



PT Arupa Cloud Nusantara

**Dokumen Standar Perjanjian
Standard Form of Agreement**

Deskripsi Layanan (*Veeam Replication*)
Service Description (Veeam Replication)

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1 The Agreement

1.1 The Parties

1.1.1 Zettagrid Ltd ABN 90 141 800 357 Level 6, 10 William Street, Perth, Western Australia trading as Zettagrid, (hereinafter referred to as "Zettagrid", "us", "our") and the Customer (being an entity subscribing to Zettagrid for cloud services) agree that by accessing Zettagrid cloud services, you (hereinafter referred to as "The Customer", "you" and "your") accept, without limitation or qualification, the terms and conditions contained within the Standard Form of Agreement. Where we reference "you" this may also refer to your IT contractor or outsourcer.

1.2 What is a Service Description?

1.2.1 The Zettagrid Service Description defines the services offered and specific terms and conditions for each of these Services. This document form part of our Standard Form of Agreement (SOFA). The SOFA comprises:

- a) General Terms and Conditions
- b) Service Descriptions
- c) Website Pricing Schedule or Executed Zettagrid Proposal

2 Service Description

2.1 What is Veeam Replication?

2.1.1 Zettagrid Veeam Cloud Connect Replication (Veeam Replication) is an image based replication services which can form part of your disaster recovery and business continuity plan.

2.1.2 Zettagrids' Veeam Replication service offers a fixed monthly price per VM charge and a charges for compute and resource storage when VMs are turned on in Zettagrid.

2.1.3 Zettagrids' Veeam Replication service requires Veeam Backup and Replication software to be installed within your local environment. This software is not included are part of the service fees.

2.2 Responsibilities

Veeam Replication is not designed to replace a full DR plan. You are expected to develop and provide your own DR plan.

We recommend that the Veeam Replication solution is implemented and maintained by trained technical staff. Where you do not have technical staff Zettagrid can recommend a certified IT integrator to manage this on your behalf. The table below describes the basic lines of responsibility.

1 Perjanjian

1.1 Para Pihak

1.1.1 PT Arupa Cloud Nusantara beralamat di EightyEight@Kasablanka Tower A 18th Floor Jl.Casablanca Raya Kav.88 Jakarta bergerak sebagai Zettagrid, (selanjutnya disebut sebagai "Zettagrid, "kami") dan pelanggan (sebagai pihak yang berlangganan layanan cloud Zettagrid) setuju bahwa dengan mengakses layanan cloud Zettagrid, anda (selanjutnya disebut sebagai "Pelanggan", "anda") menyetujui, tanpa adanya batasan dan kualifikasi, segala syarat dan ketentuan yang tercantum di dalam dokumen ini.

1.2 Apakah Yang Dimaksud Dengan Deskripsi Layanan?

1.2.1 Deskripsi Layanan Zettagrid menjelaskan tentang layanan serta syarat & ketentuan khusus yang berlaku untuk setiap layanan yang ditawarkan. Dokumen ini merupakan bagian dari dokumen standar perjanjian. Dokumen ini meliputi :

- a) Syarat & Ketentuan Umum
- b) Deskripsi Layanan
- c) Daftar harga di website atau proposal Zettagrid yang Diterima.

2 Deskripsi Layanan

2.1 Mengenai Veeam Replication?

2.1.1 Zettagrid Veeam Cloud Connect Replication (Veeam Replication) adalah layanan replikasi berbasis *image* yang dapat menjadi bagian dari *disaster recovery* dan *business continuity plan* anda.

2.1.2 Layanan Zettagrid Veeam Replication menawarkan biaya tetap bulanan setiap VM yang dibebankan dan pembebanan biaya *compute* dan penyimpanan *storage* ketika VM diaktifkan di Zettagrid.

2.1.3 Layanan Zettagrid Veeam Replication memerlukan software Veeam Backup dan Replication untuk diinstal di environment lokal anda. *Software* ini tidak termasuk dari bagian biaya layanan.

2.2 Tanggung Jawab

Veeam Replication tidak dirancang untuk menggantikan keseluruhan *plan DR*. Anda diharapkan untuk mengembangkan dan menyediakan *plan DR* anda sendiri.

Kami merekomendasikan agar solusi Veeam Replication diimplementasikan dan dipelihara oleh staff teknis terlatih. Di mana jika anda tidak memiliki staff teknis, Zettagrid dapat merekomendasikan IT Integrator bersertifikat untuk mengelola solusi ini

atas nama anda. Tabel di bawah ini menggambarkan garis dasar tanggung jawab.

Activity	Responsible Party
Provide DR Plan	Partner/End User
Test Failover / Failback	Partner/End User
Monitor RPOs/RTOs	Partner/End User
Supply DR Environment	Zettagrid
Implement DR Failover	Partner/End User
Application Upgrades	Partner/End User

Please note that Veeam Replication does not include the provision for Zettagrid to assist with test failover/failback.

Harap dicatat bahwa Veeam Replication tidak termasuk ketentuan Zettagrid untuk membantu uji failover / failback.

2.3 Data Corruption

2.3.1 Veeam Backup and Replication takes a snapshot of your virtual machine and copies it to the Zettagrid environment. Where the source of the virtual machine (server or desktop) copy is corrupted or misconfigured, this will be the virtual machine that is restored. You remain solely responsible for the appropriate version and configuration of your virtual machine/s.

2.3 Data Corruption

2.3.1 Veeam Backup dan Replication melakukan snapshot dari *virtual machine* anda dan menyalinnya ke *environment* Zettagrid. Dimana *source* salinan *virtual machine* (*server* atau *desktop*) rusak atau salah konfigurasi, hal ini akan menjadi *virtual machine* yang di *restore*. Anda tetap bertanggung jawab atas kesesuaian versi dan konfigurasi *virtual machine* anda.

2.4 Data Retention Upon Cancellation

2.4.1 Upon cancellation of the service, the Veeam Replication environment will no longer available. The data will be destroyed within 30 days.

2.4 Penyimpanan Data Setelah Pembatalan

2.4.1 Setelah pembatalan layanan, I Veeam Replication tidak akan tersedia lagi. Data akan dihancurkan dalam waktu 30 hari.

2.5 Contract Term

2.5.1 Veeam Replication services have a minimum contract term of 1 month.

2.5 Ketentuan Kontrak

2.5.1 Layanan Veeam Replication memiliki syarat kontrak minimum selama 1 bulan.

2.6 Billing

2.6.1 Your service will be automatically renewed on an ongoing monthly basis.

2.6 Penagihan

2.6.1 Layanan anda secara otomatis akan diperpanjang setiap bulan.

2.6.2 The billing frequency may be monthly, quarterly or annual.

2.6.2 Frekuensi penagihan bisa dalam per bulan, per kuartal atau per tahun.

2.6.3 All Services are paid in advance. Adjustments (upgrades, downgrades, additions, and removals) to your service are billed in arrears.

2.6.3 Pembayaran pada layanan diwajibkan pada awal layanan dimulai. Perubahan meliputi (*Upgrades*, *Downgrades*, Penambahan, Penghapusan) pada layanan anda akan tertera pada tagihan berikutnya.

2.7 Payment

Payment for the Service is required in advance. You may choose to pay for the Service monthly, quarterly or yearly.

2.7 Pembayaran

Pembayaran pada Layanan diwajibkan untuk dilakukan pada awal Layanan dimulai. Anda bisa

2.8 Service Level Target

99.9%

2.9 Service Level Rebates

We provide no guarantees of availability of this service however this service is eligible for service rebates as per the General Terms and Conditions

memilih untuk metode pembayaran per bulan, per kuartal atau per tahun.

2.8 Target Service Level

99.9%

2.9 Restitusi

Kami tidak menjamin ketersediaan layanan ini namun layanan ini memenuhi syarat untuk restitusi layanan sesuai dengan Persyaratan dan Ketentuan Umum.

Service Disruption	Service Rebate
Less than 120 minutes unavailable per calendar month.	No Rebate Available
More than 120 minutes but less than 240 minutes during a calendar month.	20% of the Monthly Service Charge
More than 240 minutes but less than 480 minutes during a calendar month.	30% of the Monthly Service Charge
More than 480 minutes but less than 960 minutes during a calendar month.	50% of the Monthly Service Charge
More than 960 minutes in a calendar month	100% of the Monthly Service Charge

Gangguan Layanan	Restitusi
Kurang dari 120 menit tidak tersedia per satu bulan kalender	Tidak ada restitusi
Lebih dari 120 menit dan kurang dari 240 menit per satu bulan kalender	20% dari biaya layanan bulanan
Lebih dari 240 menit dan kurang dari 480 menit per satu bulan kalender	30% dari biaya layanan bulanan
Lebih dari 480 menit dan kurang dari 960 menit per satu bulan kalender	50% dari biaya layanan bulanan
Lebih dari 960 menit pada satu bulan calendar	100% dari biaya layanan bulanan

These rebates apply to Veeam Replication services only. For example, Ethernet services have separate service levels.

Restitusi ini hanya berlaku untuk layanan Veeam Replication. Misalnya, layanan *Ethernet* memiliki tingkat layanan yang terpisah.