phone: (+66) 2-080-9813 E-mail: sales@leapsolutions.co.th
Enquiry Type	Changes, termination, and customized orders. General enquiries
Languages Support	English and Thai

3. Incident service request prioritization

The Incident Manager is responsible for ensuring that every incident and service request are prioritized. Priority consists of impact and urgency, has 5 levels, and is coded based on the following table:

	Impact	High	Medium	Low
Urgency				
High		1	2	3
Medium		2	3	4
Low		3	4	5

The resolution time of an incident or service request depends on its priority code and is calculated as follows:

Priority code	Description	Target Resolution Time	Target Service Desk Response Time
1	Critical	1 hour	15 mins
2	High	2 hours	30 mins
3	Medium	4 hours	1 hour

4	Low	8 hours	2 hours
5	Planned	24 hours	8 hours

Impact – business impact of an incident or a service request:

High	Medium	Low
>50% of customers of the service are affected	20% - 49% of customers of the service are affected	< 20% of customers of the service are affected

Urgency – how quickly the business needs a resolution:

High	Medium	Low
Immediately – Security Incident	In medium term – system down or error with available workarounds	In long term – system error or request which is not impacting production
System down or error without workaround		

Note: Change of priority – priority defined by a user can be overridden by the Service Desk upon LSA approval by the Service Level Manager.

4. Required information for enquiry

Required information	Your company name Your system administrator information Your system ID/Name that you contracted
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B. Emergency contact

Please direct your queries to the Operation Management Personnel with whom you have been assigned as Administrator.

Reception Hours	24 hours a day, 365 days a year
Contact Information	Phone: (+66) 2-080-9822 E-mail: support@leapsolutions.co.th
Enquiry Type	Failures in service infrastructure
Languages Support	English and Thai

C. Support Scope

Support will be carried out for failure concerning unique specifications for using Leap VPS. All features and services related (i.e., access to VM or standard package)

D. Maintenance

1. Planned Maintenance

Planned maintenance will be conducted for the purpose of maintaining service quality and expanding, maintaining, and preserving equipment.

- If service is not impacted, notification by email will be sent prior to maintenance.
- If service is impacted, notification will be sent by e-mail regarding the scope of the impact at least one (1) week prior to the maintenance.

Email will be sent to the contact e-mail address registered as the administrator.

In addition, after the completion of the planned maintenance, an e-mail will be sent reporting the results to all customers who were sent e-mail notifications in advance.

2. Emergency Maintenance

If it is determined by LSA that emergency maintenance is required for service equipment, LSA may conduct emergency maintenance without prior announcement (see below cases that apply). In this case, customers will be notified by e-mail after the maintenance is conducted. However, note that LSA will try to send notices for emergency maintenance when possible.

Emergency maintenance may be conducted for the following circumstances:

- When an emergency response is required for hardware failures even while service continues uninterrupted.
- When redundancy is lost due to service failure, and a suspension of service from multiple service failures that cannot be anticipated.
- When major security risks are discovered, and it is determined that an emergency response is necessary.
- When a security incident occurs, and an emergency response is necessary.

E. Notes

For security reasons, only pre-registered system administrators may contact Leap Support Center.

Some or all functionality may be interrupted due to scheduled/emergency maintenance procedures.

After accepting delivery of the service, you are responsible for all matters concerning security vulnerability.

VIII. Applying, changing, and cancelling

A. Lead time

1. Time taken before servicing

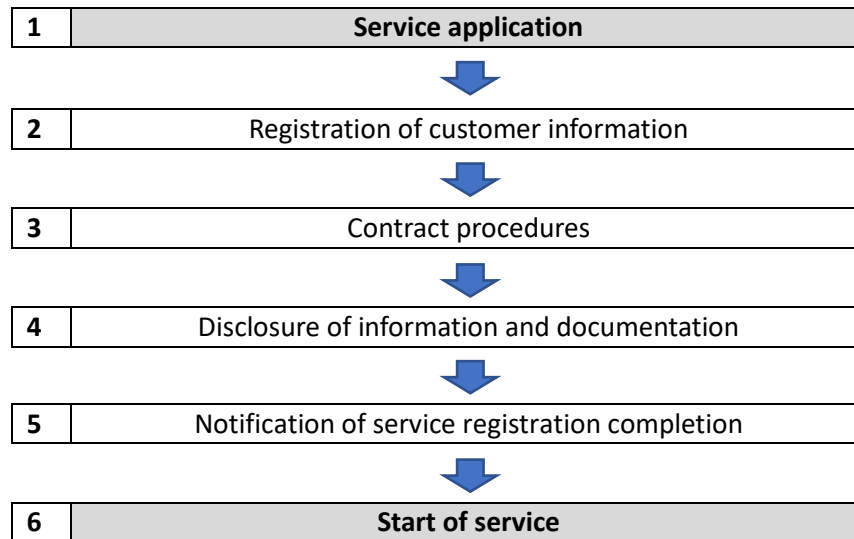
The time required for completion of the service provisioning does not include the day on which the corresponding request is received. The time period below represents the number of days from the business day following the day of receipt by LSA of an application form that contains all the required information.

The time required, from the application for the Leap VPS service to the completion of the service provisioning, is as follows:

Service	Contract type	Time until completion of the service provisioning
Leap VPS	New order	3 business days

The time required to start is an estimate based on our track record. It is not to be construed as a guarantee to deliver within the stated time period.

2. Flow process till the start of the service



3. Information sent to the customer

The following information will be sent to the customer via e-mail (or other means if needed):
 Quotation / Service Specifications (this document) / General Terms & Conditions / Acceptable Use Policy
 Project Completion Report (To be returned signed to LSA after review)

4. Time taken for service change or cancellation

The time required to change/cancel a service varies by service and does not include the day of the request acceptance. The time period below represents the number of days following the receipt by LSA of a complete application form.

The time required to change/cancel a service is as follows:

Service	Contract type	Time required for service change or cancellation
Leap VPS	Change	Depending on type of change
	Cancellation	One business day

B. Billing start time

The billing start time begins on the day the service becomes available to you.

C. Minimum contract period

The minimum contract period for Leap VPS is 12 months.

D. Service change

If a change to order additional services/items is needed, a new quotation is sent to the customer and needs to be signed and returned back to LSA.

E. Service cancellation

If a request to terminate any contract services/items is needed, a request using our stipulated cancellation/termination form is required.

After the day of termination, it will no longer be possible to log in to the service or to recover any data.

F. Reference

LSA General Terms & Conditions: <http://www.leapsolutions.co.th/terms>

LSA Acceptable Use Policy: <http://www.leapsolutions.co.th/acceptableusepolicy>

G. Disclaimers

This document is not intended to guarantee that the service will always be available for use.

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