

Leap Solutions Asia

Service Specifications - Leap Log as a Service

Rev 02

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I. Definition

A. Scope

This document describes the service specifications of Leap Log as a Service.

B. Document structure

The services specifications consist of the following content:

Category	Description
Service specifications	Describe the common specifications shared by Leap Log as a Service

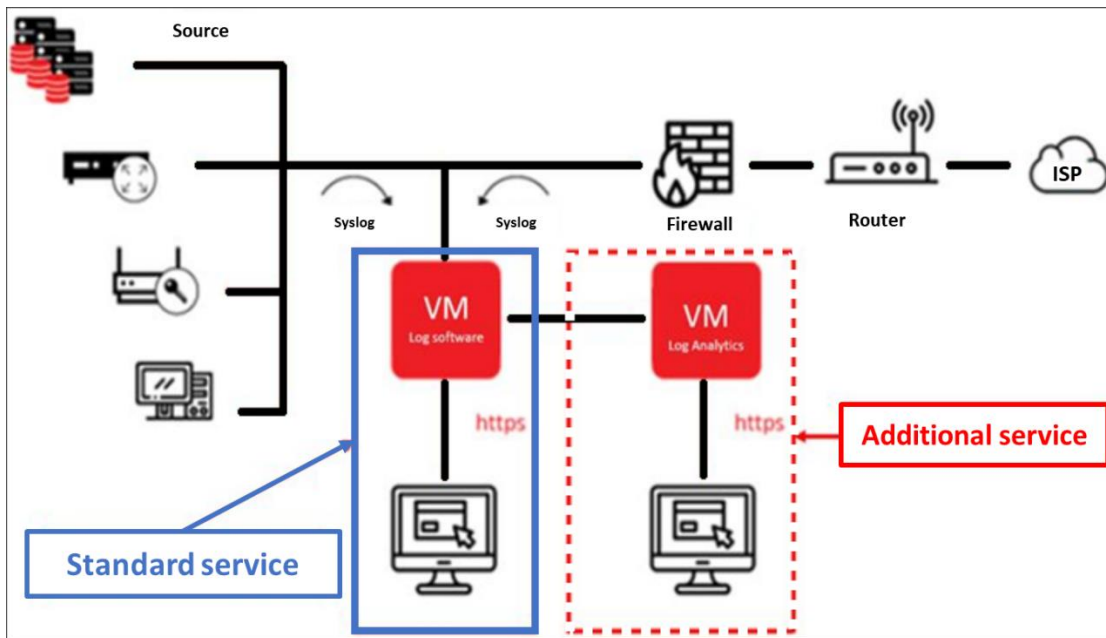
II. Service outline

A. Overview

Leap Log as a Service is a complete solution provided by Leap Solutions Asia Co., Ltd. (here in after “LSA”). The solution is a user-friendly centralized log management system which is running on LSA Enterprise Infrastructure and managed through a dashboard provided via a web browser. It can collect logs from servers or devices such as firewalls, routers, switches, Windows servers, Linux servers, Unix servers, etc.

B. Structure

The following picture displays an overview of the solution. The solution has a standard part and an optional part (additional charges apply).



C. Terminology

Terms	Description
Log Monitoring	Log monitoring is the act of reviewing collected logs as they are recorded and received for various devices. This typically involves the assistance of a log management software.
Log Query	The search system of Leap Log as a Service. Customers can choose to specify a time period, search by date, and specify a time; then, select the hostname of the Source, click the Search button to search the Log data, and export data in CSV format.
Log Filter	Log filter allows system administrators to specifically select some log files to send to a SIEM or to other servers.
Log Archives	Log archives allows system administrators to compress and encrypt clear text log files using algorithm such as MD5, SHA-1, or SHA-256.
Log Report	Log Report allows system administrators to create, view, and download report. There are 4 types of report.
EPS Summary	EPS Summary is a summary of all devices with events and a group in a table can be applied to data copy or download the data into a CSV, JSON, or print if there is a lot it can search from search channel.
Data Searching	It is a fast and flexible local log search system that search based on conditions such as IP, Hostname, log type, date, and keyword.
Syslog Agent	It is a tool that must be installed on Windows Server Active Directory, Linux Samba, IIS, MS Exchange, ISA Server, or Lotus Note server to deliver the log to Leap Log as a Service.
NTP	Leap Log as a Service supports Network Time Protocol for time synchronization

D. Components

This service provides the following items:

Name	Description
Package	Standard package provided for the usage of Leap Log as a Service.
Data Disk	Storage provided to safeguard logs.
Dashboard	Accessible via web browser, the dashboard allows customers to manage their logs. Customers can access the dashboard via the internet or a private link.
Software subscription license	The license provided for the log software. There are different types of licenses which depend on the size capacity.

E. Contract and standard provisioning

A minimum contract number and the number of features provided as standard are shown as follows:

- You can subscribe to a minimum of 1 package
- On-site support - maximum of 3 times/year
- On-call support - 9:00-18:00 (8x5) email and remote
- Configuration and operation guide - Thai/English

F. Information to be provided by the customer

1. Operation manager information

- Fill in the information in the requirement form
- Fill in the contact information on the order form. 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 the number of contracted service components a customer would like to order are to be provided.

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):

- IP Address to access the dashboard
- Credentials to login to the dashboard
- User guide in Thai/English

III. Feature specifications

A. Initialization

Upon sign up of the service, LSA will carry out the following initialization: A package with configuration and optional items provided and which complies with the terms and conditions as stated in this chapter.

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

B. Package

It is a standard package which allows you to use Leap Log as a Service as soon as it is initialized.

Optional comprehensive report software license has to be subscribed if required.

Items	Specification
Contract unit	1
Min. No. of contract units	1
Max. No. of contract units	Unlimited
Contract Terms	Log as a Service server, data disk, dashboard and software license used by this package have to be contracted simultaneously, at least 1 for each.
Termination Terms	Once Package is terminated, Log as a Service server, data disk, dashboard and software license used by this package will also be terminated.

1. Additional notes

When customers need a more exhaustive report, LSA can provide an optional software license. The comprehensive report provides log analysis to ease understanding and find insights information. The comprehensive report software is connected to Leap Log as a Service and generates a specific and customized dashboard for each customer. The comprehensive dashboard is different from one customer to another.

2. Restrictions

With Leap Log as a Service, customers have no control over the hardware, 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). For example, if a customer queries logs and feels like the performance is inadequate, the customer can request to upgrade the CPU and the memory of the VM.

C. Internet protocol

For Leap Log as a 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.

IV. Service terms and conditions

A. General terms and conditions

In order to use the Leap Log as a 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 Log as a Service** (this document) are also attached along with the quotation for your review and acceptance.

B. Provisioning conditions

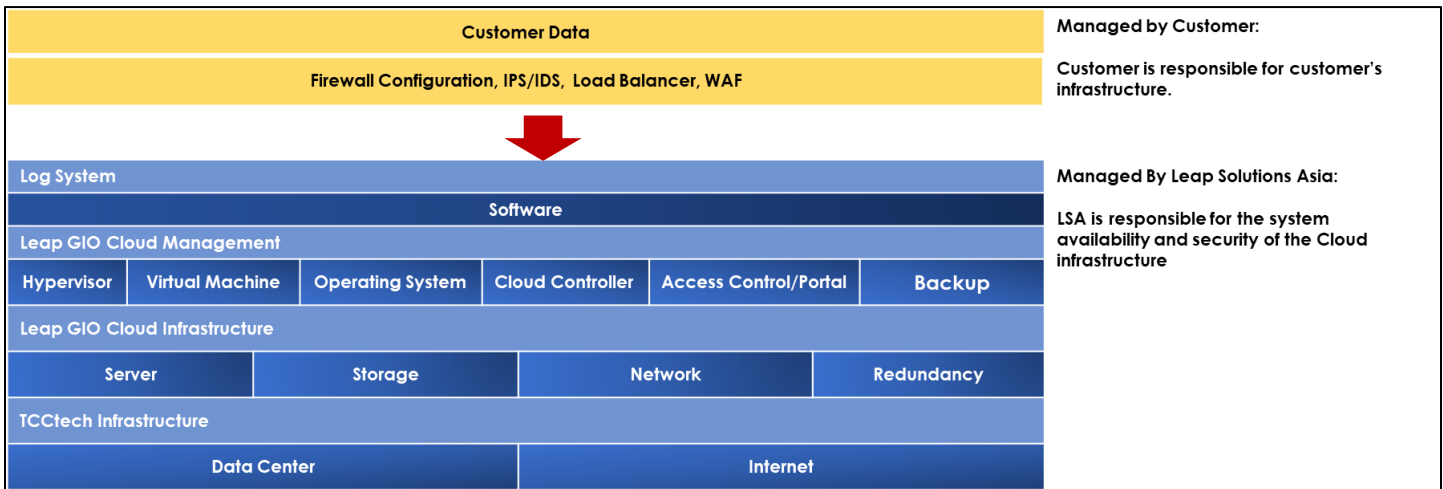
When you have decided to use the service, you are required to sign a contract and fill customer information on the requirement form which is subscribed for the following item: Leap Log as a Service.

V. Shared responsibilities model

A. General responsibilities

Customer responsible for :
<ul style="list-style-type: none"> • Customer Data • Network connection from customer devices
Leap Solutions Asia responsible for :
<ul style="list-style-type: none"> • Log System • Cloud Management: Hypervisor, Cloud Controller, Access Control • Cloud Infrastructure: Server, Storage, Network, and High Availability • Data Center Facilities • Internet Access

B. Layer responsibilities



VI. Service level agreements

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

Service	SLAs	Disclaimers
LSA Infrastructure	At least 99.99% uptime	<p>The following circumstances are exempt from classification as service downtime with regards to the SLA:</p> <ul style="list-style-type: none"> Any downtime that occurs because of the log system software, LSA does not consider such event part of the SLA. The service is down due to customer shutdown or restart of virtual machines operating systems' request regardless of intention or negligence.

B. Uptime

LSA Infrastructure uptime is calculated using the following expression:

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

*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:

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

C. Service response time

Leap Log as a Service 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.

D. Common disclaimers

- The following disclaimers are common to all components defined within the Service Level Agreements.
- The following circumstances are 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 documents made available 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.

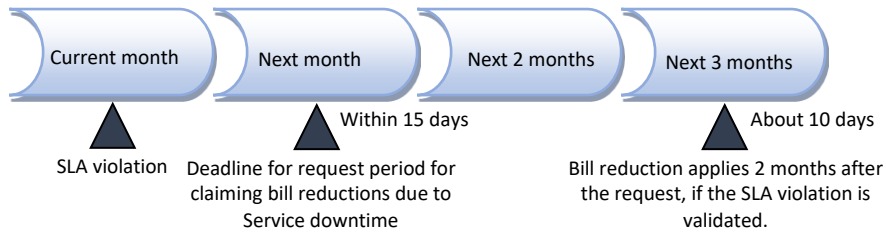
E. Billing reduction due to service downtime

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	Working hours (8x5)
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	Working hours (8x5)
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:

Urgency \ Impact	High	Medium	Low
	High	1	2
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 (8x5)	Target Service Desk Response Time (8x5)
1	Critical	4 hours	15 mins
2	High	6 hours	30 mins
3	Medium	8 hours	1 hour

4	Low	12 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 inquiry

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	Working hours (8x5)
Contact Information	Phone : (+66) 2-080-9822 E-mail : support@leapsolutions.co.th
Enquiry Type	Urgent request and incident
Languages Support	English and Thai

C. Support scope

Support will be carried out for failure concerning unique specifications for using Leap Log as a Service. 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 and hardening.

VIII. Applying, changing, and cancelling

A. Lead time

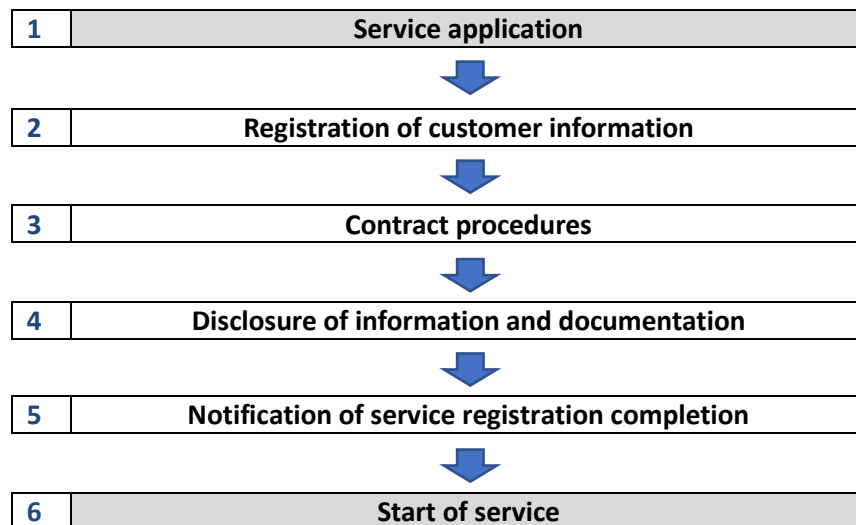
1. Time taken before servicing

- 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 Log as a Service to the completion of the service provisioning, is as follows:

Service	Contract type	Time until completion of the service provisioning
Leap Log as a Service	New order	5 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)/Registration form and Requirement form/General Terms & Conditions/Acceptable Use Policy.
 - Project Completion Report (To be returned signed to LSA after review and acceptance).

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 Log as a Service	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 Log as a Service 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: <https://www.leapsolutions.co.th/terms>

LSA Acceptable Use Policy: <https://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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