Service Specific Terms & Conditions:

1.   Applicability

The Provisioning of the FirstNet Cloud Backup service is subject to the signing of an agreement or Addendum between the customer and FirstNet.

2.   Cloud Backup– Service Definition

2.1.1. Service Elements:
- Cloud backup server agent
- Cloud backup desktop agent
- SQL plug-in
- Exchange plug-in
- Sharepoint plug-in
- Cloud storage pool

2.1.2.   The service copies specified data (files and folders) from a client computers or servers and stores that duplicate data in the FirstNet cloud.

2.1.3.   The offsite data backup can be used over a dedicated link to the FirstNet datacentre or a conventional Internet connection.

2.1.4.   Cloud backup for servers should not be a replacement for local on premise backup of customer servers

2.1.5.   Backup schedules are defined by the customer on a per user/machine basis.

2.1.6.   Resource allocation changes are subject to the completion of a signed Addendum.

2.1.7.   Data consistency is subject to the condition of the data within the machine it is being copied from.

2.1.8.   It is the responsibility of the customer or its nominated support partner to verify that scheduled backups are successful and to verify data consistency through regular restore checks.

2.1.9.   Backup speeds are subject to bandwidth speed and available connectivity from customer's locations.

2.1.10. FirstNet does not provide any warranties or guarantees including but not limited to warranties as to existing functionality, fitness for a particular purpose, uninterrupted use, merchantability or absence of any error of code or media and accepts no liability or any nature arising out of or caused by any defect or failure in and of such software.

3.   Service Inclusions and Exclusions

3.1   Inclusions

3.1.1   Management, maintenance and support of the backup environment in the FirstNet data centres.

3.1.2   9x5 Monday to Friday day support.

3.2   Exclusions

3.2.1   Management, maintenance and support to end client desktop and servers backup configurations.

4.   Logging a Service Request

There are several methods whereby a Client may log an SR. In order of preference there are:

4.1   Customer Zone http://customerzone.firstnet.co.za
The system will send an auto-reply containing the SR number. The TC should place a follow-up call to the FirstNet RR team if this auto-reply is not received within 30 minutes.

4.2   Email to support@firstnet.co.za
The system will send an auto reply containing the SR number. The TC should place a follow up call to the FirstNet RR team if this auto reply is not received within 30 minutes

4.3   Telephonically – 0861 989896

The SR will be logged and the TC will be given the SR number for future reference. This is the preferred method of logging a Sev1 Service Request

4.4   Severity Definitions, SR Priority and First Response Times

The severity of an SR indicates the impact of the SR on the Client's business. The severity is determined by the Client at the time the SR is logged.

Severity Level	Impact
1	Interferes with CORE business functions – more than 75% of users affected
2	Interferes with NON CORE functions – 50% to 75% users affected
3	Interferes with NORMAL completion of work – 25% to 50% users affected
4	Query or planned change required

4.5   SR Priority Definition

The following apply to SR Prioritisation:

Priority	Definition
Very High	The incident renders a service unavailable and needs to be resolved "as soon as possible"
High	The incident is causing a degradation in service and is hampering business performance
Medium	The incident has minimal impact on the business
Low	The incident has no impact on the business

4.6   Service Request Resolution

SR Resolution may entail ownership changes within the various tiers in the RR team. Should the SR not be resolved, the escalation process will be invoked.

4.7   Escalation Matrix

The table below defines FirstNet's internal escalation time frames.

Office Hours – 08h00 to 17h00 weekdays – *excluding public holidays*		
	% of SLA METRIC	Email updates
1st esc	25%	Notification sent to SR Owner
2nd esc	50%	Notification sent to RR Service Desk Group
3rd esc	75%	Notification sent to Service Manager and RR Manager
4th esc	90%	Notification send to Snr Operations Manager
5th esc	100%	Notification send to Technical Manager

Clients may elect to escalate any SR at different time frames, based on the severity, using the below matrix.

Office Hours – 08h00 to 17h00 weekdays – *excluding public holidays*

Level	Designation	Contact detail
1st esc	Technical Manager	Sean van Niekerk 083 649 0003
2nd esc	Director	Vaughan Gerson 082 577 7608

1st esc	Technical Manager	Sean van Niekerk 083 649 0003
2nd esc	Director	Vaughan Gerson 082 577 7608