

## Cloud Service Provider Disclosure (SS 584:2020 MTCS)

The form is to be completed for each cloud service provided. For questions not applicable or not disclosed, indicate accordingly in the remarks.

Date of disclosure: Nov 25, 2022

Applicable cloud service(s): IaaS, PaaS, SaaS

### Cloud Service Provider Contact Information

Company name: Aceville Pte. Ltd

Primary address: 30 RAFFLES PLACE, #12-01,  
OXLEY @ RAFFLES, SINGAPORE,  
048622.

Web address: <https://www.tencentcloud.com>

Contact name: Thien Woon Ming

Contact number: For and on behalf of Contact email: [thien@tencent.com](mailto:thien@tencent.com)

ACEVILLE PTE. LTD.

MTCS certificate number: \_\_\_\_\_

Company stamp: \_\_\_\_\_ Company representative signature: \_\_\_\_\_

*authorised signature*

### Certification Body Contact Information

Company name: DNV Business Assurance Singapore Pte. Ltd.

Web address: <https://www.dnv.com/>

Contact name: Li Ke

Contact number: 91151137 Contact email: [ke.li@dnv.com](mailto:ke.li@dnv.com)

Company stamp: \_\_\_\_\_ Lead auditor signature: \_\_\_\_\_



### Cloud Service Provider Background

Overview of service offering:

Tencent Cloud is a secure, reliable, and high-performance cloud service with a vast ecosystem of cloud resources that can offer users a high-quality, versatile, and user-friendly cloud service platform. Tencent Cloud offers an extensive suite of products and services, such as artificial intelligence, big data analytics, security, location-based services, and customised solutions, for our cloud service customers (CSCs) to digitally transform their business.

*For and on behalf of*  
ACEVILLE PTE. LTD.

Service model:

- Virtual machine instances owned by the cloud service customer
- Network facilities
- Compliance with applicable standards

Deployment model:

- Private cloud
- Community cloud
- Hybrid cloud
- Public cloud

Tier:

- Level 1
- Level 2
- Level 3

No.	Criteria	Description	Remarks
Legal and Compliance			
1.	Right to audit	<p>The cloud service customer has the right to audit:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Virtual machine instances owned by the cloud service customer</li> <li><input type="checkbox"/> Network facilities</li> <li><input type="checkbox"/> Compliance with applicable standards</li> <li><input type="checkbox"/> Technical controls</li> <li><input type="checkbox"/> Policies and governance</li> <li><input type="checkbox"/> Data centre facilities</li> <li><input checked="" type="checkbox"/> Others <u>Dependent on terms and conditions in CSC's service contract</u></li> </ul> <p><input type="checkbox"/> None</p> <p>Regulators recognised by Singapore law have the right to audit:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Virtual machine instances owned by the cloud service customer</li> <li><input type="checkbox"/> Network facilities</li> <li><input type="checkbox"/> Compliance with applicable standards</li> <li><input type="checkbox"/> Technical controls</li> <li><input type="checkbox"/> Policies and governance</li> <li><input type="checkbox"/> Data centre facilities</li> <li><input type="checkbox"/> Others _____</li> </ul>	<p>CSCs may audit and conduct security assessments on the code, data, applications, and components that are deployed on Tencent Cloud, except on the infrastructure, platform, products and/or services of Tencent Cloud, including but not limited to servers, database systems and underlying applications, etc. CSCs are to refer to the "Customer Security Assessment Policy and Guidelines" and "Acceptable Use Policy" prior to any form of security assessments and/or audits.</p> <p>Customer Security Assessment Policy and Guidelines:  <a href="https://www.tencentcloud.com/document/product/301/41938">https://www.tencentcloud.com/document/product/301/41938</a></p> <p>Acceptable Use Policy:  <a href="https://www.tencentcloud.com/document/product/301/9245">https://www.tencentcloud.com/document/product/301/9245</a></p> <p>Tencent Cloud is committed to providing secure, reliable, and trustworthy cloud services for our CSCs and undergoes international, regional and industry-specific attestation and certification by</p>

		<input checked="" type="checkbox"/> None  Audit / assessment reports that can be made available on request: <input type="checkbox"/> Penetration test <input type="checkbox"/> Threat and vulnerability risk assessment <input type="checkbox"/> Vulnerability scan <input checked="" type="checkbox"/> Audit reports (e.g. Statement on Standards for Attestation Engagements (SSAE) No. 16, Reporting on Controls at a Service Organisation)	third-party assessing and accrediting agencies every year. CSCs can refer to Tencent Cloud Compliance Center for the full list of attestation and certifications. <a href="https://www.tencentcloud.com/services/compliance">https://www.tencentcloud.com/services/compliance</a>  CSCs of Tencent Cloud may request a copy of the service organization controls (SOC) report, subject to terms and conditions.
2.	Compliance	The following guidelines / standards / regulations are adhered to: <input checked="" type="checkbox"/> Singapore Personal Data Protection Act <input checked="" type="checkbox"/> ISO/IEC 27001 <input checked="" type="checkbox"/> ISO 9000 <input checked="" type="checkbox"/> ISO/IEC 20000 <input type="checkbox"/> CSA Open Certification Framework <input checked="" type="checkbox"/> PCI-DSS <input checked="" type="checkbox"/> Others _____	CSCs can refer to Tencent Cloud's Compliance Centre for the complete list of Tencent Cloud's attestation reports and certifications: <a href="https://www.tencentcloud.com/services/compliance?lang=en&amp;pg=">https://www.tencentcloud.com/services/compliance?lang=en&amp;pg=</a>
Data Control			
3.	Data ownership	All data on the cloud service is owned by the cloud service customer except for: <u>Content which the Customer did not upload into or create when using the cloud services.</u>  The cloud service customer 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 checked="" type="checkbox"/> Others <u>See remarks</u>	Ownership of User Data is governed under Tencent Cloud's Terms of Service. <a href="https://www.tencentcloud.com/zh/document/product/301/9248">https://www.tencentcloud.com/zh/document/product/301/9248</a>  The current version states that our customer owns "User Data" used in relation to our services, "User Data" is defined in the Terms of Service as any data, information, media or other content submitted by or on behalf of the CSC or the End Users to the Services, including but not limited to any Personal Data, but excluding any data provided to Tencent or its Affiliates as part of CSC's general Account.  For more information about data ownership, please refer to our Privacy Policy:

			<a href="https://www.tencentcloud.com/document/product/301/17345">https://www.tencentcloud.com/document/product/301/17345</a>
4.	Data retention	<p>Data deleted by the cloud service customer is retained as follows:</p> <p><input type="checkbox"/> Minimum data retention period is: _____</p> <p><input type="checkbox"/> Maximum data retention period is: _____</p> <p><input type="checkbox"/> Deleted immediately</p> <p>Log data is retained for a period of:</p> <p><input type="checkbox"/> Minimum data retention period is: _____</p> <p><input type="checkbox"/> Maximum data retention period is: _____</p> <p><input type="checkbox"/> Not retained</p> <p>Cloud service customer data is retained for a period of:</p> <p><input type="checkbox"/> Minimum data retention period is: _____</p> <p><input type="checkbox"/> Maximum data retention period is: _____</p> <p><input type="checkbox"/> Not retained</p> <p>The following types of data are available for download by the cloud service customer:</p> <p><input checked="" type="checkbox"/> Log data</p> <p><input checked="" type="checkbox"/> Others <u>See remarks</u></p>	<p>Please refer to the online Tencent Cloud Privacy Policy (<a href="https://www.tencentcloud.com/document/product/301/17345">https://www.tencentcloud.com/document/product/301/17345</a>) and Data Processing and Security Agreement (“DPSA”) (<a href="https://www.tencentcloud.com/document/product/301/17347">https://www.tencentcloud.com/document/product/301/17347</a>), these set out the general retention policy, along with the specific retention periods for different data categories and also different products. The Product-specific data retention periods are stated in TCI Feature Modules of the Privacy Policy and DPSA.</p> <p>Tencent Cloud’s CloudAudit provides CSCs with the capability to continuously monitor and log all user-related activities performed through Tencent Cloud Console, APIs, command line tools and other Tencent Cloud services. For access, download and backup of logs, CSCs can refer to the link below.</p> <p>CloudAudit: <a href="https://www.tencentcloud.com/products/cloudaudit">https://www.tencentcloud.com/products/cloudaudit</a></p>
5.	Data sovereignty	<p>The primary data locations are:</p> <p><input type="checkbox"/> Singapore</p> <p><input type="checkbox"/> Asia Pacific _____</p> <p><input type="checkbox"/> Europe _____</p> <p><input type="checkbox"/> United States</p> <p><input checked="" type="checkbox"/> Others <u>See remarks</u></p> <p>The backup data locations are:</p> <p><input type="checkbox"/> Singapore</p> <p><input type="checkbox"/> Asia Pacific _____</p> <p><input type="checkbox"/> Europe _____</p> <p><input type="checkbox"/> United States</p>	<p>For more information on Tencent Cloud’s global infrastructure, please refer to: <a href="https://www.tencentcloud.com/global-infrastructure">https://www.tencentcloud.com/global-infrastructure</a>.</p> <p>The primary data location and backup data location depend on the regions and availability zones selected by CSCs (for applicable products/services) to host their data and services. CSCs can refer to Tencent Cloud’s “Terms of Service” and “Privacy Policy” for more details.</p> <p>Terms of Service: <a href="https://www.tencentcloud.com/document/product/301/9248">https://www.tencentcloud.com/document/product/301/9248</a></p> <p>Privacy Policy:</p>

		<input checked="" type="checkbox"/> Others <u>See remarks</u> No. of countries in which data centres are operated: <u>See remarks</u>  The cloud service customer's data stored in the cloud environment will never leave the locations specified in item 5: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> Yes, except as required by law <input type="checkbox"/> Yes, except as noted: _____ <input type="checkbox"/> No Cloud service customer's consent is required prior to transferring data to a location not specified in item 5 or a third party: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> Yes, except as required by law <input type="checkbox"/> Yes, except as noted: _____ <input type="checkbox"/> No <i>Note: Cloud service customers are responsible for determining the impact of data protection and data sovereignty laws on the locations where data is stored. In addition, cloud service customers should understand the risks 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>	<a href="https://www.tencentcloud.com/document/product/301/17345">https://www.tencentcloud.com/document/product/301/17345</a>
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 use customer's NDA (pending legal review)	
Provider Performance			
7.	Availability	The committed network uptime is: <input type="checkbox"/> _____% <input checked="" type="checkbox"/> Varies according to price plan The committed system uptime is: <input type="checkbox"/> _____% <input checked="" 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	For information on general service level agreements, please refer to: <a href="https://www.tencentcloud.com/document/product/301/12905">https://www.tencentcloud.com/document/product/301/12905</a> .  For product- and service-specific service level agreements, please refer to: <a href="https://www.tencentcloud.com/document/product/301/12844">https://www.tencentcloud.com/document/product/301/12844</a> .

8.	3rd party dependency	Highlight areas of critical dependency for service delivery: _____	
9.	BCP / DR	<input checked="" type="checkbox"/> Disaster recovery protection <input checked="" type="checkbox"/> Backup and restore service <input checked="" type="checkbox"/> Cloud service customer selectable backup plans <input type="checkbox"/> Escrow arrangements <input type="checkbox"/> No BCP / DR is available <input checked="" type="checkbox"/> RPO <u>Depends on CSC</u> <input checked="" type="checkbox"/> RTO <u>Depends on CSC.</u> <input type="checkbox"/> Others, please specify: _____ _____	<p>Tencent Cloud offers <b>high availability for most of the products and services through multi-AZ</b>. In addition, CSCs can utilise the low-latency, high availability and secure <b>storage services</b> offered by Tencent Cloud for <b>their backup and recovery requirements</b>.</p> <p>To commensurate with CSCs data retention and business continuity/ disaster recovery needs, they can also choose appropriate products from Tencent Cloud and configure their backup plans. For more information on Tencent Cloud's Service Level Agreement:  <a href="https://www.tencentcloud.com/document/product/301/12844">https://www.tencentcloud.com/document/product/301/12844</a></p> <p>Tencent Cloud has a comprehensive internal business continuity and disaster recovery (BCDR) management system.  <a href="https://www.tencentcloud.com/document/product/363/2915">https://www.tencentcloud.com/document/product/363/2915</a></p>
10.	Liability	<p>The following terms are available for the cloud service customers on failure of the provider to meet the service commitment:</p> <input checked="" type="checkbox"/> Network failure Liability: <u>See remarks</u> <input checked="" type="checkbox"/> Infrastructure failure Liability: <u>See remarks</u> <input checked="" type="checkbox"/> Virtual machine instance failure Liability: <u>See remarks</u> <input type="checkbox"/> Migrations Liability: _____ <input checked="" type="checkbox"/> Unscheduled downtime Liability: <u>See remarks</u> <input checked="" type="checkbox"/> Database failure Liability: <u>See remarks</u> <input type="checkbox"/> Monitoring failure Liability: _____	<p>For Tencent Cloud's Service Level Agreements (SLA), please refer to:  <a href="https://www.tencentcloud.com/document/product/301/12844">https://www.tencentcloud.com/document/product/301/12844</a></p>
11.	Shared responsibility	<input checked="" type="checkbox"/> Communication of shared roles & responsibilities for which CSC needs to implement and manage for use of this cloud service	<p>Refer to <b>Tencent Cloud's Security Responsibility Sharing Model</b> in Tencent Cloud Security Whitepaper:  <a href="https://main.qcloudimg.com/raw/ea7766">https://main.qcloudimg.com/raw/ea7766</a></p>



		URL (or attach file): <u>See remarks</u>	<a href="#">1307adc3825990e159d851d406.pdf</a>
<b>Service Support</b>			
12.	Change management	<p>The Cloud Service Provider has established the following for changes, migrations, downtime, and other potential interruptions to cloud services:</p> <p><input checked="" type="checkbox"/> Communication plan and procedures for proactive notification</p> <p><input type="checkbox"/> Assistance in migration to new services when legacy solutions are discontinued</p> <p><input type="checkbox"/> Ability to remain on old versions for a defined time period</p> <p><input type="checkbox"/> Ability to choose timing of impact</p>	<p><b>Communication Plan &amp; Procedures</b></p> <p>Tencent Cloud leverages multiple communication channels, such as email, management console, etc. to inform customers of the changes in advance. See details in <a href="https://www.tencentcloud.com/document/product/301/9248">https://www.tencentcloud.com/document/product/301/9248</a>.</p>
13.	Self-service provisioning and management portal	<p>Provide self-service provisioning and management portal for cloud service customers to manage cloud services:</p> <p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>If yes, describe the functions of the self-service provisioning and management portal provided:</p> <p><input checked="" type="checkbox"/> Allow role-based access control (RBAC)</p> <p><input checked="" type="checkbox"/> Manage resource pools (e.g. VMs, storage, and network) and service templates</p> <p><input checked="" type="checkbox"/> Track and manage the lifecycle of each service</p> <p><input checked="" type="checkbox"/> Track consumption of services</p> <p><input checked="" type="checkbox"/> Health monitoring</p> <p><input type="checkbox"/> Others:</p>	<p>Refer to Tencent Cloud's self-service provisioning and management portal: <a href="https://console.tencentcloud.com/">https://console.tencentcloud.com/</a></p>
14.	Incident and problem management	<p>Delivery mode of support:</p> <p><input checked="" type="checkbox"/> Access via email</p> <p><input checked="" type="checkbox"/> Access via portal</p> <p><input checked="" type="checkbox"/> Access via phone support</p> <p><input checked="" type="checkbox"/> Direct access to support engineers</p> <p>Availability of support:</p> <p><input checked="" type="checkbox"/> 24 x 7</p> <p><input type="checkbox"/> During office hours support, please specify the hours of operations: _____</p> <p><input type="checkbox"/> After office hours support, please specify the hours of operations: _____</p> <p>Service response time: <u>See remarks</u></p> <p>Notification time of cloud service outage incident: <u>See remarks</u></p> <p>Communication channel used for notification of cloud service outage incident: <u>See remarks</u></p> <p>The following are available to cloud service customers upon request:</p> <p><input type="checkbox"/> Permanent access to audit records of customer instances</p>	<p>Tencent Cloud provides a wide range of products and services, including our tiered support plans to support customers' business and operational requirements. For more information, such as service response time, communication channel, for each of the support plans, please refer to: <a href="https://www.tencentcloud.com/support">https://www.tencentcloud.com/support</a></p> <p>In the event of service outages, Tencent Cloud will keep our customers informed via multiple channels to ensure effective communication and dissemination of information.</p>

		<input checked="" type="checkbox"/> Incident management assistance Incident response time: _____ Mean time to repair on detection of faults: _____	
15.	Billing	The following billing modes are available (please elaborate granularity of charges and measurement): <input checked="" type="checkbox"/> Pay per usage <u>See remarks</u> (up to per min/hour/day/month for compute/storage for IaaS/PaaS, and per cloud service customer per hour/day/month/year for SaaS) <input checked="" type="checkbox"/> Fixed pricing <u>See Remarks</u> (up to yearly/monthly/daily) <input checked="" type="checkbox"/> Other pricing model <u>See Remarks</u> <input type="checkbox"/> Not disclosed Available billing history: <u>12</u> months	Please refer to the following link for billing information: <a href="https://www.tencentcloud.com/pricing">https://www.tencentcloud.com/pricing</a>  <b>Bill Management</b> Customers can access and download their billing history for up to 12 months from “ <b>Management Console</b> ” → “ <b>Billing Center</b> ”. <a href="https://console.tencentcloud.com/expense/bill/downloadCenter">https://console.tencentcloud.com/expense/bill/downloadCenter</a>
16.	Data portability	Importable VM formats: <u>RAW, VHD, QCOW2, VMDK</u> Downloadable formats: JSON/XML/other open formats (to specify) <u>See remarks.</u> Supported operating systems: <u>Windows Server, CentOS, CoreOS, Debian, FreeBSD, OpenSUSE, SUSE, Ubuntu, TencentOS, Kylin, UnionTech, OpenCloudOS</u> Language versions of supported operating systems: _____ Supported database formats: <u>See remarks</u> Policy/guide available: <u>See remarks</u> API: <input checked="" type="checkbox"/> Common: <u>See remarks</u> <input type="checkbox"/> Customised: _____ Upon service termination or prolonged outage, data is available through: <input type="checkbox"/> Physical media <input checked="" type="checkbox"/> Standard methods as described above <input type="checkbox"/> Other methods _____ _____	<b>Downloadable Formats</b> Customers can use various tools to export a CVM image according to their requirements. For Windows images, please refer to: <a href="https://www.tencentcloud.com/document/product/213/17815">https://www.tencentcloud.com/document/product/213/17815</a> For Linux images, please refer to: <a href="https://www.tencentcloud.com/document/product/213/17814">https://www.tencentcloud.com/document/product/213/17814</a> Tencent Cloud also allows customers to export their disk images to their COS buckets. For more information, refer to: <a href="https://www.tencentcloud.com/document/product/213/46841">https://www.tencentcloud.com/document/product/213/46841</a>  <b>Database Formats</b> Supported database formats include MySQL, MariaDB, PostgreSQL, SQL Server, MongoDB, Redis, Tendis, TcaplusDB and CTSDB. For the latest list of supported database formats, please refer to the following link and each product's respective webpage: <a href="https://www.tencentcloud.com/document/product">https://www.tencentcloud.com/document/product</a>  <b>Data Processing and Security Agreement:</b> <a href="https://www.tencentcloud.com/document/product/301/17347">https://www.tencentcloud.com/document/product/301/17347</a>  <b>API Documentation:</b> <a href="https://www.tencentcloud.com/document">https://www.tencentcloud.com/document</a>



			<a href="#">/api</a>
17.	Interoperability	<p>Use of industry standards and availability of APIs to support interoperability:</p> <p><input checked="" type="checkbox"/> Transport supported (e.g. REST based HTTPS/MQTT) <u>See remarks</u></p> <p><input checked="" type="checkbox"/> Format supported (e.g. JSON/XML) <u>See remarks</u></p> <p><input checked="" type="checkbox"/> APIs supported <u>See remarks</u></p> <p><input type="checkbox"/> Other methods</p> <p>_____</p> <p>_____</p> <p>Guide available: <u>See remarks</u></p>	<p><b>API Documentation:</b></p> <p><a href="https://www.tencentcloud.com/document/api">https://www.tencentcloud.com/document/api</a></p>
18.	Access	<p>Type of access to the service is through:</p> <p><input checked="" type="checkbox"/> Public access</p> <p><input checked="" type="checkbox"/> Private access (e.g. VPN, dedicated link)</p> <p><input checked="" type="checkbox"/> IPv6 access is supported</p> <p><input type="checkbox"/> Other access methods</p> <p>_____</p> <p>_____</p> <p>Public access speed (shared bandwidth) in Mbps:</p> <p>_____</p>	
19.	User management	<p><input checked="" type="checkbox"/> Identity management</p> <p><input checked="" type="checkbox"/> Role based access control</p> <p><input checked="" type="checkbox"/> Federated access model</p> <p><input checked="" type="checkbox"/> Integration with Identity management solutions</p> <p><input type="checkbox"/> Others _____</p>	<p>For more information, please refer to CAM:</p> <p><a href="https://www.tencentcloud.com/document/product/598">https://www.tencentcloud.com/document/product/598</a></p>
20.	Lifecycle	<p>The cloud service customer may select the following for service upgrades and changes:</p> <p><input checked="" type="checkbox"/> Automatic provisioning</p> <p><input checked="" type="checkbox"/> Cloud service customer customisable provisioning</p>	
<b>Security Configurations</b>			
21.	Security configuration enforcement checks	<p>Security configuration enforcement checks are performed:</p> <p><input type="checkbox"/> Manually</p> <p><input checked="" type="checkbox"/> Using automated tools</p> <p>How often are enforcement checks being performed to ensure all security configurations are applied?</p> <p><u>In real-time.</u></p>	<p>Tencent Cloud has a comprehensive security management program, which comprises of automated tools to perform security configuration checking, vulnerability scanning, piracy monitoring and other threat scenarios.</p>
22.	Multi-tenancy	<p><input checked="" type="checkbox"/> Distinct physical hosts</p> <p><input checked="" type="checkbox"/> Distinct physical network infrastructure</p> <p><input checked="" type="checkbox"/> Virtual instance grouping</p> <p><input checked="" type="checkbox"/> Cloud service customer definable security domains</p>	<p>Tencent Cloud CVM Dedicated Host (CDH) provides customers with exclusive physical server resources, that meet the requirements for resource exclusivity, physical isolation, security and</p>

		<input checked="" type="checkbox"/> Cloud service customer customisable firewall <input checked="" type="checkbox"/> Cloud service customer definable access policies	<p>compliance. For more information, please visit:  <a href="https://www.tencentcloud.com/products/cdh?lang=en&amp;pg=">https://www.tencentcloud.com/products/cdh?lang=en&amp;pg=</a></p> <p>CSCs can also leverage Tencent Cloud's VPC to logically isolate network space to enhance their security and meet the needs in different use cases. For more information, please visit:  <a href="https://www.tencentcloud.com/products/vpc">https://www.tencentcloud.com/products/vpc</a></p>
23.	Hybrid cloud provision	<p>Ability to monitor, track, apply and enforce CSC's security &amp; privacy policies on its cloud workloads:</p> <input checked="" type="checkbox"/> Data protection and encryption key mgmt. enforcement geolocation-based/resource pools and secure migration of cloud workloads <input checked="" type="checkbox"/> Key mgmt. and keystore controlled by CSC <input checked="" type="checkbox"/> Persistent data flow segmentation before and after geolocation based/ resource pools secure migration <input type="checkbox"/> Compliance enforcement for regulated workloads between on premises private and hybrid/public cloud <input type="checkbox"/> Others _____	<p>Tencent Cloud provides Key Management Service (KMS) as the security management solution that lets customers to easily create and manage keys and protect their confidentiality, integrity, and availability. Please see details in:  <a href="https://www.tencentcloud.com/products/kms">https://www.tencentcloud.com/products/kms</a></p> <p>Tencent Cloud's CKafka provides full compatibility and easy migration with Apache Kafka, allowing CSCs to migrate their data to the cloud without any changes to their existing data flow segmentation. For more information on the configuration of data segmentation/partitioning, please refer visit:  <a href="https://www.tencentcloud.com/document/product/597">https://www.tencentcloud.com/document/product/597</a></p>
<b>Service Elasticity</b>			
24.	Capacity elasticity	<p>The following capacity elasticity options are available:</p> <input checked="" type="checkbox"/> Programmatic interface to scale up or down <input type="checkbox"/> Mean time to start and end new virtual instances _____ <input checked="" type="checkbox"/> Alerts to be sent for unusual high usage <input type="checkbox"/> Minimum performance during peak periods _____ <input type="checkbox"/> Minimum duration to scale up computing resources _____ <input type="checkbox"/> Minimum additional capacity guaranteed per account _____ (number of cores and GB memory)	<p>Auto Scaling (AS) of Tencent Cloud provides a highly efficient and fault-tolerant management policy for computing resources. Customers can set the time to execute the management policies regularly or create a real-time monitoring policy to manage the number of CVM instances and deploy the environment for the instances, for details please refer to:  <a href="https://www.tencentcloud.com/products/as">https://www.tencentcloud.com/products/as</a></p> <p>In addition, Tencent Cloud's Cloud</p>

			<p>Monitoring (CM) enables customers to monitor cloud resource and set custom trigger rules for monitoring metrics, so it can promptly send alarms via email, SMS, WeChat and other communication channels for unusual situation. Details could be found in:</p> <p><a href="https://www.tencentcloud.com/products/cm">https://www.tencentcloud.com/products/cm</a></p>
25.	Network resiliency and elasticity	<p>The following network resiliency and elasticity options are available:</p> <p><input checked="" type="checkbox"/> Redundant Internet connectivity links</p> <p><input checked="" type="checkbox"/> Redundant Internal connectivity</p> <p><input type="checkbox"/> Selectable bandwidth up to _____ Mbps</p> <p><input type="checkbox"/> Maximum usable IPs _____</p> <p><input checked="" type="checkbox"/> Load balancing ports <u>See remarks</u></p> <p><input checked="" type="checkbox"/> Load balancing protocols <u>See remarks</u></p> <p><input checked="" type="checkbox"/> Anti-DDOS protection systems or services</p> <p><input checked="" type="checkbox"/> Defence-in-depth mechanisms, please specify: <u>See remarks</u></p> <p>_____</p> <p><input checked="" type="checkbox"/> Network traffic isolation, please specify: <u>See remarks</u></p> <p>_____</p> <p><input checked="" type="checkbox"/> Shared or dedicated bandwidth, please specify: <u>See remarks</u></p> <p>_____</p> <p><input checked="" type="checkbox"/> QoS traffic control services</p> <p><input checked="" 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 period to scale up network throughput _____</p>	<p><b><u>Load Balancing</u></b></p> <p>Cloud Load Balancer (CLB) of Tencent Cloud is a service that provides traffic distribution and eliminates single-point of failures. For more information, such as load balancing ports and protocols, please refer to:</p> <p><a href="https://www.tencentcloud.com/products/clb">https://www.tencentcloud.com/products/clb</a></p> <p><b><u>Network Resiliency, Defence-in-depth Mechanism and Network Security Protection</u></b></p> <p>For information on Tencent Cloud's network resiliency, defence-in-depth mechanism and network security products and services, please refer to Tencent Cloud's Security White Paper: <a href="https://main.qcloudimg.com/raw/ea77661307adc3825990e159d851d406.pdf">https://main.qcloudimg.com/raw/ea77661307adc3825990e159d851d406.pdf</a></p> <p><b><u>Network Connectivity</u></b></p> <p>Tencent Cloud offers <a href="#">virtual private clouds (VPCs)</a> that allow customers to implement complete logical isolation by configuring the network environment, route table, and security policies. In addition, Tencent Cloud also offers <a href="#">Direct Connect</a> to CSCs to create dedicated, private connection between their on-premise data centre and Tencent Cloud resources.</p> <p>Cloud Monitor for monitoring of network services:</p> <p><a href="https://www.tencentcloud.com/document/product/248/32802">https://www.tencentcloud.com/document/product/248/32802</a></p>
26.	Storage redundancy and elasticity	<p>The following storage redundancy and elasticity options are available:</p> <p><input checked="" type="checkbox"/> Redundant storage connectivity links within</p>	<p>Tencent Cloud offers COS, CBS, and CFS, each with their features and use cases. CSCs can refer to the following</p>

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signature(s)

	<p>each data centre</p> <p><input checked="" type="checkbox"/> Redundant storage connectivity links between data centres belonging to the same cloud</p> <p><input checked="" type="checkbox"/> Storage traffic isolation, please specify:  <u>See remarks</u></p> <hr/> <p><input checked="" type="checkbox"/> Shared or dedicated storage network bandwidth, please specify:  <u>See remarks</u></p> <p><input checked="" type="checkbox"/> Quality of service storage traffic control services</p> <p><input type="checkbox"/> Maximum storage capacity for entire cloud, please specify:  _____</p> <p><input type="checkbox"/> Maximum storage capacity for single cloud service customer, please specify:  _____</p> <p><input type="checkbox"/> Maximum expandable storage, please specify:  _____</p> <p><input checked="" type="checkbox"/> Alerts to be sent for unusual high usage</p> <p><input type="checkbox"/> Minimum storage I / O performance during peak periods  _____</p> <p><input type="checkbox"/> Minimum period to scale up storage I / O throughput  _____</p>	<p>links for more information on the configuration, usage, SLAs and performance.</p> <p>Cloud Object Storage (COS):  <a href="https://www.tencentcloud.com/document/product/436">https://www.tencentcloud.com/document/product/436</a></p> <p>Cloud Block Storage (CBS):  <a href="https://www.tencentcloud.com/document/product/362">https://www.tencentcloud.com/document/product/362</a></p> <p>Cloud File Storage (CFS):  <a href="https://www.tencentcloud.com/document/product/582">https://www.tencentcloud.com/document/product/582</a></p> <p>For information on storage traffic isolation, shared/dedicated storage network bandwidth options and quality of service for storage service traffic, please refer to Tencent Cloud's Security White Paper:  <a href="https://main.qcloudimg.com/raw/ea77661307adc3825990e159d851d406.pdf">https://main.qcloudimg.com/raw/ea77661307adc3825990e159d851d406.pdf</a></p> <p>Cloud Monitor for monitoring of storage services:  <a href="https://www.tencentcloud.com/document/product/248/32802">https://www.tencentcloud.com/document/product/248/32802</a></p>
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