

# Cloud Service Description

## Server Services

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## Revision Details

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Description of Change	Version	Date	Author
Initial Version	2012-01	01/11/2011	Jürgen R. Weiss
Changes to Telephone number	2016-01	01/05/2016	Christiane Fendler
Update of Services	2019-01	26/08/2019	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. Virtual Machines/Private Servers (VM's/VPS's)

### 2.1 Introduction

- 2.1.1 This service provides the infrastructure, provisioning, monitoring and backup of Virtual Private Servers (VPS) on the SALT 64bit OS virtualisation platforms.

### 2.2 Deliverables

- 2.2.1 Provisioning of the VPS and its CPU, Storage Space and RAM resources as agreed between the Parties.
- 2.2.2 The Customer can choose from a selected portfolio of 64-bit Linux distributions (CentOS, Debian, Fedora, SuSE and Ubuntu) or 64-bit Windows Server to be configured as OS on the VPS.
- 2.2.3 The Customer can access a Windows VPS via the ISL tool, located on the Salt Homepage, and to a Linux VPS via SSH or carry out limited system administration tasks via an Internet Browser.
- 2.2.4 SALT deploys and installs Operating System (OS) updates / patches to the VPS at regular intervals and after they become available.
- 2.2.5 SALT monitors the VPS for availability and system performance (CPU, Storage Space and RAM).
- 2.2.6 SALT carries out backups of the VPS to the Online Backup Service of SALT.
- 2.2.7 The VPSs are operated either in a high-availability environment (Windows failover cluster) or using standby servers for Linux based VPS.
- 2.2.8 Salt will make a daily snapshot of the VPS but we are unable to guarantee data integrity of the snap shot. Should this be required the Customer must subscribe to the Backup Service defined in *Service Description 02. Business Continuity Service*.
- 2.2.9 Up time of the hosted Virtual Machine environment is set at 99.8% and will be managed and reported on accordingly.

### 2.3 Responsibilities

- 2.3.1 A Service Level Guarantee cannot be provided by SALT for this Service should the customer render the VPS inoperable due to overload, software installation / configuration or other actions by the Customer.
- 2.3.2 Salt is responsible for the monitoring of our own platforms. Reports of replication or other instances of jobs being done to ensure system stability will be shared on a quarterly basis, during the CRM review.

## 3. Management for Servers

### 3.1 Introduction

- 3.1.1 This Service covers the OS patch management, monitoring and backup of Virtual Machines/Servers (in this Section referred to as "Servers"). This service is subscribed to under *Service Description 06. Support Services Service* and comes at an additional fee which is time based and requires a monthly subscription to our monitoring solution.

### 3.2 Deliverables

- 3.2.1 Salt deploys and installs Operating System (OS) updates / patches to the Servers at regular intervals and after they become available.
- 3.2.2 Salt monitors the Servers for availability and system performance (CPU, Storage Space and RAM).

### 3.3 Responsibilities

- 3.3.1 It is the Customer's responsibility to specify the patches, and or updates not to be deployed and inform Salt accordingly. Patches and updates are performed by an automated system. Not allowing certain updates and/or patches may result in a compromise of system security, and or performance.
- 3.3.2 It is the Customer's responsibility to specify the Users and the access rights / permissions of such Users. Such request must be in writing by sending an email to [assist@salt.na](mailto:assist@salt.na) from an authorised representative of the Customer. The Customer must ensure that they receive confirmation in writing from a Salt representative.
- 3.3.3 Any changes in contact details of the Customer Representative must be communicated to Salt in writing by sending an email to [assist@salt.na](mailto:assist@salt.na) and the Customer must ensure that they receive confirmation in writing from a Salt representative.





## 4. Termination of Services

- 4.1 Give Salt 30 days notice in advance
  - 4.1.1 Provide storage for Virtual Machine unloading and uploading to new platform, either own or new service provider
  - 4.1.2 Full and final back-up to be made and transferred to new environment
  - 4.1.3 Ensure new service provider and support team is available for all critical tasks.

