Service Design (SD) & Service Level Agreement (SLA)

VDC “Virtual Datacenter”

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Contents

1 Service description........................................................................................................................................ 4
  1.1 Components ......................................................................................................................................... 5
  1.2 Customer benefits ................................................................................................................................. 6
  1.3 Our offering ......................................................................................................................................... 6
    1.3.1 Included in the base service ......................................................................................................... 7
  1.4 Specifications .................................................................................................................................... 7
    1.4.1 Server types and disk space ........................................................................................................ 7
    1.4.2 Virtual servers VS1 to VS128 .................................................................................................... 8
    1.4.3 Operating system ......................................................................................................................... 8
    1.4.1 Additional options ....................................................................................................................... 9
  1.5 Offer terms and terms of use .............................................................................................................. 9
    1.5.1 CPU (processor) .......................................................................................................................... 9
    1.5.2 SSD/solid state disk drive .......................................................................................................... 9
    1.5.3 RAM/random access memory ..................................................................................................... 9
    1.5.4 Backup/disaster recovery ......................................................................................................... 9
    1.5.5 Snapshots .................................................................................................................................... 9
    1.5.6 Storage location .......................................................................................................................... 9
    1.5.7 Network/bandwidth ..................................................................................................................... 9
    1.5.8 MIPS/mapped IP addresses ........................................................................................................ 10
    1.5.9 Managed firewall ........................................................................................................................ 10
    1.5.10 Unmanaged firewall ................................................................................................................. 10
    1.5.11 Managed site-to-site VPN service .......................................................................................... 11
    1.5.12 Unmanaged site-to-site VPN service ...................................................................................... 11
    1.5.13 Image container ........................................................................................................................ 11
  2 Service Level Agreement .......................................................................................................................... 12
    2.1 Definitions ....................................................................................................................................... 12
      2.1.1 Single point of contact .............................................................................................................. 12
      2.1.2 Service hours ............................................................................................................................ 12
      2.1.3 Availability .............................................................................................................................. 12
      2.1.4 MTTR ..................................................................................................................................... 13
      2.1.5 Response time .......................................................................................................................... 13
    2.2 Business SLA .................................................................................................................................. 13
    2.3 Subject of the agreement, scope ....................................................................................................... 13
    2.4 General measures for the security of running operations ............................................................... 13
      2.4.1 Physical security through construction, operational, and technical measures: .................. 13
      2.4.2 Security and availability of internal network infrastructure: ............................................. 14
      2.4.3 Availability of external network connection: ........................................................................ 14
  3 Guaranteed Service Levels ........................................................................................................................ 15
    3.1 Service availability .............................................................................................................................. 15
    3.2 MTTR .............................................................................................................................................. 15
    3.3 Maintenance windows ....................................................................................................................... 16
    3.4 Portal activation ................................................................................................................................. 16
    3.5 Refunds .......................................................................................................................................... 17
  4 Customer obligations ............................................................................................................................... 18
    4.1 Licensing ....................................................................................................................................... 18
    4.2 Licensing audit ............................................................................................................................... 18
    4.3 Fair use policy ............................................................................................................................... 19
    4.4 Point of transfer ............................................................................................................................. 19
    4.5 Firewall ....................................................................................................................................... 19
    4.6 Violation of the SLA on the part of the customer ........................................................................ 20
  5 Support ................................................................................................................................................. 21
    5.1 Services ....................................................................................................................................... 21
    5.2 Support obligations .......................................................................................................................... 21
    5.3 Customer obligations ....................................................................................................................... 21
    5.4 Insurance ..................................................................................................................................... 21
1 Service description

green.ch and greendatacenter.ch offer cloud products distributed across different architectures in multiple redundant data centers, storage clusters, and server systems. The physical infrastructure is operated in Switzerland’s most modern data centers, especially in Zurich West.

The Virtual Datacenter (VDC) allows you to virtualize your company and all its departments. Your administrator can dynamically assign resources, servers, disk space, and rights from any location with the click of a mouse.

The cloud products from green.ch offer you many different IaaS (Infrastructure as a Service) possibilities.

Virtualization means that each virtual server acts as a separate server. The underlying hardware, which has significantly higher performance, is intelligently distributed across multiple virtual servers. Resources can be distributed or explicitly reserved for individual virtual servers. You benefit from flexibility and mobility.

The Virtual Datacenter from green.ch is highly scalable and based on Microsoft Hyper-V® virtualization technology. This technology flexibly combines resources in your data center with the VDC or your entire IT infrastructure fully in the Virtual Datacenter.
### 1.1 Components

The virtualization is based on Microsoft Hyper-V® Windows servers. Components from the Microsoft System Center are used for management automation.

- Virtual Machine Manager
- Orchestrator
- Service Manager

The customer frontend for administering and managing your company's services and networks is based on Windows Azure Pack.

Via this portal, you can extend your virtual servers at any time, increase disk space, or create new users. Flexibility is the key criteria here. At the push of a button, you specify your company's growth in accordance with your need for flexible hardware.

To connect your "Subscriptions" departments with each other, green.ch offers a virtual firewall from WatchGuard. This can be configured via the portal as either a managed or an unmanaged service.

You can also use this product as a VPN endpoint to ensure a secure connection to your users or your site.
1.2 Customer benefits

You determine which applications you want to migrate and move to the Virtual Datacenter. Your infrastructure is operated in a secure data center in Switzerland and is fully functional from the very first day. You no longer have to worry about climate control, electricity, capacity, and resources. And you enjoy full flexibility.

**Flexible.**
You define the number of sites, business units, and users.

**Simple.**
Online self-administration at your workplace, on the road, or at home

**Inexpensive.**
You only pay for what you actually need. Number of virtual machines (VM) and amount of storage

**Secure.**
Your data is protected by a firewall and by redundancy.

**Monitored.**
You benefit from online monitoring and reports.

**Carefree.**
Your data is safe and operation is ensured.

**Mobile.**
You always have your business with you – anytime, anywhere, secure.

**Personal.**
A project manager for consulting and ongoing support

**On-site.**
Including four hours of on-site consulting.

**Free of charge.**
You do not have to pay the setup fee.

1.3 Our offering
The main VDC product has three key components.

1. The first is the choice of servers (VS1 to VS128) with all their options.
2. The second is the amount (free of choice) of disk space per server. This is simply added together at the end of the month.
3. The third is the flexibility of your virtual company, with up to eight departments known as business units (BU) protected by virtual firewall.

You even have a choice of hybrid variants with connections to your colocation rack.

Here is what your company could look like if you migrate to the VDC:

### 1.3.1 Included in the base service

The base VDC subscription can be canceled on a monthly basis. The costs of the additional components are calculated dynamically on a daily basis and accumulated at the end of the month. Our Business SLA with 24/7 monitoring is included in the base package. After you order the VDC, you will receive your access data to the portal (“Login and password”).

You have access to a public IP network with an address range of /28 IPv4 addresses. The first three addresses in the network are needed for gateway and VRRP addresses and cannot be used. You therefore have 11 usable addresses. A configured admin zone has already been set up as a vNetwork. So you can get started as soon as you select the servers (VS1 to VS128) and the amount of SSD disk space.

Personal consulting is one of our top priorities. We will be happy to help you with all aspects of migrating to our Virtual Datacenter (VDC). We also offer comprehensive support services. The base package includes four hours of on-site consulting.

With the provided templates, you can easily connect business units, departments, and projects via the firewall. You can pick the model that suits you best. You have a choice between self-configuration with your own virtual product or using our managed or unmanaged firewall.

Naturally, we will be happy to prepare an offer for having green.ch manage the entire project for you.

### 1.4 Specifications

#### 1.4.1 Server types and disk space

Eight different virtual server packages (VS1 to VS128) are available, where the number stands for the amount of memory in GB. The difference is in the specific product features. Each package contains fixed features that cannot be changed.
You can add options to expand the base package. The amount of disk space per server can be freely configured anytime. Each server can be in one of three states. **Online:** The server is up and running. **Power off:** The server is in standby mode, you only pay for the disk space. **Off:** The server is turned off, there is no charge.

### Virtual servers VS1 to VS128

<table>
<thead>
<tr>
<th>Virtual server</th>
<th>vCPU</th>
<th>RAM in GB</th>
<th>SSD</th>
</tr>
</thead>
<tbody>
<tr>
<td>VS1</td>
<td>1</td>
<td>1</td>
<td>Selectable in GB</td>
</tr>
<tr>
<td>VS2</td>
<td>1</td>
<td>2</td>
<td>Selectable in GB</td>
</tr>
<tr>
<td>VS4</td>
<td>2</td>
<td>4</td>
<td>Selectable in GB</td>
</tr>
<tr>
<td>VS8</td>
<td>2</td>
<td>8</td>
<td>Selectable in GB</td>
</tr>
<tr>
<td>VS8, alternative profile</td>
<td>4</td>
<td>4</td>
<td>Selectable in GB</td>
</tr>
<tr>
<td>VS16</td>
<td>4</td>
<td>16</td>
<td>Selectable in GB</td>
</tr>
<tr>
<td>VS16, alternative profile</td>
<td>8</td>
<td>8</td>
<td>Selectable in GB</td>
</tr>
<tr>
<td>VS32</td>
<td>8</td>
<td>32</td>
<td>Selectable in GB</td>
</tr>
<tr>
<td>VS32, alternative profile</td>
<td>12</td>
<td>16</td>
<td>Selectable in GB</td>
</tr>
<tr>
<td>VS64</td>
<td>12</td>
<td>64</td>
<td>Selectable in GB</td>
</tr>
<tr>
<td>VS64, alternative profile</td>
<td>16</td>
<td>32</td>
<td>Selectable in GB</td>
</tr>
<tr>
<td>VS128</td>
<td>16</td>
<td>128</td>
<td>Selectable in GB</td>
</tr>
<tr>
<td>VS128, alternative profile</td>
<td>24</td>
<td>64</td>
<td>Selectable in GB</td>
</tr>
</tbody>
</table>

**Included**
- Business vNetwork, an internal network
- Business vNetwork Public, 1x public IP address range /28
- Choice of operating system (Windows or Linux)
- Business SLA 24/7

**Excluded**
- Firewall variants unmanaged, managed, or own product
- Business vNetwork Connect (connection to your colocation rack)

### Operating system

For the virtual server, you can choose between different operating systems:

- Microsoft Windows
- Different Linux systems
- Own virtual OS
1.4.4 Additional options
The additional options that can be ordered are not tied to any single product. They are available for the entire VDC in one subscription (e.g., can contain an additional vNetwork with any name and IP range).

<table>
<thead>
<tr>
<th>Additional options</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Virtual firewall, unmanaged or managed</td>
</tr>
<tr>
<td>- Additional internal virtual network (vNetwork)</td>
</tr>
<tr>
<td>- Backup</td>
</tr>
<tr>
<td>- Managed VPN access (Ikev2)</td>
</tr>
<tr>
<td>- Snapshots</td>
</tr>
<tr>
<td>- etc.</td>
</tr>
</tbody>
</table>

1.5 Offer terms and terms of use

1.5.1 CPU (processor)
The number of CPUs defined in the product will be assigned as vCPU to the respective virtual server. The more vCPUs assigned to a virtual server, the better the performance. When the server is powered off, only the disk space is invoiced – always on a per-day basis.

1.5.2 SSD/solid state disk drive
The amount of disk space in GB is selectable per server. The administrator can change this amount at any time in the portal.

1.5.3 RAM/random access memory
The customer has full access to RAM resources.

1.5.4 Backup/disaster recovery
green.ch regularly creates a replica of the VDC to be prepared for a cloud infrastructure disaster scenario (network, storage, hypervisor). This replica is not accessible to the customer. The customer is responsible for backing up data and the virtual server.

1.5.5 Snapshots
Snapshot technology allows you to take a snapshot at a certain point in time via the Service Management portal. When a snapshot is recovered, the virtual server is returned to the prevailing state at the time of the backup.

Snapshots are not a backup. They are a way to quickly make a copy of a system state to keep a system from being irreparably destroyed or before carrying out critical processes (software installation, patch installation, etc.). Customers make and delete snapshots themselves. A snapshot uses the storage contingency that was purchased with the subscription.

1.5.6 Storage location
All data is stored in maximum-security green.ch data centers. Operation is fully in Switzerland.

1.5.7 Network/bandwidth
The virtual network technologies used in the VDC are based on the standards specified by the cloud solution. The standards are used to provide virtual networks for the servers.
Generally, an internal virtual network has a bandwidth of 1000 Mbit. For the first internal network, the use of this bandwidth is included in the monthly costs of the VDC. Additional internal networks and their use can be ordered as an option and will also be invoiced monthly.

If you need external access the virtual network, you can use the NAT function (activate direct Internet access per NAT) to assign a /28 public network to the internal network. Access to the internal network is always port-based via NAT.

green.ch has the right to separate customers from the network at any time and without notification when networks are misused or when the entire infrastructure is affected. (Violation of the fair use policy as outlined in 4.3, etc.)

1.5.8 MIPS/mapped IP addresses

The IP addresses assigned to a customer are solely for that customer. For applications such as e-mail services, MIPS 4 is mandatory in order for reverse DNS lookup to function properly. The customer bears the cost for any blocking (e.g., spam/phishing). Please note that when a network is deleted and a new network is created, it is not possible to assign the same IP range.

1.5.9 Managed firewall

It is possible to subscribe to a managed firewall service based on WatchGuard as an option. green.ch takes care of all administration and monitoring. Up to eight zones can be connected. The Firebox V product is completely virtualized in your admin zone and includes standard security support. The product can be terminated on a monthly basis at the end of the month. Advanced features for Basic Security Suite or Total Security Suite can be supported.

1.5.10 Unmanaged firewall

green.ch provides a Firebox V template. The customer is responsible for configuring and maintaining the firewall. green.ch delivers the license keys. The product can be terminated on a monthly basis at the end of the month. Advanced features for Basic Security Suite or Total Security Suite can be supported.
1.5.11 Managed site-to-site VPN service

green.ch offers its customers a fee-based VPN option. This option allows customers to connect their company network to the VDC via a VPN.

There are two variants:

- Existing third-party Internet connection. The customer assigns green.ch an unused internal (LAN) and external (WAN) IP address. green.ch configures the modem and sends it to the customer. In this case, green.ch is responsible for ensuring the operation of the modem and the virtual gateway in the cloud. The customer is responsible for the operation and functionality of the line. Work that results from the customer’s Internet connection will be invoiced at a rate of CHF 190.00 per hour and is not covered by the monthly service fee or one-time installation fee.

- Existing green Internet connection or new green Internet connection. In this case, green delivers a suitable modem. Existing incompatible modems will be replaced if necessary.

Fee-based on-site installation is possible for both options. The bandwidth can be selected in the VPN. Customer-specific solutions are possible for higher VPN bandwidths. It is possible for the customer to set up his own VPN services, but they will not be explicitly supported. The customer is responsible for any troubleshooting.

1.5.12 Unmanaged site-to-site VPN service

The unmanaged site-to-site VPN can be used to build your own site-to-site VPN tunneling. The customer is responsible for the hardware and for setting up the site-to-site VPN. VPN services set up by the customer are not explicitly covered by green.ch support. In addition, green.ch does not guarantee that the VDC supports the hardware used by the customer.

The customer is also responsible for making sure that his hardware meets the requirements of Microsoft Azure Pack. [https://msdn.microsoft.com/de-de/library/dn296442.aspx](https://msdn.microsoft.com/de-de/library/dn296442.aspx)

1.5.13 Image container

green.ch offers the customer an image container. The customer can use the image container to import his own disk images into the VDC. This makes it possible to migrate the entire server directly into the cloud or to use the customer’s own operating systems with the cloud.

The VHD, VHDX, and ISO formats are supported. The images can be uploaded to the image container via FTP and are retained there for seven days. As soon as the uploaded image is attached to a server in the cloud, the image is moved from the image container to the VDC memory and remains there until the customer detaches the image from the server.
2 Service Level Agreement

Successful outsourcing of IT services requires transparent definition of the customer-provider relationship. green.ch and the customer define the services to be supplied by green.ch (service level) and the customer’s obligations in the following Service Level Agreement (SLA).

2.1 Definitions

Service level = defined, measurable criteria for specific performance levels supplied by green.ch. The service level criteria are defined in this section.

### 2.1.1 Single point of contact

The single point of contact (SPOC) is the central contact point for customers and is provided by the Customer Care Center (support hotline 0844 842 842). Customers with the Business service level additionally receive a separate 24/7 standby number for calls outside office hours.

### 2.1.2 Service hours

The service hours are the times when the contractually agreed services will be provided. The service hours for VDC services are 24/7. The Customer Care Center can be reached at all times during service hours. Customers with the Business service level additionally receive a separate 24/7 standby number.

### 2.1.3 Operating hours

The operating hours are the times when the system is generally available. The planned and announced maintenance windows are not part of the operating hours. The total number of operating hours per year is 8,604 hours, calculated as follows: 1 year 24/7 = 8760 h – 156 h maintenance window.

### 2.1.4 Availability
Availability [%] = 100 * ([operating hours – unplanned downtime during operating hours]/agreed operating hours). Planned maintenance windows are excluded from the operating hours (see 2.3).

Availability applies to the green.ch data center infrastructure. This includes the following layers: network, storage, and hypervisor. To achieve 99.9% availability on the virtual server, the solutions at the customer end must be designed to provide a comparably high level of availability.

2.1.5 MTTR

MTTR (mean time to repair) \( [t] \) = average time to perform a repair or restore operation.

2.1.6 Response time

The response time is the maximum amount of time between when a problem occurs and when the Customer Care Center acknowledges the problem.

green.ch endeavors to adhere to the specified response times and to repair failures and problems as quickly as possible. It is not, however, possible to guarantee adherence to the response times in all cases. Exceeding the agreed response times is not subject to penalties nor claims for damages.

2.2 Business SLA

The Business SLA is available to the Customer 24/7.

<table>
<thead>
<tr>
<th>Single point of contact</th>
<th>Number or e-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Availability</td>
<td>99.9% of operating hours</td>
</tr>
<tr>
<td>Service hours</td>
<td>24/7, including holidays</td>
</tr>
<tr>
<td>Response time</td>
<td>2 hours</td>
</tr>
<tr>
<td>Maintenance window</td>
<td>Saturday, Sunday, Tuesday, from 05.30 to 06.30 CET</td>
</tr>
</tbody>
</table>

2.3 Subject of the agreement, scope

This SLA only applies to the offer sent with the SLA and the associated signed service agreement. Other agreements between green.ch and the customer remain unaffected. The SLA only applies to VDC services and options and is not transferable to other product areas. In the case of conflicting provisions, the provisions in the service agreement take precedence over the provisions in the SLA. In all cases, the green.ch General Terms & Conditions apply.

2.4 General measures for the security of running operations

In its data centers, green.ch exclusively provides services with the highest quality and security. Some of the measures used to maintain the security of customer data and the availability of services include:

2.4.1 Physical security through construction, operational, and technical measures:

- Entry control systems
- Video monitoring inside and outside the building
- Smoke, dust, and water detectors
- Fire extinguishing system
- Air conditioning via two separate cooling circuits
- Redundant power feeds from energy providers
- Ring connection to public high-voltage supply
- Power supply filtered by UPS system
- High-performance emergency diesel generators
- Redundant supply lines in the building

2.4.2 Security and availability of internal network infrastructure:
- Network segmenting and strict separation of different data streams
- Daily backup of own systems
- Use of firewalls at relevant network nodes
- Network monitoring via an in-house NOC (network operation center)
- Exclusive use of brand-name components

2.4.3 Availability of external network connection:
- Carrier-neutral, redundant data center IP connection
3 Guaranteed Service Levels

A Business service level is available. The service level applies to all contained systems and components. The agreed service level is considered to be fulfilled when green.ch reaches the thresholds agreed in this service agreement during the measurement period.

<table>
<thead>
<tr>
<th>Service</th>
<th>Value or comment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Guaranteed service level</strong></td>
<td></td>
</tr>
<tr>
<td>Availability</td>
<td>99.9% of operating hours</td>
</tr>
<tr>
<td>Operating hours</td>
<td>24/7 (minus planned and announced maintenance windows)</td>
</tr>
<tr>
<td>Service hours</td>
<td>24/7</td>
</tr>
<tr>
<td><strong>KPI (key performance indicator)</strong></td>
<td></td>
</tr>
<tr>
<td>Response time</td>
<td>Less than 2 hours</td>
</tr>
<tr>
<td><strong>Framework conditions</strong></td>
<td></td>
</tr>
<tr>
<td>Office hours</td>
<td>Mon to Fri 08.00 to 17.30, CET</td>
</tr>
<tr>
<td>Standby technician deployed outside office hours</td>
<td>By telephone or contact form at <a href="http://contact.green.ch">http://contact.green.ch</a>, outside office hours only by phone using the provided standby number</td>
</tr>
<tr>
<td>Problem reporting</td>
<td></td>
</tr>
<tr>
<td>Callback</td>
<td></td>
</tr>
<tr>
<td>Priority handling</td>
<td></td>
</tr>
<tr>
<td>Business continuity</td>
<td>Must be ensured by the customer via a solution architecture</td>
</tr>
</tbody>
</table>

3.1 Service availability

Availability is defined by the service level. green.ch ensures availability on the data center infrastructure. This includes the following layers: network, storage, and hypervisor. To achieve 99.9% availability on the virtual server, the solutions at the customer end must be designed to provide a comparably high level of availability.

To measure the service level, an in-house monitoring system monitors the availability. green.ch uses various technical processes to check the availability of the virtual machine. The customer can also report a malfunction by opening a service ticket.

The analyses provided by green.ch are definitive when checking malfunction claims.

The following events are explicitly excluded from availability measurements:

- Planned, announced maintenance windows
- Migrations announced up to a week in advance – up to a downtime of 6 hours
- Server blocks due to nonpayment
- Factors outside the influence of green.ch such as an act of force majeure, criminal activities, or backbone outages of international carriers
- Third party attacks such as DOS attacks, hacking attacks, and viruses
- Violation of the SLA on the part of the customer
- Customer operating error

3.2 MTTR

The mean time to repair (MTTR) is the time green.ch needs to make the Virtual Datacenter fully functional again. To measure this KPI, green.ch documents the point in time when the downtime occurs and the point in time when the system is up and running again.
When troubleshooting has been completed, the problem has been repaired, and the server has been restarted, green.ch informs the customer and closes the service ticket. This action defines the end of the measurement period. The time the server requires to boot the operating system, reinstall any software, or restore backup data is not included in the measurement of the KPI.

### 3.3 Maintenance windows

For the purposes of this Service Level Agreement, “planned maintenance” is necessary in order to provide state-of-the-art services or to update the infrastructure. Planned maintenance times are published at [http://status.green.ch](http://status.green.ch). In addition, customers will be informed of a planned service interruption for maintenance work at least 48 hours in advance. If maintenance is required, green.ch will attempt to limit it to one of the regular maintenance windows. The maintenance windows are 05.30 to 06.30, CET, on Saturdays, Sundays, and Tuesdays.

Should unplanned events or malfunctions occur, green.ch has the right to carry out emergency maintenance work without prior notification. In this case, the maintenance work is published at [http://status.green.ch](http://status.green.ch).

### 3.4 Portal activation

A portal is provided to the customer for activating and managing his VDC base subscription. The customer recognizes that faulty operation in this portal (MYGreen.ch/Service Management Portal) can cause the entire customer infrastructure to be switched offline or permanently deleted. green.ch accepts no responsibility in the case of faulty operation on the part of the customer or partners who have access to the customer portal. In particular, all SLA claims become void.
3.5 Refunds

No SLA credit will be granted if a service is not available for a specific period of time if this time or a part of this time is due to one of the following reasons:

1. Downtime of equipment on the customer’s premises (if it does not belong to green.ch), at the customer’s location (such as due to an electricity outage), or of equipment belonging to one of the customer’s providers
2. Natural catastrophes, terrorist attacks, or other catastrophic events
3. Downtime due to magnetic/electromagnetic interference or electrical fields
4. Negligence or omission on the part of the customer (or customer’s employees, representatives, or subcontractors), such as:
   a. Customer delays in delivering required equipment
   b. Failure to grant green.ch sufficient access to facilities for testing purposes
   c. Failure to grant access to customer premises when reasonably requested by green.ch (or a green.ch representative) to allow green.ch to fulfill its service obligations
   d. Failure to take appropriate countermeasures regarding services as recommended by green.ch or preventing green.ch from performing these countermeasures itself
   e. Failure to use redundancies as offered in the relevant service level
5. Negligence or intentional malpractice on the part of the customer, including failure of the customer to follow agreed processes
6. All planned maintenance windows if the customer was informed thereof, and emergency maintenance carried out to prevent future downtime
7. Shutting off or interruption of services by green.ch after the customer has not paid an invoice within 40 days of the invoice date, or for other sufficient reasons

If green.ch is not able to fulfill contractually agreed obligations, green.ch grants the customer a credit for 5% of the monthly subscription fee (of the applicable subscription component) for each registered hour of downtime – up to a maximum of 100% of the monthly subscription fee. Any further claims for damages are explicitly excluded. The customer must submit any claims to green.ch by issuing a request at http://contact.green.ch.
4 Customer obligations

The customer is especially responsible for ensuring that:

- Servers are sufficiently protected from any type of Internet threats
- Servers are not misused through the non-use or the use of only simple passwords
- No ports are opened that could negatively affect the stability of the VDC system
- No illegal content is hosted on the servers
- No illegal applications are installed (e.g., spammers)
- All installed applications and operating systems are properly licensed
- No applications are installed which are not suitable for VDC solutions and could negatively impact the VDC platform (e.g., streaming, game servers, computers with constant, guaranteed top performance, etc.)
- The servers are regularly backed up using suitable third-party software. (e.g., online backup from green.ch)
- Both the postal and electronic contact addresses are always up-to-date

4.1 Licensing

green.ch requires that all operating systems and applications used by its customers be 100% properly licensed. When using Microsoft products, the customer is obliged to properly license these products in accordance with applicable Microsoft licensing terms.

Specifically, products can only be operated under an SPLA (Service Provider License Agreement) or with License Mobility (volume license with software assurance). Microsoft also explicitly forbids the use of certain applications such as, for example, Office 365.

Since green.ch does not have access to customer systems, the customer is obliged to report to green.ch all applications that are used. For SPLA licenses, green.ch assigns the customer a license key. In the case of License Mobility, the customer must send green.ch proof of licensing before installation.

Proof can be sent to the green.ch support center at any time via a ticket under http://contact.green.ch

4.2 Licensing audit

When using green.ch products, the customer is obliged to provide green.ch with a license overview of its platform as part of regular, recurring audits. The customer puts together and sends the overview in cooperation with green.ch. Even during an audit, green.ch does not have access to the customer platform at any time.

If the operation system and applications for a virtual server are not properly licensed, green.ch has the right to retroactively invoice all licensing costs and any penalties charged by the software supplier as of the point in time when the server was put into operation.
4.3 Fair use policy

All unlimited services offered with our VDC products are subject to the fair use policy/principle. This principle makes it possible to forgo applying limitations with respect to traffic volumes, etc. This precludes that the customer uses the provided resources fairly. The customer is aware of the circumstances surrounding the fair use policy and acknowledges that he is not allowed to misuse this policy in order to achieve personal, economical, or financial benefits.

Examples of the fair use principle:

<table>
<thead>
<tr>
<th>OK</th>
<th>Not OK</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating a VDC for business or private purposes</td>
<td>Operating a virtual server mainly or solely as a download server</td>
</tr>
<tr>
<td>Using your own virtual server to host private websites for known persons when the number of visitors is not excessive</td>
<td>Hosting commercial websites for third parties, whether fee-based or free of charge (exception: resellers with signed partner agreement)</td>
</tr>
<tr>
<td>Operating chat rooms, forums, etc. when these services are not for third parties</td>
<td>Offering free or fee-based services such as free e-mail, subdomain services, or database services, or services such as free guest books, forums, counters, newsletter portals, banner exchanges, IRC, bots</td>
</tr>
<tr>
<td>Websites with a temporary higher level of traffic, e.g., due to an event</td>
<td>Websites with a foreseeable permanent high level of traffic, such as larger communities, large company presentations, etc. A high level of traffic is defined as follows: green.ch defines as average the entire traffic load on the VDC platform divided by the number of virtual servers. If the customer regularly or constantly exceeds this number by a multiple of four, green.ch can point this out to the customer.</td>
</tr>
<tr>
<td>Commercial and noncommercial content</td>
<td>Pornography or other criminal content</td>
</tr>
<tr>
<td>Business applications on the virtual servers</td>
<td>Installing applications which are not suitable for virtual server solutions and could negatively influence the VDC platform (e.g., streaming, game servers, computers with constant, guaranteed top performance, etc.)</td>
</tr>
<tr>
<td>Proper licensing of all software packages installed on the server</td>
<td>Use of software products that violate the respective manufacturer’s licensing agreement</td>
</tr>
<tr>
<td>Reselling with officially registered resellers with partner agreements</td>
<td>Reselling with non-registered resellers without partner agreements</td>
</tr>
</tbody>
</table>

4.4 Point of transfer

When green.ch activates the VDC portal, responsibility for the VDC is transferred to the customer. green.ch defines WAN segment/28 as the point of transfer of responsibility. From this point on, the customer is responsible for ensuring that his servers are adequately protected and regularly backed up.

4.5 Firewall

It is not allowed to operate an “open” server on the VDC. Servers must be protected by a firewall integrated into the operating system or the Service Management portal or by an appropriate third-party product. When the customer opens specific ports, the customer must ensure that other security measures are installed at the application level.
green.ch regularly tests the security of customer systems and reserves the right to remove from the network without prior warning any unprotected systems that are connected to the Internet.

Example:
Opening incoming port 25 (SMTP): The customer must ensure that the server is not misused as an open relay.

4.6 Violation of the SLA on the part of the customer

If the customer violates this SLA, green.ch has the right to remove the server from the network at any time without prior warning. If damage is caused by the customer’s virtual server, green.ch has the right to legal claims.
5 Support

5.1 Services
Support is available for all our services over the standard channels

- Online support, via ticket system (http://contact.green.ch)
- Live chat (www.green.ch)
- The green.ch website (http://www.green.ch/support)
- As a green.ch customer, telephone support at the priority support number +41 844 842 842 during normal office hours, Monday through Friday 08.00–17.30, CET (except before and on public holidays)
- For outside office hours, the customer will be provided with the standby number after logging in.

5.2 Support obligations
- Checking the requester's authorization and the service level
- Starting the downtime management process and the troubleshooting process, which includes:
  1. Receipt of the incident, opening a trouble ticket, and confirmation
  2. Using internal and external means to prioritize, coordinate, and monitor the troubleshooting process
  3. Informing the customer about measures taken, interim solutions, and the final solution
  4. Informing the customer about the restoring of server availability
  5. Analyzing the cause and making recommendations for further action (change management)

5.3 Customer obligations
In order to guarantee our high level of service, green.ch requires that the customer adhere to the following guidelines:
- The customer supplies all required contact information, including contacts for escalating the delivered services, and ensures that any changes are updated in a timely manner.
- The customer ensures that information about changes to the configuration, interfaces, channels, applications, and systems that is relevant to the provision of joint services is supplied to green.ch and kept up to date.
- The customer is responsible for maintaining all of their applications; green.ch is not responsible for maintaining customer applications or customer data.
- Only equipment that is in good condition and that poses no danger to persons or property may be installed.
- The customer cannot have write access to equipment managed by green.ch. SNMP read access is available as an option.

5.4 Insurance
green.ch systems are insured against the usual risks. However, neither the customer’s equipment nor the customer's availability are in any way or form insured. It is the Customer's responsibility to arrange such insurance coverage.

5.5 Points of transfer
This SLA applies to the green.ch VDC platform. All guarantees with respect to performance and operability apply solely to the green.ch-managed equipment that serves as the interface between customer-managed equipment and green.ch providers. These providers include power companies, landlords, and other telecommunications companies. If the customer manages his own equipment, green.ch’s area of responsibility ends at the line to equipment transfer point.
6 Legal terms and conditions

6.1 Establishment of the legal relationship
A legal relationship is established between green.ch and the customer when the website order is completed. Measurement of the SLA parameters starts the first time the customer successfully logs into the portal. This document is an integrated agreement appendix for the web order submitted to green.ch.

6.2 Adherence to local laws
The customer ensures that no illegal data traffic will be sent over green.ch connections. green.ch accepts no liability for such traffic.

6.3 Restrictions
All forms of compensation for green.ch services are limited to the scope defined in this document. No credit will be issued or payment made for any reason or to any scope other than that given here, including – but not limited to – business losses on the part of the customer due to downtimes.

6.4 Use of personal data

6.5 Changes
green.ch retains the right to change this document as long as the customer is informed in writing before the changes become effective. If the changes have a major impact on the services, the service fee, or other obligations under this agreement, then the customer may terminate the agreement in writing with a one-month notice period.
# Glossary

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Explanation</th>
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<tbody>
<tr>
<td>DNS</td>
<td>Domain name system: Hierarchical decentralized naming system whose main task is to answer name resolution requests.</td>
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<tr>
<td>IAAS</td>
<td>Infrastructure as a service: Provision of a virtual IT infrastructure via public or private networks, usually over the Internet. With IaaS, the customer uses servers, storage, network, and the rest of the data center infrastructure as an abstract, virtualized Internet service.</td>
</tr>
<tr>
<td>IP addresses</td>
<td>Internet protocol address: Address in computer networks that – like the Internet – is based on the Internet protocol. Assigned to devices that are connected to the network, making the networks addressable and accessible.</td>
</tr>
<tr>
<td>Gb</td>
<td>Gigabit: The data transfer rate or throughput describes the volume of data that can be transferred via a communications channel within a certain period of time.</td>
</tr>
<tr>
<td>MIPS</td>
<td>Managed IP service: Service provided by green.ch to connect you to the Internet using mapped IP addresses.</td>
</tr>
<tr>
<td>NAT</td>
<td>Network address translation: A method of remapping one IP address space into another to connect to different networks. They are typically used on routers.</td>
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<tr>
<td>LAN</td>
<td>Local area network: Computer network of at least two computers covering a small local area, such as a home or office.</td>
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<tr>
<td>RAM</td>
<td>Random access memory: Information storage that is especially used as computer memory, mostly in the form of memory modules.</td>
</tr>
<tr>
<td>SLA</td>
<td>Service Level Agreement: Agreement/interface between the customer and service provider for recurring services.</td>
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<tr>
<td>SSD</td>
<td>Solid state drive: The hard drive is an electronic storage medium.</td>
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<tr>
<td>UPS</td>
<td>Uninterruptible power supply: Used to ensure the power supply to critical electrical elements in the case of disturbances in the electrical grid.</td>
</tr>
<tr>
<td>VPN</td>
<td>Virtual private network: A closed computer network that extends a private network across a public network.</td>
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<tr>
<td>VDC</td>
<td>Virtual Datacenter: The virtualization of your company in green.ch data centers.</td>
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<tr>
<td>WAN</td>
<td>Wide Area Network: Computer network that extends over a large geographical distance.</td>
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