

Cloud Service Description

Hosting / Co-Location Services

Version 2019-01, Rev. 002

**SALT Essential Information
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Revision Details

Change Control: The below table should be updated if any changes are made to the document. Table 1: Revision Details

Description of Change	Version	Date	Author
Initial Version	2012-01	01/11/2011	Jürgen R. Weiss
Service Revision	2019-03	14/03/2019	Infrastructure Services
Formatting	2019-09	05/09/2019	Vanessa Maresch





1. Terms and Conditions

- 1.1 In addition to Salt's Service Description General Terms and Conditions, the Customers', Resellers' or its Customers' use of the Services described in this document are subject to the additional terms and conditions as described in this document. Should any Section or provision of this document contravene with any Section of the Salt's Service Description General Terms and Conditions, the provisions of this document will supersede.

2. Rack Space Service (RSS)

2.1 Introduction

- 2.1.1 Salt offers in its Data Centre hosting space for racks, servers and network equipment to enable the operation of co-location, business continuity or primary IT facilities. Access can be provided via Virtual Private Networks (VPN) or leased lines at additional Fees.

2.2 Deliverables

- 2.2.1 Salt's Data Centre is equipped with: Raised floor, industry standard 19 inch racks, UPS and Diesel generator backup power, protective, redundant cooling systems, smoke / heat detection and fire suppression systems, environment monitoring (temperature, humidity), secure and controlled access via finger print access systems, CCTV monitoring and 24 x 7 security with armed response on the premises of SALT.
- 2.2.2 Salt will ensure that the Data Centre, where the customer's equipment is hosted is fully functional and can support a 99.8% uptime at all times.

2.3 Responsibilities

- 2.3.1 Salt only provides space and the associated facilities. It is the Reseller's or its Customer's responsibility to ensure that the equipment hosted with SALT is functional, insured and well-maintained.
- 2.3.2 Access to Salt's Data Centre facilities is available during Business Hours. Access to SALT's Data Centre facilities outside Business Hours can be arranged but will be charged at Salt's after hour rates.

3. Tape Storage Service (TSS)

3.1 Introduction

- 3.1.1 Storage of data tapes at Salt's premises in standard tape cases in a walk-in safe.

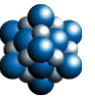
3.2 Deliverables

- 3.2.1 Salt stores Customer Tapes in standard tape cases in a walk-in safe protected by biometric access and CCTV facilities.
- 3.2.2 Access to the safe is provided during Business Hours. Outside Business Hours access can be provided on request using the standby facilities of the Salt Service Desk. The access outside Business Hours will be charged over and above the standard Fee for storing Tapes.
- 3.2.3 Transport of Tapes from and to the premises of the Customer can be arranged optionally and at additional Fees.
- 3.2.4 Salt commits to back-up the customers Virtual Machine environment on a monthly bases to Salt's Tape Storage and retain these back-ups for a period of 5 years, unless the retention period is otherwise negotiated between Salt and the customer.

3.3 Responsibilities

- 3.3.1 It is the Customer's sole responsibility, unless agreed otherwise, to transport and deliver its Tapes on time and during Business Hours to and from the premises of Salt.





4. Termination of Services

- 4.1 Give Salt 30 days notification in advance
- 4.2 Provide a removal schedule of equipment from Salt' s data centre.

