

Service Level Agreement

1. Terms and Definitions

1.1. Services (see description of tariff plans at Provider's web site at: <http://www.invs.ru>)

- 1.1.1. **Slidebar Scalable Server service and KVM Slidebar Scalable Server service** offer the use of a virtual server with adjustable parameters installed in a virtual environment on a MS Hyper-V and KVM platforms. The services are provided in accordance with the parameters configured and charged based on the actual time used.
- 1.1.2. **Hyper-V R3 Virtual Machine and KVM Virtual Machine service** offer the use of a virtual machine installed in a virtual environment on a MS Hyper-V and KVM platforms. The services are provided in accordance with the tariff plan selected by the Subscriber.
- 1.1.3. **Virtual Linux Hosting and Virtual Windows Hosting services** offer the use of web hosting services and other web services to the Subscriber. The service is provided in accordance with the tariff plan selected by the Subscriber.
- 1.1.4. **Dedicated Server service** offers the use of a dedicated physical server installed in Provider's Data Center and connected to the Internet. The service is provided in accordance with the tariff plan selected by the Subscriber.
- 1.1.5. **Virtual Desktop service** is a workspace that replaces a physical computer. The Subscriber receives full access to the workplace via Internet.

1.2. Incident

- 1.2.1. **Incident** – is an event involving actual or perceived partial unavailability of Service for various reasons.
- 1.2.2. **Subscriber's Incident Report** is Subscriber's message that reports a full or partial unavailability of Service. Subscriber's Incident Reports are filed by electronic mail sent to Provider's official email addresses and/or by calling Provider's technical support number.
- 1.2.3. **Scheduled Maintenance** is a set of preventive maintenance operations to maintain the working condition of Provider's equipment, network, engineering systems and infrastructure. Scheduled Maintenance is performed by the Provider or Provider's contractors.
- 1.2.4. **Urgent Maintenance** is a set of unscheduled maintenance operations required to be performed urgently, in order to remedy or prevent various emergency situations or problems affecting Provider's equipment, network, engineering systems or infrastructure. Urgent Maintenance is performed by the Provider or its contractors.
- 1.2.5. **Warning Messages** are automatic messages displayed by the Provider's monitoring system that report Service malfunction.
- 1.2.6. **Emergency Situation** is unavailability of Service caused by failure of Provider's equipment, network, engineering systems or infrastructure, including unauthorized harmful interference to these facilities.

2. Service Management

is performed by the Subscriber on the Subscriber's Personal Account Page (Personal Office) at <https://lk.invs.ru/>.

2.1. Management of Slidebar Scalable Server and KVM Slidebar Scalable Server service include:

- selection of the operating system at the time when the service is enabled;
- modification of the service parameters (number of processor cores, random-access memory and the size of the hard disk drive);
- addition/removal of domain zones and DNS records;
- management of domain settings and DNS records;
- domain settings, including subdomains, addresses, nodes etc.;
- management of virtual server, including modification of access settings and server reboot;
- modification of the boot sequence;
- dedicated public IP;
- selection of Data Center;
- enabling/disabling of DDoS Attack Protection Service by filing a request;
- setting and modification of traffic filtering options by filing a request;
- restoration of a back-up copy web sites, database) by filing a request;
- enabling/disabling of additional services.

2.2. Management of Hyper-V R3 Virtual Machine and KVM Virtual Machine services include:

- selection of the operating system at the time when the service is enabled;
- addition/removal of domain zones and DNS records;
- management of domain settings and DNS records;

- domain settings, including subdomains, addresses, nodes etc.;
- management of virtual server, including modification of access settings and server reboot;
- modification of the boot sequence;
- dedicated public IP;
- selection of Data Center;
- enabling/disabling of DDoS Attack Protection Service by filing a request;
- setting and modification of traffic filtering options by filing a request;
- restoration of a back-up copy web sites, database) by filing a request;
- enabling/disabling of additional services.

When the Subscriber changes to a different tariff plan in the Personal Office, this may result in changes in the virtual machine configuration parameters that require a reboot of the virtual machine. The unavailability of the system during this time period shall not be taken into account for the purpose of system uptime tracking!

2.3. Management of Virtual Linux Hosting and Virtual Windows Hosting services include:

- starting and stopping of web site(s);
- installation of site management systems and removal of pre-installed site management systems;
- assignment/removal of subdomains;
- changing to a different version of an active application (.NET Framework, PHP);
- DNS configuration;
- changing/loading of databases (MSSQL, MySQL.);
- restoration of a back-up copy (web sites, database) by filing a request;

2.4. Management of Dedicated Server service includes:

- the main service management controls are available on the Subscriber's Personal Account Page;
- software installation packages;
- console access to KVM during the entire period of service;
- dedicated public IP;
- 10 GB of storage at the FTP server;
- enabling/disabling of DDoS Protection Service by filing a request;
- setting and modification of traffic filtering options by filing a request.

The initial installation shall be performed by the Provider. All further management of the server, including the configuration of the operating system, server and application software shall be performed by the Subscriber.

No physical access to the server shall be provided to the Subscriber.

In the event of failure of any server component other than the hard disk drive, Provider shall provide to the Subscriber a server using similar configuration, with the installed hard disks from the failed server. The time frame for replacement of the server is specified in the Service Parameters section below.

In the event of a hard disk failure, Provider shall provide to the Subscriber a server using similar configuration with clean hard disks and the connected external disks from the failed server. The time frame for replacement of the server is specified in the Service Parameters section below.

Replacement of physical components of equipment (upgrade) that is not part of incident response (changes in the amount of RAM installed, replacement of disks, installation of controllers etc.) is not provided for herein. Buyout of the server by the Subscriber, or transfer of the server and/or its components to the Subscriber at any other terms is not provided for herein.

2.5. Management of Virtual Desktop service includes:

- addition/management/removal of users;
- enabling/disabling of additional services.

3. Areas of Responsibility

3.1. Provider's area of responsibility includes:

- Data Center infrastructure (power supply, climate control, physical security etc.);

- Internet access channels;
- network equipment;
- server equipment;
- support services.

3.2. Subscriber's area of responsibility includes:

- Installation and integrity of the operating system, server and application software, information security (firewall).

4. Service Monitoring and Availability

Service is monitored in accordance with the parameters specified in the Service Parameters section.

A service is considered available in the following cases:

- no messages are displayed by the service monitoring system;
- warning messages are displayed;
- the service is available within the Provider's area of responsibility and not available in some segments of the Internet.

A service is considered unavailable from the time of the first Emergency Situation notification sent to the Provider by the monitoring system and until such time as the Provider receives the service restoration notification from the monitoring system.

Availability of service is measured as a percentage of time when the service is available in one month total time of service, excluding the time of Scheduled Maintenance.

Provider shall ensure availability of service in accordance with the parameters specified in the Service Parameters section. The Provider shall compensate the Subscriber for any departure from the parameters specified, upon the Subscriber's written request and upon the verification of Service unavailability. The request shall be a free-form message sent from the Subscriber's email address to support@invs.ru.

The Provider's warranty applies only to the Provider's area of responsibility, which covers:

- Provider's communication network;
- Subscriber lines, if provided to the Subscriber by the Provider;
- Terminal equipment, in installed for the Subscriber by the Provider, is under control of the Provider, and the installation of such equipment is part of the Services.

In the event that a Service within the Provider's area of responsibility is unavailable through the fault of the Subscriber (shutdown, removal of virtual machine etc.), system restoration time shall be excluded from the calculation of the service availability.

5. Processing of Incidents

If an unavailability of Service is discovered externally (by the Subscriber, Subscriber's users etc.), the information about this event, in as much detail as possible, must be reported by electronic mail to the Provider's contact address support@invs.ru (Service Parameters section).

If information regarding the unavailability of Service is received from external sources or from the Provider's monitoring services, the latter shall identify the cause of the Service unavailability and the area of responsibility within the time frame specified in the Service Parameters section.

If the unavailability of service occurred through the fault of the Provider, the latter shall be responsible for removing the cause of the problem.

6. Scheduled (preventive) Maintenance Work and Software Updates

The Provider shall notify the Subscriber at least two (2) days in advance of any scheduled maintenance and the time during which the service will be unavailable. The exception to this is the security updates classified by the software developer Microsoft as "critical". In such cases, notification may be given upon completion of the work.

7. Data Back-up and Restoration

Data back-up parameters are specified in the Service Parameters section.

8. Designated Responsible Individuals and Work Request Procedure

Any requests to perform work that not associated with restoration of service availability shall be referred to as Work Requests. Any such work shall be performed within the time frame specified in the Service Parameters section.

Work Requests shall be filed electronically, to the Provider's electronic mail address, and shall contain the description of the work (services) requested in as much detail as possible. The time frame for completion of such work and the cost of the work (if the work is beyond the scope of this Agreement) shall be set by the Provider and will depend on the manpower effort required to complete the task. Work Request may only be filed by Subscriber's designated responsible individuals (specified in the Service Parameters section).

Subscriber's designated responsible individual may authorize another individual to file Work Requests and handle other matters related to this Agreement. To that end, such designated responsible individual must send a request from his own electronic mail address to the Provider's address. The request shall contain the full name, contact electronic mail address and the telephone number of the newly-authorized individual.

Attention! Provider shall not act on any requests for data, or requests for any addition, removal or changes in the scope of the services, filed by phone.

9. Service Parameters

9.1. Technical parameters of cloud hosting services

Parameter	Terms of Services			
	Virtual Desktop	Slidebar Scalable Server and KVM Slidebar	Hyper-V R3 Virtual Machine and KVM Virtual Machine	Virtual Linux Hosting and Virtual Windows Hosting
Time Limits				
Server installation and preparation	Up to 3 hours			
Service availability and Liability				
Guaranteed service availability (uptime)	99.95% (unavailability not to exceed 4,3 hours per year); except for maintenance downtime specified in the Preventive Maintenance section			
Liability for failure to meet the service availability parameters	2% of the monthly cost of service for each hour of unavailability in excess of the guaranteed limits, but not more than 50% of the monthly cost of service. Accrued for each full hour of unavailability.		0.5% of the monthly cost of service for each hour of unavailability in excess of the guaranteed limits, but not more than 50% of the monthly cost of service. Accrued for each full hour of unavailability.	
Preventive Maintenance	Not to exceed 4 hours per month			
Urgent Maintenance	Not to exceed 4 hours per month			
Monitoring				
Service monitoring (Provider's infrastructure and the network availability of service)	24/7, at 5-minute intervals			
Data Back-up				
Back-up option	3 days	Available as optional service. Please file a separate request.		
Software Updates				
Software update parameters	Scheduled updates – once every month Critical updates – once every three days			
Internet Access				
Internet connection speed	At least 2 Mbit/s	At least 10 Mbit/s		At least 2 Mbit/s
Log File Storage				
Guaranteed log file storage time	-			6 months
Service Request Response Time				
Time to respond to request	30 minutes or less			
Time to complete the request	Depends on the complexity of the problem.			

9.2. Technical parameters of Dedicated Server classic hosting service

Parameter	Terms of Service
Time Limits	
Server installation and preparation	3 hours
Server replacement	24 hours
Replacement of server components (hard disks, RAM, power supply unit etc.)	24 hours
Service availability and liability	
Guaranteed service availability (uptime)	99.85% (unavailability not to exceed 9 hours per year); except for maintenance downtime specified in the Preventive Maintenance and Server Replacement sections
Liability for failure to meet the service availability parameters	1/720 per day
Preventive Maintenance	Not to exceed 4 hours per month
Removal of service (disk purging) upon completion	7 calendar days
Monitoring	
N/A	
Data back-up	
Data back-up option	N/A
Internet access	
Server connection interface speed	1 Gbit/s
Internet connection speed	At least 10 Mbit/s

Back-up of Subscriber's data from the rented equipment to physical media and removal of the media from the Data Center territory	N/A
Service Request Response Time	
Time to respond to request	30 minutes or less
Time to complete the request	Depends on the criticality/complexity of the problem.

10. Communication

Parameter	Terms of Service
Filing of requests	Email message from designated responsible individual to support@invs.ru Helpdesk web interface Feedback form in the Personal Office
Customer Services Department	tel. +7 (499) 678-22-22 (09:00–18:00)
24-hour technical support hotline	Tel. 8 800 555 45 14

11. Designated responsible personnel

The Provider's designated responsible individual shall be the Duty Manager. The Subscriber's designated responsible individual shall be the person with the access to the Subscriber's authorized email address specified on the Subscriber's Personal Account Page.

Provider:

Subscriber:
