

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.

Cloud Service Provider Contact Information
Company name: Telekomunikasi Indonesia International Pte Ltd Primary address: 30 Changi North Way Singapore 498814 Web address: www.telin.sg / www.333cloud.com Contact name: Sendang Praptomo Contact number: +65 6542 1930
Certification Body Contact Information
Company name: Tuv Sud PSB Pte Ltd Web address: www.tuv-sud-psb.sg Contact name: Chris Ng Contact email: khee-soon.ng@tuv-sud-psb.sg
Cloud Service Provider Background
Overview of service offering: Public offering for Infrastructure as a Service and Software as a Service. For IaaS it cover domain registration, hosting, Managed Private Server and Virtual Private Server. For SaaS it cover backup agent, HR application, Shopping Cart, Marketing, e-Mail, Global SSL, Anti Virus, Cloud Collaboration and Hosted PBX. Service model: <input checked="" type="checkbox"/> Virtual machine instances owned by the user <input type="checkbox"/> Network facilities <input type="checkbox"/> Compliance with applicable standards Deployment model: <input type="checkbox"/> Private cloud <input type="checkbox"/> Community cloud <input type="checkbox"/> Hybrid cloud <input checked="" type="checkbox"/> Public cloud

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Tier:

Level 1

Level 2

Level 3

No.	Criteria	Description	Remarks
Legal and Compliance			
1.	Right to audit	<p>The user has the right to audit:</p> <ul style="list-style-type: none"><input checked="" type="checkbox"/> Virtual machine instances owned by the user<input type="checkbox"/> Network facilities<input checked="" type="checkbox"/> Compliance with applicable standards<input type="checkbox"/> Technical controls<input type="checkbox"/> Policies and governance<input type="checkbox"/> Data centre facilities<input type="checkbox"/> Others _____<input type="checkbox"/> None <p>Regulators recognised by Singapore law have the right to audit:</p> <ul style="list-style-type: none"><input type="checkbox"/> Virtual machine instances owned by the user<input checked="" type="checkbox"/> Network facilities<input type="checkbox"/> Compliance with applicable standards<input type="checkbox"/> Technical controls<input type="checkbox"/> Policies and governance<input checked="" type="checkbox"/> Data centre facilities<input type="checkbox"/> Others _____<input type="checkbox"/> None <p>Audit / assessment reports that can be made available on request:</p> <ul style="list-style-type: none"><input checked="" type="checkbox"/> Penetration test<input type="checkbox"/> Threat and vulnerability risk assessment<input checked="" type="checkbox"/> Vulnerability scan<input type="checkbox"/> Audit reports (e.g. Statement on Standards for Attestation)	

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		Engagements (SSAE) No. 16, Reporting on Controls at a Service Organisation)	
2.	Compliance	<p>The following guidelines / standards / regulations are adhered to:</p> <p><input checked="" type="checkbox"/> Singapore Personal Data Protection Act</p> <p><input checked="" type="checkbox"/> ISO / IEC 27001</p> <p><input type="checkbox"/> ISO 9000</p> <p><input type="checkbox"/> ISO / IEC 20000</p> <p><input type="checkbox"/> CSA Open Certification Framework</p> <p><input type="checkbox"/> PCI-DSS</p> <p><input type="checkbox"/> Others _____</p>	
Data Control			
3.	Data ownership	<p>All data on the cloud service is owned by the cloud user except for: _____</p> <p>The cloud User retains the ownership on the derived data or attributes of cloud usage except for the following:</p> <p><input type="checkbox"/> Advertising or marketing</p> <p><input type="checkbox"/> Statistics analysis on usage</p> <p><input type="checkbox"/> Others _____</p>	
4.	Data retention	<p>Data deleted by the user is retained as follows:</p> <p><input type="checkbox"/> Minimum data retention period is: _____</p> <p><input type="checkbox"/> Maximum data retention period is: _____</p> <p><input checked="" type="checkbox"/> Deleted immediately</p> <p>Log data is retained for a period of:</p> <p><input checked="" type="checkbox"/> Minimum data retention period as follows: 1 weeks</p> <p><input type="checkbox"/> Maximum data retention period is: _____</p> <p><input type="checkbox"/> Not retained</p> <p>User data is retained for a period of:</p> <p><input type="checkbox"/> Minimum data retention period is: _____</p> <p><input checked="" type="checkbox"/> Maximum data retention period is: 1 month</p> <p><input type="checkbox"/> Not retained</p>	
		The following types of data are available for download by the cloud user:	

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		<input checked="" type="checkbox"/> Log data <input type="checkbox"/> Other _____	
5.	Data sovereignty	<p>The primary data locations are:</p> <input checked="" type="checkbox"/> Singapore <input type="checkbox"/> Asia Pacific _____ <input type="checkbox"/> Europe _____ <input type="checkbox"/> United States <input type="checkbox"/> Other _____	
		<p>The backup data locations are:</p> <input checked="" type="checkbox"/> Singapore <input type="checkbox"/> Asia Pacific _____ <input type="checkbox"/> Europe _____ <input type="checkbox"/> United States <input type="checkbox"/> Other _____	
		No. of countries in which data centres are operated: 1	
		<p>The user's data stored in the cloud environment will never leave the locations specified in item 5:</p> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> Yes, except as required by law <input type="checkbox"/> Yes, except as noted: _____ <input type="checkbox"/> No	
		<p>User's consent is required prior to transferring data to a location not specified in item 5 or a third party:</p> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> Yes, except as required by law <input type="checkbox"/> Yes, except as noted: _____ <input type="checkbox"/> No	
		<p><i>Note: Cloud users are responsible for determining the impact of data protection and data sovereignty laws on the locations where data is</i></p>	

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		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	<input checked="" type="checkbox"/> Non-disclosure agreement template can be provided by Cloud Service Provider <input checked="" type="checkbox"/> Cloud Service Provider may use customer's NDA (pending legal review)	
Provider Performance			
7.	Availability	<p>The committed network uptime is:</p> <input checked="" type="checkbox"/> 99.9% <input type="checkbox"/> Varies according to price plan <p>The committed system uptime is:</p> <input type="checkbox"/> _____ % <input type="checkbox"/> Varies according to price plan <p>The cloud environment has the following single points of failure:</p> <input type="checkbox"/> _____ <input type="checkbox"/> none	
8.	BCP / DR	<input type="checkbox"/> Disaster recovery protection <input type="checkbox"/> Backup and restore service <input checked="" type="checkbox"/> User selectable backup plans <input type="checkbox"/> Escrow arrangements <input type="checkbox"/> No BCP / DR is available <input type="checkbox"/> RPO _____ <input type="checkbox"/> RTO _____ <input type="checkbox"/> Others, please specify: _____ _____	
9.	Liability	<p>The following terms are available for the users on failure of the provider to meet the service commitment:</p> <input checked="" type="checkbox"/> Network failure Liability: Money back per SLG terms & conditions <input checked="" type="checkbox"/> Infrastructure failure Liability: Money back per SLG terms & conditions	

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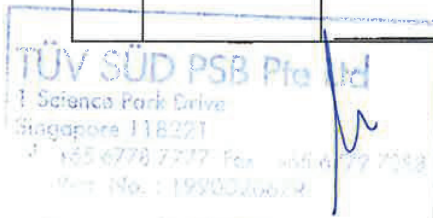
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		<input checked="" type="checkbox"/> Virtual machine instance failure Liability: Money back per SLG terms & conditions <input type="checkbox"/> Migrations Liability: _____ <input checked="" type="checkbox"/> Unscheduled downtime Liability: Money back per SLG terms & conditions <input type="checkbox"/> Database failure Liability: _____ <input type="checkbox"/> Monitoring failure Liability: _____	
Service Support			
10.	Change management	The Cloud Service Provider has established the following for changes, migrations, downtime, and other potential interruptions to cloud services: <input checked="" type="checkbox"/> Communication plan and procedures for proactive notification <input checked="" type="checkbox"/> Assistance in migration to new services when legacy solutions are discontinued <input type="checkbox"/> Ability to remain on old versions for a defined time period <input type="checkbox"/> Ability to choose timing of impact	
11.	Self-service provisioning and management portal	Provide self-service provisioning and management portal for users to manage cloud services: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, describe the functions of the self-service provisioning and management portal provided: <input checked="" type="checkbox"/> Allow role-based access control (RBAC) <input checked="" type="checkbox"/> Manage resource pools (e.g. VMs, storage, and network) and service templates <input checked="" type="checkbox"/> Track and manage the lifecycle of each service <input checked="" type="checkbox"/> Track consumption of services <input type="checkbox"/> Others: _____	

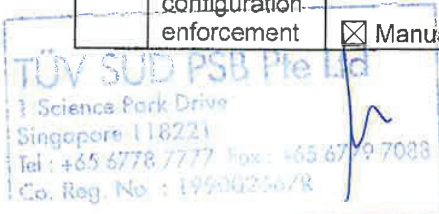
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12.	Incident and problem management	<p>Delivery mode of support:</p> <p><input checked="" type="checkbox"/> Access via email</p> <p><input checked="" type="checkbox"/> Access via portal</p> <p><input checked="" type="checkbox"/> Access via phone support</p> <p><input type="checkbox"/> Direct access to support engineers</p> <p>Availability of support:</p> <p><input checked="" type="checkbox"/> 24 x 7</p> <p><input type="checkbox"/> During office hours support, please specify the hours of operations: _____</p> <p><input type="checkbox"/> After office hours support, please specify the hours of operations: _____</p> <p>Service response time: _____</p> <p>The following are available to users upon request:</p> <p><input type="checkbox"/> Permanent access to audit records of customer instances</p> <p><input checked="" type="checkbox"/> Incident management assistance</p> <p>Incident response time: _____</p> <p>Mean time to repair on detection of faults: _____</p>	
13.	Billing	<p>The following billing modes are available (please elaborate granularity of charges and measurement):</p> <p><input checked="" type="checkbox"/> Pay per usage up to per day for computer/storage, network bandwidth, backup for IaaS/PaaS, and per user per day for SaaS</p> <p><input checked="" type="checkbox"/> Fixed pricing monthly</p> <p><input type="checkbox"/> Other pricing model _____</p> <p><input type="checkbox"/> Not disclosed</p> <p><input type="checkbox"/> Available billing history: _____ Months</p>	
14.	Data portability	<p>Importable VM formats: PCS</p> <p>Downloadable formats: PCS</p> <p>Supported operating systems: CentOS</p> <p>Language versions of supported operating systems:</p>	



		<p>Supported database formats: <u>Any database that can be installed on supported Operating system above</u></p> <p>API:</p> <p><input type="checkbox"/> Common _____</p> <p><input type="checkbox"/> Customised _____</p> <p>Upon service termination, data is available through:</p> <p><input type="checkbox"/> Physical media</p> <p><input type="checkbox"/> Standard methods as described above</p> <p><input type="checkbox"/> Other methods _____</p> <p>_____</p>	
15.	Access	<p>Type of access to the service is through:</p> <p><input checked="" type="checkbox"/> Public access</p> <p><input type="checkbox"/> Private access (e.g. VPN, dedicated link)</p> <p><input type="checkbox"/> IPv6 access is supported</p> <p><input type="checkbox"/> Other access methods _____</p> <p>_____</p> <p>_____</p> <p>Public access speed (shared bandwidth) in Mbps: _____</p>	
16.	User management	<p><input type="checkbox"/> Identity management</p> <p><input checked="" type="checkbox"/> Role based access control</p> <p><input type="checkbox"/> Federated access model</p> <p><input type="checkbox"/> Integration with Identity management solutions</p> <p><input type="checkbox"/> Others _____</p>	
17.	Lifecycle	<p>The cloud user may select the following for service upgrades and changes:</p> <p><input checked="" type="checkbox"/> Automatic provisioning</p> <p><input type="checkbox"/> User customisable provisioning</p>	
Security Configurations			
18.	Security configuration enforcement	<p>Security configuration enforcement checks are performed:</p> <p><input checked="" type="checkbox"/> Manually</p>	



	checks	<input type="checkbox"/> Using automated tools How often are enforcement checks being performed to ensure all security configurations are applied? Quarterly	
19.	Multi-tenancy	<input type="checkbox"/> Distinct physical hosts <input type="checkbox"/> Distinct physical network infrastructure <input checked="" type="checkbox"/> Virtual instance grouping <input type="checkbox"/> User definable security domains <input type="checkbox"/> User customisable firewall <input type="checkbox"/> User definable access policies	

Service Elasticity

20.	Capacity elasticity	The following capacity elasticity options are available: <input type="checkbox"/> Programmatic interface to scale up or down <input type="checkbox"/> Mean time to start and end new virtual instances _____ <input checked="" type="checkbox"/> Alerts to be sent for unusual high usage <input type="checkbox"/> Minimum performance during peak periods _____ <input type="checkbox"/> Minimum duration to scale up computing resources _____ <input type="checkbox"/> Minimum additional capacity guaranteed per account (number of cores and GB memory) _____	
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21.	Network resiliency and elasticity	The following network resiliency and elasticity options are available: <input checked="" type="checkbox"/> Redundant Internet connectivity links <input checked="" type="checkbox"/> Redundant Internal connectivity <input type="checkbox"/> Selectable bandwidth up to _____ Mbps <input type="checkbox"/> Maximum usable IPs _____ <input type="checkbox"/> Load balancing ports _____ <input type="checkbox"/> Load balancing protocols _____ <input checked="" type="checkbox"/> Anti-DDOS protection systems or services <input type="checkbox"/> Defence-in-depth mechanisms, please specify: _____	
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		<input type="checkbox"/> Network traffic isolation, please specify: _____ _____ <input type="checkbox"/> Shared or dedicated bandwidth, please specify: _____ _____ <input type="checkbox"/> QoS traffic control services <input checked="" type="checkbox"/> Alerts to be sent for unusual high usage <input type="checkbox"/> Minimum performance during peak periods _____ <input type="checkbox"/> Minimum period to scale up network throughput _____	
22.	Storage redundancy and elasticity	<p>The following storage redundancy and elasticity options are available:</p> <input type="checkbox"/> Redundant storage connectivity links within each data centre <input type="checkbox"/> Redundant storage connectivity links between data centres belonging to the same cloud <input type="checkbox"/> Storage traffic isolation, please specify: _____ _____ <input type="checkbox"/> Shared or dedicated storage network bandwidth, please specify: _____ _____ <input type="checkbox"/> Quality of service storage traffic control services <input type="checkbox"/> Maximum storage capacity for entire cloud, please specify: _____ _____ <input type="checkbox"/> Maximum storage capacity for single user, please specify: _____ _____ <input type="checkbox"/> Maximum expandable storage, please specify: _____ _____ <input type="checkbox"/> Alerts to be sent for unusual high usage <input type="checkbox"/> Minimum storage I / O performance during peak periods _____ _____ <input type="checkbox"/> Minimum period to scale up storage I / O throughput _____	

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