

Cloud service provider disclosure

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

Cloud Service Provider Contact Information

Company name: CITIC Telecom International CPC (Singapore) Pte. Ltd.

Primary address: 1 Tai Seng Avenue, #06-01, Tai Seng Exchange Tower A, Singapore 536464

Web address: <https://www.citictel-cpc.com>

Contact name: sgoffice@citictel-cpc.com

Contact number: (65) 62206606

MTCS Certification Number: MTCS-2020-0016



Company Chop: _____

Company Representative Signature: _____

Certification Body Contact Information

Company name: TÜV SÜD PSB Pte. Ltd.

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

Contact name: ERICHSEN SOONG

Contact email: erichsen.soong@tuvsud.com



Company Chop: _____

Lead Auditor Signature: _____

Cloud Service Provider Background

Overview of service offering:

We offer high-performance Virtual Private Cloud Service, dedicated Private Cloud Service, Managed Backup, Replication and Recovery Service, Desktop-as-a-Service, Enterprise-Grade Cloud Email & Collaboration Suite, Managed Traffic and Application Balancing Solution, cloud-based Managed Video Conferencing Solution, Managed IT Operation Service and Container Services.

Highlights of SmartCLOUD™ Compute Service:

- A flexible total solution consisting of CPU, memory, storage, network and port, plus optional advanced networking empowered by VMware NSX
- Virtual machines can be customized to almost any size to tailor for unique business needs
- Advanced networking (software-defined) enables fast provisioning, flexible and unified networking to enhance service availability, availability and agility
- Self-service cloud management portal for resource management with 2-factor authentication
- Fully compatible DR solution designed for SmartCLOUD™ Compute
- Interoperable with CITIC Telecom CPC's private network solutions and managed security

services to facilitate the deployment of cloud systems

- SmartCLOUD™ Compute resource pool SLA 99.99%

Highlights of SmartCLOUD™ Backup, Replication and Recovery Service:

- Support Physical/Virtual/SaaS applications backup and disaster recovery scenarios
- 24x7 proactive monitoring, alerting and incident remediation for replication services
- Flexible backup and replication schedules, from monthly to hourly settings
- Data compression and de-duplication optimizes storage space
- Innovative reverse incremental technology accelerates recovery time
- Onsite and offsite disk backup capability
- Backup and replication operations, and technical support assistance are fully supported by our experienced technical operation team
- Secure SSL data transmission via TrueCONNECT™ private network
- Global Server Load Balancing technology ensures absolute business continuity
- Fully customized backup/replication schedule and retention policy

Service model:

- ☒ Virtual machine instances owned by the user
- ☐ 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 user has the right to audit:</p> <ul style="list-style-type: none"><input checked="" type="checkbox"/> Virtual machine instances owned by the user<input type="checkbox"/> Network facilities<input type="checkbox"/> Compliance with applicable standards	

		<input type="checkbox"/> Technical controls <input type="checkbox"/> Policies and governance <input type="checkbox"/> Data centre facilities <input type="checkbox"/> Others _____ <input type="checkbox"/> None Regulators recognised by Singapore law have the right to audit: <input checked="" type="checkbox"/> Virtual machine instances owned by the user <input checked="" type="checkbox"/> Network facilities <input checked="" type="checkbox"/> Compliance with applicable standards <input checked="" type="checkbox"/> Technical controls <input checked="" type="checkbox"/> Policies and governance <input checked="" type="checkbox"/> Data centre facilities <input type="checkbox"/> Others _____ <input type="checkbox"/> None Audit / assessment reports that can be made available on request: <input 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 Engagements (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 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 type="checkbox"/> PCI-DSS <input checked="" type="checkbox"/> Others <u>Hong Kong Personal Data (Privacy) Ordinance,</u> <u>ISO27017</u>	

Data Control			
3.	Data ownership	<p>All data on the cloud service is owned by the cloud user except for: _____</p> <p>The cloud User retains the ownership on the derived data or attributes of cloud usage except for the following:</p> <p><input checked="" type="checkbox"/> Advertising or marketing</p> <p><input checked="" type="checkbox"/> Statistics analysis on usage</p> <p><input type="checkbox"/> Others _____</p>	
4.	Data retention	<p>Data deleted by the user 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 checked="" type="checkbox"/> Deleted immediately</p> <p>Log data is retained for a period of:</p> <p><input type="checkbox"/> Minimum data retention period as follows:</p> <p><input checked="" type="checkbox"/> Maximum data retention period is: <u>90days</u></p> <p><input type="checkbox"/> Not retained</p> <p>User data is retained for a period of:</p> <p><input type="checkbox"/> Minimum data retention period is: _____</p> <p><input checked="" type="checkbox"/> Maximum data retention period is: <u>7days</u></p> <p><input type="checkbox"/> Not retained</p> <p>The following types of data are available for download by the cloud user:</p> <p><input type="checkbox"/> Log data</p> <p><input type="checkbox"/> Other _____</p>	
5.	Data sovereignty	<p>The primary data locations are:</p> <p><input checked="" 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 type="checkbox"/> Other _____</p> <p>The backup data locations are:</p>	

		<input checked="" type="checkbox"/> Singapore <input checked="" type="checkbox"/> Asia Pacific: <u>Hong Kong</u> <input type="checkbox"/> Europe _____ <input type="checkbox"/> United States <input type="checkbox"/> Other _____ No. of countries in which data centres are operated: <u>1</u> The user'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 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 locations where data is stored. In addition, users 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>	
6.	Non-disclosure	<input checked="" type="checkbox"/> Non-disclosure agreement template can be provided by Cloud Service Provider <input type="checkbox"/> Cloud Service Provider may use customer's NDA (pending legal review)	
Provider Performance			
7.	Availability	The committed network uptime is: <input checked="" type="checkbox"/> <u>99.9%</u> <input type="checkbox"/> Varies according to price plan The committed system uptime is:	

		<input checked="" type="checkbox"/> <u>99.99</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 checked="" type="checkbox"/> Backup and restore service <input checked="" type="checkbox"/> User selectable backup plans <input type="checkbox"/> Escrow arrangements <input type="checkbox"/> No BCP / DR is available <input checked="" type="checkbox"/> RPO: <u>depends on customer selection</u> <input checked="" type="checkbox"/> RTO: <u>depends on customer selection</u> <input type="checkbox"/> Others, please specify: _____ _____	<p>The customer retains control of all customer data and applications. CPC can provide different backup and DR solutions to fulfil each customer's requirements including RPO, RTO needs.</p> <p>Please visit https://www.citictel-cpc.com/EN/HK/Pages/product-services/smartcloud-brr for more information.</p>
9.	Liability	<p>The following terms are available for the users on failure of the provider to meet the service commitment:</p> <input checked="" type="checkbox"/> Network failure Liability: <u>CSP</u> <input checked="" type="checkbox"/> Infrastructure failure Liability: <u>CSP</u> <input checked="" type="checkbox"/> Virtual machine instance failure Liability: <u>User</u> <input checked="" type="checkbox"/> Migrations Liability: <u>CSP</u> <input checked="" type="checkbox"/> Unscheduled downtime Liability: <u>CSP</u> <input checked="" type="checkbox"/> Database failure Liability: <u>CSP</u> <input checked="" type="checkbox"/> Monitoring failure	

		Liability: <u>CSP</u>	
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> <p><input checked="" type="checkbox"/> Communication plan and procedures for proactive notification</p> <p><input checked="" type="checkbox"/> Assistance in migration to new services when legacy solutions are discontinued</p> <p><input checked="" type="checkbox"/> Ability to remain on old versions for a defined time period</p> <p><input checked="" type="checkbox"/> Ability to choose timing of impact</p>	
11.	Self-service provisioning and management portal	<p>Provide self-service provisioning and management portal for users 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 type="checkbox"/> Track and manage the lifecycle of each service</p> <p><input checked="" type="checkbox"/> Track consumption of services</p> <p><input type="checkbox"/> Others: _____</p>	
12.	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 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>30 mins</u></p> <p>The following are available to users upon request:</p> <p><input type="checkbox"/> Permanent access to audit records of customer instances</p> <p><input checked="" type="checkbox"/> Incident management assistance</p> <p>Incident response time: <u>Depend on severity</u></p> <p>Mean time to repair on detection of faults: _____</p>	
13.	Billing	<p>The following billing modes are available (please elaborate granularity of charges and measurement):</p> <p><input checked="" type="checkbox"/> Pay per usage _____ (up to per <u>min</u>/hour/day/month for compute/storage for IaaS/PaaS, and per user per hour/day/month/year for SaaS)</p> <p><input checked="" type="checkbox"/> Fixed pricing _____ (up to yearly/monthly/daily)</p> <p><input checked="" type="checkbox"/> Other pricing model <u>Burstable</u></p> <p><input type="checkbox"/> Not disclosed</p> <p><input checked="" type="checkbox"/> Available billing history: <u>12 Months</u></p>	
14.	Data portability	<p>Importable VM formats: <u>OVA/OVF</u></p> <p>Downloadable formats: <u>OVA/OVF</u></p> <p>Supported operating systems: <u>Windows and Linux</u></p> <p>Language versions of supported operating systems: <u>English and Chinese</u></p> <p>Supported database formats: <u>Relational Database</u></p> <p>API:</p> <p><input checked="" type="checkbox"/> Common: RestAPI</p> <p><input type="checkbox"/> Customised _____</p> <p>Upon service termination, data is available through:</p> <p><input checked="" type="checkbox"/> Physical media</p> <p><input checked="" type="checkbox"/> Standard methods as described above</p> <p><input type="checkbox"/> Other methods _____</p> <p>_____</p>	
15.	Access	<p>Type of access to the service is through:</p> <p><input checked="" type="checkbox"/> Public access</p>	

		<input checked="" 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>100</u>	
16.	User management	<input checked="" type="checkbox"/> Identity management <input checked="" type="checkbox"/> Role based access control <input type="checkbox"/> Federated access model <input checked="" type="checkbox"/> Integration with Identity management solutions <input type="checkbox"/> Others _____	
17.	Lifecycle	The cloud user may select the following for service upgrades and changes: <input checked="" type="checkbox"/> Automatic provisioning <input type="checkbox"/> User customisable provisioning	
Security Configurations			
18.	Security configuration enforcement checks	Security configuration enforcement checks are performed: <input checked="" type="checkbox"/> Manually <input checked="" type="checkbox"/> Using automated tools How often are enforcement checks being performed to ensure all security configurations are applied? <u>Annually</u>	
19.	Multi-tenancy	<input type="checkbox"/> Distinct physical hosts <input type="checkbox"/> Distinct physical network infrastructure <input checked="" type="checkbox"/> Virtual instance grouping <input checked="" type="checkbox"/> User definable security domains <input checked="" type="checkbox"/> User customisable firewall <input checked="" type="checkbox"/> User definable access policies	
Service Elasticity			
20.	Capacity elasticity	The following capacity elasticity options are available: <input checked="" type="checkbox"/> Programmatic interface to scale up or down <input checked="" type="checkbox"/> Mean time to start and end new virtual instances <u>3 mins</u>	

		<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 checked="" type="checkbox"/> Minimum additional capacity guaranteed per account <u>5% of subscribed</u> (number of cores and GB memory)	
21.	Network resiliency and elasticity	<p>The following network resiliency and elasticity options are available:</p> <input checked="" type="checkbox"/> Redundant Internet connectivity links <input checked="" type="checkbox"/> Redundant Internal connectivity <input checked="" type="checkbox"/> Selectable bandwidth up to <u>1000</u> Mbps <input checked="" type="checkbox"/> Maximum usable IPs: <u>default 13, can top-up based on user requirement</u> <input checked="" type="checkbox"/> Load balancing ports: <u>80, 443, 445, etc.</u> <input checked="" type="checkbox"/> Load balancing protocols: <u>TCP, UDP, etc.</u> <input checked="" type="checkbox"/> Anti-DDOS protection systems or services <input checked="" type="checkbox"/> Defence-in-depth mechanisms, please specify: <u>UTM, WAF, AV, vulnerability scan</u> <input checked="" type="checkbox"/> Network traffic isolation, please specify: <u>VLAN</u> <input checked="" type="checkbox"/> Shared or dedicated bandwidth, please specify: <u>both can offer</u> <input checked="" type="checkbox"/> QoS traffic control services <input checked="" 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 checked="" type="checkbox"/> Redundant storage connectivity links within each data centre <input checked="" type="checkbox"/> Redundant storage connectivity links between data centres belonging to the same cloud <input type="checkbox"/> Storage traffic isolation, please specify: <u>storage profile</u> <input checked="" type="checkbox"/> Shared or dedicated storage network bandwidth, please specify: <u>both can offer</u> <input checked="" type="checkbox"/> Quality of service storage traffic control services <input type="checkbox"/> Maximum storage capacity for entire cloud, please specify: <u>Depends on customer request</u>	

		<div><div><input type="checkbox"/> Maximum storage capacity for single user, please specify: Depends on customer request_____</div><div><input type="checkbox"/> Maximum expandable storage, please specify: Depends on customer request _____</div><div><input checked="" type="checkbox"/> Alerts to be sent for unusual high usage</div><div><input type="checkbox"/> Minimum storage I / O performance during peak periods _____</div><div><input type="checkbox"/> Minimum period to scale up storage I / O throughput _____</div></div>	
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