

## Annex A

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### Cloud service provider disclosure

The form is to be completed for each cloud service provided. For questions not applicable or not disclosed, the public Cloud Service Provider shall indicate accordingly with remarks

#### Cloud Service Provider Contact Information

Company name : Netpluz Asia Pte Ltd  
Primary address : 10 Ang Mo Kio Street 65, #03-17 Techpoint, Singapore 569059  
Web address : www.netpluz.asia  
Contact name : Gary Ng  
Contact number : 9003 1323  
MTCS certificate number : N/A

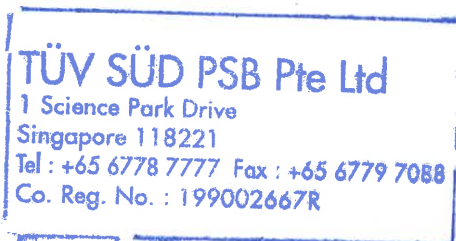
Company Stamp : \_\_\_\_\_



Signature of company representative : \_\_\_\_\_

#### Certification Body Contact Information

Company name : TÜV SÜD PSB Singapore  
Primary address : 1 Science Park Dr, Singapore 118221



Company Stamp : \_\_\_\_\_

Signature of company representative : \_\_\_\_\_

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#### Cloud Service Provider Background

##### Overview of service offering:

Cloud Service Provider

##### 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
<b>Legal and Compliance</b>			
1.	<b>Right to audit</b>	<p>The user has the right to audit:</p> <ul style="list-style-type: none"><li><input checked="" type="checkbox"/> Virtual machine instances owned by the user</li><li><input type="checkbox"/> Network facilities</li><li><input checked="" type="checkbox"/> Compliance with applicable standard</li><li><input checked="" type="checkbox"/> Technical controls</li><li><input checked="" type="checkbox"/> Policies and governance</li><li><input type="checkbox"/> Data centre facilities</li><li><input type="checkbox"/> Others: _____</li><li><input type="checkbox"/> None</li></ul> <p>Regulators recognized by Singapore law have the right to audit:</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Virtual machine instances owned by the user</li><li><input type="checkbox"/> Network facilities</li></ul>	<p><u>User (Customer) can audit their own virtual system but are not allow to audit on the Netpluz Cloud Infrastructure.</u></p>

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		<input checked="" type="checkbox"/> Compliance with applicable standard <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 Audit / assessment reports that can be made available on request: <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 engagement (SSAE) No. 16, Reporting on Controls at a Service Organisation)	
2.	<b>Compliance</b>	The following guidelines / standards / regulations are adhered to: <input checked="" type="checkbox"/> Singapore Personal Data Protection Act <input type="checkbox"/> ISO/IEC 27001 <input type="checkbox"/> ISO 9000 <input type="checkbox"/> ISO/IEC 20000 <input type="checkbox"/> CSA Open Certification Framework <input type="checkbox"/> PCI-DSS <input type="checkbox"/> Others: _____	_____
3.	<b>Data ownership</b>	All data on the cloud service is owned by the cloud user except for: <u>Hardware</u> The cloud User retains the ownership on the derived data or attributes of cloud usage except for the following: <input type="checkbox"/> Advertising or marketing <input type="checkbox"/> Statistics analysis on usage <input type="checkbox"/> Others: _____	_____
4.	<b>Data retention</b>	Data deleted by the user is retained as follow	_____

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		<input type="checkbox"/> Minimum data retention period is ____ <input type="checkbox"/> Maximum data retention period is ____ <input checked="" type="checkbox"/> Deleted immediately Log data is retained for a period of: <input type="checkbox"/> Minimum data retention period as follows ____ <input type="checkbox"/> Maximum data retention period is ____ <input checked="" type="checkbox"/> Not retained User data is retained for a period of: <input type="checkbox"/> Minimum data retention period is ____ <input type="checkbox"/> Maximum data retention period is ____ <input checked="" type="checkbox"/> Not retained The following types of data are available for download by the cloud user: <input type="checkbox"/> Log data <input type="checkbox"/> Others ____	
5.	<b>Data sovereignty</b>	The primary data locations are: <input checked="" type="checkbox"/> Singapore <input type="checkbox"/> Asia Pacific ____ <input type="checkbox"/> Europe ____ <input type="checkbox"/> United States <input type="checkbox"/> Others: ____ The backup data locations are: <input checked="" type="checkbox"/> Singapore <input type="checkbox"/> Asia Pacific ____ <input type="checkbox"/> Europe ____ <input type="checkbox"/> United States <input type="checkbox"/> Others: ____ No. of countries in which data centres are operated: <u>1</u> The user's data stored in the cloud environment will never leave the locations specified in item 5: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> Yes, except as required by law <input type="checkbox"/> Yes, except as noted: ____	_____

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		<input type="checkbox"/> No User's consent is required prior to transferring data to a location not specified in item 5 or a third party: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> Yes, except as required by law <input type="checkbox"/> Yes, except as noted: _____ <input type="checkbox"/> No  <i><b>Note:</b> Cloud users are responsible for determining the impact of data protection and data sovereignty laws on the location where data is stored. In addition, users should understand the risk associated with relevant laws that may allow for law enforcement or other government access to data in-transit or .storage with Cloud Service Providers.</i>	
6.	<b>Non-disclosure</b>	<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)	<u>Applicable for contracts after 01 July 2019</u>
<b>Provider Performance</b>			
7.	<b>Availability</b>	The committed network uptime is: <input checked="" type="checkbox"/> <u>99.95</u> % <input type="checkbox"/> Varies according to price plan The committed system uptime is: <input checked="" type="checkbox"/> <u>99.99</u> % <input type="checkbox"/> Varies according to price plan The cloud environment has the following single points of failure: <input checked="" type="checkbox"/> <u>Firewall and Network Switches</u> <input type="checkbox"/> none	_____
8.	<b>BCP / DR</b>	<input checked="" type="checkbox"/> Disaster recovery protection <input checked="" type="checkbox"/> Backup and restore service <input type="checkbox"/> User selectable backup plans <input type="checkbox"/> Escrow arrangements <input type="checkbox"/> RPO _____	_____

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		<input type="checkbox"/> RTO _____ <input type="checkbox"/> Others, please specify: _____	
9.	<b>Liability</b>	<p>The following terms are available for the users on failure of the provider to meet the service commitment:</p> <p><input type="checkbox"/> Network failure Liability: _____</p> <p><input type="checkbox"/> Infrastructure failure Liability: _____</p> <p><input checked="" type="checkbox"/> Virtual machine instance failure Liability: <u>99.99%</u></p> <p><input type="checkbox"/> Migrations Liability: _____</p> <p><input type="checkbox"/> Unscheduled downtime Liability: _____</p> <p><input type="checkbox"/> Database failure Liability: _____</p> <p><input type="checkbox"/> Monitoring failure Liability: _____</p>	_____
<b>Service Support</b>			
10.	<b>Change management</b>	<p>The Cloud Service Provider has established the following for changes, migrations, downtime, and other potential interruptions to cloud services:</p> <p><input checked="" type="checkbox"/> Communication plan and procedures for proactive notification</p> <p><input type="checkbox"/> Assistance in migration to new services when legacy solutions are discontinued</p> <p><input type="checkbox"/> Ability to remain on old versions for a defined time period</p> <p><input type="checkbox"/> Ability to choose timing of impact</p>	_____
11.	<b>Self-service provisioning and management portal</b>	<p>Provide self-service provisioning and management portal for users to manage cloud services:</p> <p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No</p>	_____

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		<p>If yes, describe the functions of the self-service provisioning and management portal provided:</p> <p><input type="checkbox"/> Allow role-based access control (RBAC)</p> <p><input type="checkbox"/> Manage resource pools (e.g. VMs, storage, and network) and service templates</p> <p><input type="checkbox"/> Track and manage the lifecycle of each service</p> <p><input type="checkbox"/> Track consumption of services</p> <p><input type="checkbox"/> Others: _____</p>	
12	<b>Incident and problem management</b>	<p>Delivery mode of support:</p> <p><input checked="" type="checkbox"/> Access via email</p> <p><input type="checkbox"/> Access via portal</p> <p><input checked="" type="checkbox"/> Access via phone support</p> <p><input checked="" 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><input type="checkbox"/> Service response time: _____</p> <p>The following are available to users upon request:</p> <p><input checked="" type="checkbox"/> 24 x 7</p> <p><input type="checkbox"/> Permanent access to audit records of customer instances</p> <p><input type="checkbox"/> Incident management assistance</p> <p>Incident response time: _____</p> <p>Mean time to repair on detection of faults: _____</p>	_____
13.	<b>Billing</b>	<p>The following billing modes are available (please elaborate granularity of charges and measurement):</p> <p><input type="checkbox"/> Pay per usage _____ (up to per min/hour/day/month for compute/storage for IaaS/PaaS, and per user per hour/day/month/year for SaaS)</p> <p><input type="checkbox"/> Fixed pricing _____ (up to yearly/monthly/daily)</p> <p><input checked="" type="checkbox"/> Other pricing model <u>by contract</u></p>	_____

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		<input type="checkbox"/> Not disclosed <input type="checkbox"/> Available billing history: _____ Months	
14.	<b>Data portability</b>	Importable VM formats: <u>VMDK</u> Downloadable formats: <u>VMDK</u> Supported operating systems: <u>Windows, Linux (Centos)</u> Language versions of support operating systems: <u>English</u> Supported database formats: <u>SQL</u> API: <input type="checkbox"/> Common <input type="checkbox"/> Customised Upon service termination, data is available through: <input checked="" type="checkbox"/> Physical media <input type="checkbox"/> Standard methods as described above <input type="checkbox"/> Other methods _____	_____
15.	<b>Access</b>	Type of access to the service is through: <input checked="" type="checkbox"/> Public access <input checked="" type="checkbox"/> Private access (e.g. VPN, dedicated link) <input type="checkbox"/> IPv6 access is supported <input type="checkbox"/> Other access methods _____ Public access speed (shared bandwidth) in Mbps: <u>100</u>	_____
16.	<b>User management</b>	<input type="checkbox"/> Identity management <input type="checkbox"/> Role based access control <input type="checkbox"/> Federated access model <input type="checkbox"/> Integration with Identity management solutions <input checked="" type="checkbox"/> Other <u>Authorized ID</u>	_____
17.	<b>Lifecycle</b>	The cloud user may select the following for service upgrades and changes: <input type="checkbox"/> Automatic provisioning <input checked="" type="checkbox"/> User customisable provisioning	_____
<b>Security Configurations</b>			



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18.	<b>Security configuration enforcement checks</b>	<p>Security configuration enforcement checks are performed:</p> <p><input checked="" type="checkbox"/> Manually</p> <p><input type="checkbox"/> Using automated tools</p> <p>How often are enforcement checks being performed to ensure all security configurations are applied? <u>6 months</u></p>	_____
19.	<b>Multi-tenancy</b>	<p><input type="checkbox"/> Distinct physical hosts</p> <p><input type="checkbox"/> Distinct physical network infrastructure</p> <p><input checked="" type="checkbox"/> Virtual instance grouping</p> <p><input type="checkbox"/> Using automated tools</p>	<u>Customers are not allow to visit the Data Centre</u>
<b>Service Elasticity</b>			
20.	<b>Capacity elasticity</b>	<p>The following capacity elasticity options are available:</p> <p><input type="checkbox"/> Programmatic interface to scale up or down</p> <p><input type="checkbox"/> Mean time to start and end new virtual instances _____</p> <p><input checked="" type="checkbox"/> Alerts to be sent for unusual high usage</p> <p><input type="checkbox"/> Minimum performance during peak periods _____</p> <p><input type="checkbox"/> Minimum duration to scale computing resources _____</p> <p><input type="checkbox"/> Minimum additional capacity guaranteed per account _____ (number of cores or GB memory)</p>	_____
21.	<b>Network resiliency and elasticity</b>	<p>The following network resiliency and elasticity options are available:</p> <p><input type="checkbox"/> Redundant internet connectivity links</p> <p><input type="checkbox"/> Redundant Internal Connectivity</p> <p><input type="checkbox"/> Selectable bandwidth up to _____ Mbps</p> <p><input type="checkbox"/> Maximum usable IPs _____</p> <p><input type="checkbox"/> Load balancing ports _____</p> <p><input type="checkbox"/> Load balancing protocols _____</p> <p><input type="checkbox"/> Anti-DDOS protection systems or services</p> <p><input type="checkbox"/> Defence-in-depth mechanisms, please specify: _____</p>	<u>The following are optionals in provisioning as a customize managed services</u>

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		<input checked="" type="checkbox"/> Network traffic isolation, please specify: <u>VLAN</u> <input checked="" type="checkbox"/> Shared or dedicated bandwidth, please specify: <u>100</u> <input checked="" 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.	<b>Storage redundancy and elasticity</b>	<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 checked="" type="checkbox"/> Storage traffic isolation, please specify: <u>Physical Switch and LAN cable</u> <input checked="" type="checkbox"/> Shared or dedicated storage network bandwidth, please specify: <u>10G</u> <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 _____	_____