Cloud service provider disclosure

The form is to be completed for each cloud service provided. For questions not applicable or not disclosed, indicate accordingly in the remarks.

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Cloud Service Provider Background

Overview of service offering:

The M1 Cloud service known as Cloud Application Services, offers the right cloud-based solution for business owners and their customers with a capacity-on-demand model, secured accessibility and enables enhanced collaboration.

It offers Infrastructure-as-a-Service, or Virtual Server and Storage, Cloud Storage in the form of Content-as-a-Service and Storage-as-a-Service, Backup-as-a-Service for Enterprise PC Backup and Server Backup, Email-as-a-Service based on Hosted Exchange, Collaboration-as-a-Service based on Hosted SharePoint and VDI-as-a-Service which is a Hosted Virtual Desktop service.

Through these services, business owners and their customers can find the right mix of Cloud-based solutions to meet their needs and stay ahead in our fast-paced business environments. This will allow them to grow their customer base in the most productive and effective manner, and reduce total cost of ownership when it comes to IT investments.

Service model:

☒ Virtual machine instances owned by the user

☒ Network facilities

☐ Compliance with applicable standards

Deployment model:

☐ Private cloud

☐ Community cloud

☐ Hybrid cloud

☒ Public cloud

Tier:

☒ Level 1

☐ Level 2

☐ Level 3

No.	Criteria	Description	Remarks
		Legal and Compliance	
1.	Right to audit	The user has the right to audit: ☒ Virtual machine instances owned by the user ☐ Network facilities ☐ Compliance with applicable standards ☐ Technical controls ☐ Policies and governance ☐ Data centre facilities ☐ Others _____ ☐ None Regulators recognised by Singapore law have the right to audit: ☒ Virtual machine instances owned by the user ☐ Network facilities ☐ Compliance with applicable standards ☐ Technical controls ☐ Policies and governance ☐ Data centre facilities ☐ Others _____ ☐ None Audit / assessment reports that can be made available on request: ☒ Penetration test	

		☐ Threat and vulnerability risk assessment ☒ Vulnerability scan ☐ Audit reports (e.g. Statement on Standards for Attestation Engagements (SSAE) No. 16, Reporting on Controls at a Service Organisation)	
2.	Compliance	The following guidelines / standards / regulations are adhered to: ☒ Singapore Personal Data Protection Act ☐ ISO / IEC 27001 ☐ ISO 9000 ☐ ISO / IEC 20000 ☐ CSA Open Certification Framework ☐ PCI-DSS ☐ Others _____	

Data Control

3.	Data ownership	All data on the cloud service is owned by the cloud user except for: <u>cloud platform and infrastructure</u> The cloud User retains the ownership on the derived data or attributes of cloud usage except for the following: ☐ Advertising or marketing ☐ Statistics analysis on usage ☐ Others_____	
4.	Data retention	Data deleted by the user is retained as follows: ☐ Minimum data retention period is: _____ ☐ Maximum data retention period is: _____ ☒ Deleted immediately Log data is retained for a period of: ☐ Minimum data retention period as follows: _____ ☒ Maximum data retention period is: <u>12 months</u> ☐ Not retained User data is retained for a period of: ☐ Minimum data retention period is: _____	

		☐ Maximum data retention period is: _____ ☐ Not retained The following types of data are available for download by the cloud user: ☐ Log data ☐ Other _____	Log data not available for download however can be provided upon request
5.	Data sovereignty	The primary data locations are: ☒ Singapore ☐ Asia Pacific _____ ☐ Europe_____ ☐ United States ☐ Other _____ The backup data locations are: ☐ Singapore ☐ Asia Pacific_____ ☐ Europe_____ ☐ United States ☐ Other _____ No. of countries in which data centres are operated: _____ The user's data stored in the cloud environment will never leave the locations specified in item 5: ☒ Yes ☒ Yes, except as required by law ☐ Yes, except as noted: _____ ☐ No User's consent is required prior to transferring data to a location not specified in item 5 or a third party: ☐ Yes	No DR Site available however M1 Net is planning soon for it.

		☒ Yes, except as required by law ☐ Yes, except as noted: _____ ☐ No *Note: Cloud users are responsible for determining the impact of data protection and data sovereignty laws on the locations where data is stored. In addition, users should understand the risks associated with relevant laws that may allow for law enforcement or other government access to data in-transit or storage with Cloud Service Providers.*	
6.	Non-disclosure	☒ Non-disclosure agreement template can be provided by Cloud Service Provider ☒ Cloud Service Provider may use customer's NDA (pending legal review)	
Provider Performance			
7.	Availability	The committed network uptime is: ☒ 99.95% ☐ Varies according to price plan The committed system uptime is: ☒ 99.95% ☐ Varies according to price plan The cloud environment has the following single points of failure: ☐ _____ ☒ none	
8.	BCP / DR	☐ Disaster recovery protection ☒ Backup and restore service ☐ User selectable backup plans ☐ Escrow arrangements ☐ No BCP / DR is available ☐ RPO_____ ☐ RTO_____ ☐ Others, please specify: _____ _____	
9.	Liability	The following terms are available for the users on failure of the	Subject to Term and

		provider to meet the service commitment: ☒ Network failure Liability: _____ ☒ Infrastructure failure Liability: _____ ☒ Virtual machine instance failure Liability:_____ ☒ Migrations Liability:_____ ☒ Unscheduled downtime Liability:_____ ☒ Database failure Liability:_____ ☒ Monitoring failure Liability: _____	Conditions

Service Support

10.	Change management	The Cloud Service Provider has established the following for changes, migrations, downtime, and other potential interruptions to cloud services: ☒ Communication plan and procedures for proactive notification ☐ Assistance in migration to new services when legacy solutions are discontinued ☒ Ability to remain on old versions for a defined time period ☐ Ability to choose timing of impact	User applications are managed by cloud user themselves.
11.	Self-service provisioning and management portal	Provide self-service provisioning and management portal for users to manage cloud services: ☒ Yes ☐ No If yes, describe the functions of the self-service provisioning and management portal provided: ☒ Allow role-based access control (RBAC) ☒ Manage resource pools (e.g. VMs, storage, and network) and service templates	

		☒ Track and manage the lifecycle of each service ☒ Track consumption of services ☐ Others: _____	
12.	Incident and problem management	Delivery mode of support: ☒ Access via email ☐ Access via portal ☒ Access via phone support ☒ Direct access to support engineers Availability of support: ☒ 24 x 7 ☐ During office hours support, please specify the hours of operations: _____ ☐ After office hours support, please specify the hours of operations: _____ Service response time: by phone immediate and email within 4 hours The following are available to users upon request: ☐ Permanent access to audit records of customer instances ☐ Incident management assistance Incident response time: Critical cases < 30mins and for others depending upon impact of incident Mean time to repair on detection of faults: depending upon impact of incident	Depending on the impact of incident, M1 has defined different severity levels
13.	Billing	The following billing modes are available (please elaborate granularity of charges and measurement): ☒ Pay per usage _____ (up to hour/day/month for compute, per month for storage, and per user per month for SaaS) ☒ Fixed pricing <u>Monthly /Yearly</u> (up to yearly/monthly/daily) ☐ Other pricing model_____ ☐ Not disclosed	

		☐ Available billing history: <u>minimum 3 Months</u>	
14.	Data portability	Importable VM formats: <u>ISO</u> Downloadable formats: ISO Supported operating systems: Windows 2008, Windows 2012, Linux(RedHat, CentOS, Ubuntu) Language versions of supported operating systems: Any language supported by OS Supported database formats: Any database supported by OS API: ☐ Common _____ ☐ Customised _____ Upon service termination, data is available through: ☒ Physical media ☐ Standard methods as described above ☐ Other methods _____ _____	Any commercial supported OS Physical media to be provided by customer where M1 will do the data transfer from the production server to a staging server. Prior to the transfer, a virus scan of the staging server will be conducted by M1. Subsequently, M1 will transfer data from the staging server to the physical media provided by customer. No customer data will be retained in staging server after transfer.
15.	Access	Type of access to the service is through: ☒ Public access ☒ Private access (e.g. VPN, dedicated link) ☐ IPv6 access is supported ☐ Other access methods _____ _____	

		Public access speed (shared bandwidth) in Mbps: _1Gbps_____	
16.	User management	☒ Identity management ☒ Role based access control ☐ Federated access model ☐ Integration with Identity management solutions ☐ Others_____	
17.	Lifecycle	The cloud user may select the following for service upgrades and changes: ☐ Automatic provisioning ☒ User customisable provisioning	
Security Configurations			
18.	Security configuration enforcement checks	Security configuration enforcement checks are performed: ☒ Manually ☒ Using automated tools How often are enforcement checks being performed to ensure all security configurations are applied? _____	Active IPS and end point protection ensure all security configurations are applied.
19.	Multi-tenancy	☐ Distinct physical hosts ☐ Distinct physical network infrastructure ☐ Virtual instance grouping ☒ User definable security domains ☒ User customisable firewall ☒ User definable access policies	Virtual Instance Grouping available upon customer request
Service Elasticity			
20.	Capacity elasticity	The following capacity elasticity options are available: ☐ Programmatic interface to scale up or down ☒ Mean time to start and end new virtual instances 1 to 2 mins ☒ Alerts to be sent for unusual high usage ☐ Minimum performance during peak periods_____ ☐ Minimum duration to scale up computing resources _____	

		☐ Minimum additional capacity guaranteed per account _____ (number of cores and GB memory)	
21.	Network resiliency and elasticity	The following network resiliency and elasticity options are available: ☒ Redundant Internet connectivity links ☒ Redundant Internal connectivity ☒ Selectable bandwidth up to <u>1 Gbps</u> ☒ Maximum usable IPs <u>depending on customer request</u> ☒ Load balancing ports <u>Virtual Router</u> ☒ Load balancing protocols <u>Virtual Router</u> ☒ Anti-DDOS protection systems or services ☒ Defence-in-depth mechanisms, please specify: <u>IPS and 2 tiers Firewall</u> ☒ Network traffic isolation, please specify: <u>VLAN</u> ☒ Shared or dedicated bandwidth, please specify: <u>Shared</u> ☒ QoS traffic control services ☒ Alerts to be sent for unusual high usage ☐ Minimum performance during peak periods_____ ☐ Minimum period to scale up network throughput _____	
22.	Storage redundancy and elasticity	The following storage redundancy and elasticity options are available: ☒ Redundant storage connectivity links within each data centre ☐ Redundant storage connectivity links between data centres belonging to the same cloud ☐ Storage traffic isolation, please specify: _____ _____ ☐ Shared or dedicated storage network bandwidth, please specify: Dedicated ☐ Quality of service storage traffic control services ☐ Maximum storage capacity for entire cloud, please specify: <u>No maximum limit set. Additional storage shall be added when current utilisation hit >70%.</u>	

	☐ Maximum storage capacity for single user, please specify: <u>Based on user requirements</u> ☐ Maximum expandable storage, please specify: <u>No specific expandable storage defined</u> ☐ Alerts to be sent for unusual high usage ☐ Minimum storage I / O performance during peak periods ☐ Minimum period to scale up storage I / O throughput	