

Scope of Works For Yearly Retainer Maintenance Services (YRMS)

Service Level Agreement

YRMS Yearly Retainer Maintenance Services

This service will be provided during the hours of 9:00am to 5:00pm (local SGP time) Monday through Friday, excluding Saturday, Sunday and Public Holidays.

Assumption

All call reported is within the scope of the maintenance coverage. Unused hour will be confiscated based on monthly, quarterly or yearly subject to the agreement being understood.

Service Overview

This service provides hourly base maintenance services for customer who feel more justifiable and cost effective for the start. This hourly base maintenance services cover all type of corrective scope of works with a basic scheduled health check for the server.

Key Consideration

- ❖ Unused hour will be confiscated base on monthly, quarterly or yearly subject to agreement.
- ❖ All on-site services provided are based on hourly calculation.
- ❖ Basic Coverage & Response Time covers NBD 5 days by 8 office hours.
- ❖ Standard schedule health check service will be carried out quarterly.

Scope of Coverage

- Provide hour limited unscheduled service call.
 - Service is restricted by number of call or/and hour coverage.
 - Response base on Basic Coverage & Response Time (BCRT)
- Provide Basic Desktop OS Recovery Services (BDORS).
- Provide Extended Server OS Recovery Services (ESORS).
- Provide Extended Hardware Recovery Services (EHRS).
- Provide Extended Network Recovery Services (ENRS).
- Provide Extended Application Recovery Services (EARS).
- Provide Advance Administrative Services (AAS)
- Provide Advance Asset Management Services (AAMS).
- Provide Standard Desktop Health Check (SDHC) and Extended Server Health Check (ESHC)
Quarterly MUST
 - Provide services to check on server base on standard procedure.
 - Quarterly scheduled check will be preformed – minimum 2-4 hours (base on 10 or less system)
- Provide Basic Report Services (BRS).

Service Not Covered

- Service logged after hour of coverage will be dispatched base on the standard response time covered
- Neither project nor consultation management services is provided.
- Neither administrative nor asset management services is provided.
- Backup of server, workstation or notebook is not provided.
- Hardware (cost) is not cover under any of our service maintenance.

Customer Responsibilities

- Prior to the delivery of this service, the customer must perform basic backup to all related equipment systems to safeguard against any accidental loss of data or information.
- It is the customer's responsibility to provide the necessary accessibility for the engineer on the job.
- It is the customer's responsibility to monitor the unused hour before being confiscated under the agreed period.
- It is the customer's responsibility to ensure that the problem reported is resolved before any service report acknowledgement is signed.
- Customers must ensure that engineer does not perform services outside the scope of work.

Service Completion

All services provided by Advanetwork Technology Pte Ltd come with a Customer Engineering Report (in short CER) and verification before requesting customer for service acknowledgement.

- ✓ * Verify to customer that problem reported is resolved.