

Annex A

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Cloud service provider disclosure

The form is to be completed for each cloud service provided. For questions not applicable or not disclosed, the public Cloud Service Provider shall indicate accordingly with remarks

Cloud Service Provider Contact Information

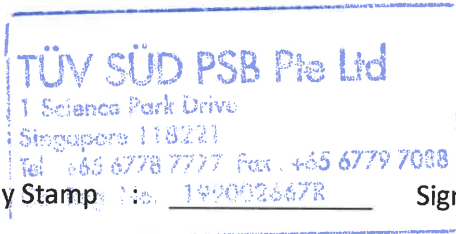
Company name : Reachfield IT Solutions Pte Ltd
Primary address : 3791 Jalan Bukit Merah
#10-20 E-Centre@Redhill
Singapore 159471
Web address : http://www.reachfield-it.com
Contact name : Winson Wee Hock Soon
Contact number : +65 6324 3320
MTCS certificate number : MTCS-2016-0005



Company Stamp : _____ Signature of company representative : _____

Certification Body Contact Information

Company name : TÜV SÜD PSB
Primary address : No. 1 Science Park Drive
Singapore 118221



Company Stamp : _____ Signature of company representative : _____

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Cloud Service Provider Background			
<p>Overview of service offering:</p> <p><u>Video Management Service Platform provides an enriching digital environment delivering multimedia capabilities adaptively on the internet cloud</u></p> <p>Service model:</p> <p><input checked="" type="checkbox"/> Virtual machine instances owned by the user</p> <p><input type="checkbox"/> Network facilities</p> <p><input checked="" type="checkbox"/> Compliance with applicable standards</p> <p>Deployment model:</p> <p><input type="checkbox"/> Private cloud</p> <p><input type="checkbox"/> Community cloud</p> <p><input type="checkbox"/> Hybrid cloud</p> <p><input checked="" type="checkbox"/> Public cloud</p> <p>Tier:</p> <p><input checked="" type="checkbox"/> Level 1</p> <p><input type="checkbox"/> Level 2</p> <p><input type="checkbox"/> Level 3</p>			
No.	Criteria	Description	Remarks
Legal and Compliance			
1.	Right to audit	<p>The user has the right to audit:</p> <p><input checked="" type="checkbox"/> Virtual machine instances owned by the user</p> <p><input type="checkbox"/> Network facilities</p> <p><input checked="" type="checkbox"/> Compliance with applicable standard</p> <p><input checked="" type="checkbox"/> Technical controls</p> <p><input checked="" type="checkbox"/> Policies and governance</p> <p><input type="checkbox"/> Data centre facilities</p> <p><input type="checkbox"/> Others: _____</p> <p><input type="checkbox"/> None</p> <p>Regulators recognized by Singapore law have the right to audit:</p> <p><input checked="" type="checkbox"/> Virtual machine instances owned by the user</p> <p><input type="checkbox"/> Network facilities</p>	<p><u>Provision for Software as a Service via public cloud offer by StarHub Argonar</u></p>

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		<input checked="" type="checkbox"/> Compliance with applicable standard <input checked="" type="checkbox"/> Technical controls <input checked="" type="checkbox"/> Policies and governance <input type="checkbox"/> Data centre facilities <input type="checkbox"/> Others: _____ <input type="checkbox"/> None Audit / assessment reports that can be made available on request: <input checked="" type="checkbox"/> Penetration test <input checked="" type="checkbox"/> Threat and vulnerability risk assessment <input checked="" type="checkbox"/> Vulnerability scan <input type="checkbox"/> Audit reports (e.g. Statement on Standards for Attestation engagement (SSAE) No. 16, Reporting on Controls at a Service Organisation)	
2.	Compliance	The following guidelines / standards / regulations are adhered to: <input checked="" type="checkbox"/> Singapore Personal Data Protection Act <input type="checkbox"/> ISO/IEC 27001 <input type="checkbox"/> ISO 9000 <input type="checkbox"/> ISO/IEC 20000 <input type="checkbox"/> CSA Open Certification Framework <input type="checkbox"/> PCI-DSS <input checked="" type="checkbox"/> Others: <u>Workplace Safety and Health Act</u>	_____
3.	Data ownership	All data on the cloud service is owned by the cloud user except for: <u>Application Source Code</u> The cloud User retains the ownership on the derived data or attributes of cloud usage except for the following: <input type="checkbox"/> Advertising or marketing <input type="checkbox"/> Statistics analysis on usage <input type="checkbox"/> Others: _____	<u>All data will be owned by user</u>
4.	Data retention	Data deleted by the user is retained as follow	_____

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		<p> <input type="checkbox"/> Minimum data retention period is ____ <input checked="" type="checkbox"/> Maximum data retention period is <u>1 year</u> <input type="checkbox"/> Deleted immediately Log data is retained for a period of: <input type="checkbox"/> Minimum data retention period as follows ____ <input checked="" type="checkbox"/> Maximum data retention period is <u>1 year</u> <input type="checkbox"/> Not retained User data is retained for a period of: <input type="checkbox"/> Minimum data retention period is ____ <input checked="" type="checkbox"/> Maximum data retention period is <u>1 year</u> <input type="checkbox"/> Not retained The following types of data are available for download by the cloud user: <input checked="" type="checkbox"/> Log data <input type="checkbox"/> Others ____ </p>	
5.	Data sovereignty	<p>The primary data locations are:</p> <p> <input checked="" type="checkbox"/> Singapore <input type="checkbox"/> Asia Pacific ____ <input type="checkbox"/> Europe ____ <input type="checkbox"/> United States <input type="checkbox"/> Others: ____ </p> <p>The backup data locations are:</p> <p> <input checked="" type="checkbox"/> Singapore <input type="checkbox"/> Asia Pacific ____ <input type="checkbox"/> Europe ____ <input type="checkbox"/> United States <input type="checkbox"/> Others: ____ </p> <p>No. of countries in which data centres are operated: <u>0</u></p> <p>The user's data stored in the cloud environment will never leave the locations specified in item 5:</p> <p> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> Yes, except as required by law <input type="checkbox"/> Yes, except as noted: ____ </p>	<p><u>Starhub is our cloud hosting provider.</u></p>

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		<input type="checkbox"/> No User's consent is required prior to transferring data to a location not specified in item 5 or a third party: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> Yes, except as required by law <input type="checkbox"/> Yes, except as noted: _____ <input type="checkbox"/> No <i>Note: Cloud users are responsible for determining the impact of data protection and data sovereignty laws on the location where data is stored. In addition, users should understand the risk associated with relevant laws that may allow for law enforcement or other government access to data in-transit or .storage with Cloud Service Providers.</i>	
6.	Non-disclosure	<input checked="" type="checkbox"/> Non-disclosure agreement template can be provided by Cloud Service Provider <input checked="" type="checkbox"/> Cloud Service Provider may user customer's NDA (pending legal review)	_____
Provider Performance			
7.	Availability	The committed network uptime is: <input checked="" type="checkbox"/> <u>99</u> % <input type="checkbox"/> Varies according to price plan The committed system uptime is: <input checked="" type="checkbox"/> <u>99</u> % <input type="checkbox"/> Varies according to price plan The cloud environment has the following single points of failure: <input type="checkbox"/> _____ <input checked="" type="checkbox"/> none	_____
8.	BCP / DR	<input checked="" type="checkbox"/> Disaster recovery protection <input type="checkbox"/> Backup and restore service <input checked="" type="checkbox"/> User selectable backup plans <input type="checkbox"/> Escrow arrangements <input type="checkbox"/> RPO _____	<u>Starhub is our cloud hosting provider.</u>

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		<input type="checkbox"/> RTO _____ <input type="checkbox"/> Others, please specify: _____	
9.	Liability	<p>The following terms are available for the users on failure of the provider to meet the service commitment:</p> <input type="checkbox"/> Network failure Liability: _____ <input type="checkbox"/> Infrastructure failure Liability: _____ <input type="checkbox"/> Virtual machine instance failure Liability: _____ <input type="checkbox"/> Migrations Liability: _____ <input type="checkbox"/> Unscheduled downtime Liability: _____ <input type="checkbox"/> Database failure Liability: _____ <input type="checkbox"/> Monitoring failure Liability: _____	<p><u>Not specified by customer in this service here. We will ensure the maximum up time accordingly to the 99% uptime as provision by StarHub Argonar.</u></p>
Service Support			
10.	Change management	<p>The Cloud Service Provider has established the following for changes, migrations, downtime, and other potential interruptions to cloud services:</p> <input checked="" type="checkbox"/> Communication plan and procedures for proactive notification <input type="checkbox"/> Assistance in migration to new services when legacy solutions are discontinued <input type="checkbox"/> Ability to remain on old versions for a defined time period <input type="checkbox"/> Ability to choose timing of impact	_____
11.	Self-service provisioning and management portal	<p>Provide self-service provisioning and management portal for users to manage cloud services:</p> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	_____

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		<p>If yes, describe the functions of the self-service provisioning and management portal provided:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Allow role-based access control (RBAC) <input type="checkbox"/> Manage resource pools (e.g. VMs, storage, and network) and service templates <input type="checkbox"/> Track and manage the lifecycle of each service <input type="checkbox"/> Track consumption of services <input type="checkbox"/> Others: _____ 	
12	Incident and problem management	<p>Delivery mode of support:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Access via email <input type="checkbox"/> Access via portal <input checked="" type="checkbox"/> Access via phone support <input type="checkbox"/> Direct access to support engineers <p>Availability of support:</p> <ul style="list-style-type: none"> <input type="checkbox"/> 24 x 7 <input checked="" type="checkbox"/> During office hours support, please specify the hours of operations: <u>9am to 6pm</u> <input type="checkbox"/> After office hours support, please specify the hours of operations: _____ <input type="checkbox"/> Service response time: _____ <p>The following are available to users upon request:</p> <ul style="list-style-type: none"> <input type="checkbox"/> 24 x 7 <input type="checkbox"/> Permanent access to audit records of customer instances <input checked="" type="checkbox"/> Incident management assistance <p>Incident response time: <u>4 hrs</u></p> <p>Mean time to repair on detection of faults: <u>8 hrs</u></p>	_____
13.	Billing	<p>The following billing modes are available (please elaborate granularity of charges and measurement):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Pay per usage _____ (up to per min/hour/day/month for compute/storage for IaaS/PaaS, and per user per hour/day/month/year for SaaS) <input type="checkbox"/> Fixed pricing _____ (up to yearly/monthly/daily) <input checked="" type="checkbox"/> Other pricing model <u>Customisation</u> 	<u>Based on customer needs and quotation</u>

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		<input type="checkbox"/> Not disclosed <input type="checkbox"/> Available billing history: _____ Months	
14.	Data portability	Importable VM formats: _____ Downloadable formats: _____ Supported operating systems: <u>Windows OS</u> Language versions of support operating systems: _____ Supported database formats: _____ API: <input checked="" type="checkbox"/> Common <input type="checkbox"/> Customised Upon service termination, data is available through: <input type="checkbox"/> Physical media <input type="checkbox"/> Standard methods as described above <input checked="" type="checkbox"/> Other methods <u>As requested by the customer</u>	_____
15.	Access	Type of access to the service is through: <input checked="" type="checkbox"/> Public access <input type="checkbox"/> Private access (e.g. VPN, dedicated link) <input type="checkbox"/> IPv6 access is supported <input type="checkbox"/> Other access methods _____ Public access speed (shared bandwidth) in Mbps: <u>50</u>	_____
16.	User management	<input type="checkbox"/> Identity management <input checked="" type="checkbox"/> Role based access control <input type="checkbox"/> Federated access model <input type="checkbox"/> Integration with Identity management solutions <input type="checkbox"/> Other _____	_____
17.	Lifecycle	The cloud user may select the following for service upgrades and changes: <input type="checkbox"/> Automatic provisioning <input checked="" type="checkbox"/> User customisable provisioning	_____
Security Configurations			

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18.	Security configuration enforcement checks	<p>Security configuration enforcement checks are performed:</p> <p><input checked="" type="checkbox"/> Manually</p> <p><input type="checkbox"/> Using automated tools</p> <p>How often are enforcement checks being performed to ensure all security configurations are applied?</p> <p>_____</p>	_____
19.	Multi-tenancy	<p><input type="checkbox"/> Distinct physical hosts</p> <p><input type="checkbox"/> Distinct physical network infrastructure</p> <p><input type="checkbox"/> Virtual instance grouping</p> <p><input type="checkbox"/> Using automated tools</p>	<u>Starhub is our cloud hosting provider.</u>
Service Elasticity			
20.	Capacity elasticity	<p>The following capacity elasticity options are available:</p> <p><input type="checkbox"/> Programmatic interface to scale up or down</p> <p><input type="checkbox"/> Mean time to start and end new virtual instances _____</p> <p><input type="checkbox"/> Alerts to be sent for unusual high usage</p> <p><input type="checkbox"/> Minimum performance during peak periods _____</p> <p><input type="checkbox"/> Minimum duration to scale p computing resources _____</p> <p><input type="checkbox"/> Minimum additional capacity guaranteed per account _____ (number of cores of GB memory)</p>	<u>Starhub is our cloud hosting provider.</u>
21.	Network resiliency and elasticity	<p>The following network resiliency and elasticity options are available:</p> <p><input type="checkbox"/> Redundant internet connectivity links</p> <p><input type="checkbox"/> Redundant Internal Connectivity</p> <p><input type="checkbox"/> Selectable bandwidth up to _____ Mbps</p> <p><input type="checkbox"/> Maximus usable IPs _____</p> <p><input type="checkbox"/> Load balancing ports _____</p> <p><input type="checkbox"/> Load balancing protocols _____</p> <p><input type="checkbox"/> Anti-DDOS protection systems or services</p> <p><input type="checkbox"/> Defence-in-depth mechanisms, please specify:</p> <p>_____</p>	<u>Starhub is our cloud hosting provider.</u>

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		<input type="checkbox"/> Network traffic isolation, please specify: _____ <input type="checkbox"/> Shared or dedicated bandwidth, please specify: _____ <input type="checkbox"/> QoS traffic control services <input type="checkbox"/> Alerts to be sent for unusual high usage <input type="checkbox"/> Minimum performance during peak periods _____ <input type="checkbox"/> Minimum period to scale up network throughput _____	
22.	Storage redundancy and elasticity	<p>The following storage redundancy and elasticity options are available</p> <input type="checkbox"/> Redundant storage connectivity links within each data centre <input type="checkbox"/> Redundant storage connectivity links between data centres belonging to the same cloud <input type="checkbox"/> Storage traffic isolation, please specify: _____ <input type="checkbox"/> Shared or dedicated storage network bandwidth, please specify: _____ <input type="checkbox"/> Quality of service storage traffic control services <input type="checkbox"/> Maximum storage capacity for entire cloud, please specify: _____ <input type="checkbox"/> Maximum storage capacity for single user, please specify: _____ <input type="checkbox"/> Maximum expandable storage, please specify: _____ Alerts to be sent for unusual high usage <input type="checkbox"/> Minimum storage I/O performance during peak periods _____ <input type="checkbox"/> Minimum period to scale up storage I/O throughput _____	<p><u>Starhub is our cloud hosting provider.</u></p>