



COIR disclosure

This form is to be completed for each cloud service where COIR protection parameters are used by CSPs to share their capabilities to manage outages of the subscribed cloud service.

A. Company information			
Company name:	Tata Communications Ltd		
Primary address:	Jayant Tech park 4 th Floor North Wing No41 Mount Poonamallee Road Nandambakkam Chennai - 600089		
Web address:	www.tatacommunications.com		
Contact number:	Mobile Number 9884046388 Land Line 044-66592500		
Contact name:	Saji P.K.		
Contact designation:	VP		
Contact email:	Saji.PK@tatacommunications.com		
Company stamp:		Signature of company representative:	
Date of Disclosure: _____			
B. Applicable cloud services			
Service description:			
Tata Communications support following services			
<ul style="list-style-type: none"> Hosted Virtual Private Cloud- IZO™ Private Cloud VPC is Tata Communications' multi-tenanted private cloud platform - IAAS Hosted Dedicated Private Cloud- IZO™ Private Cloud DPC is Tata Communications' dedicated private cloud platform hosted in our data centers -IAAS Third-party public cloud platforms- We can support third party public cloud platforms like AWS & Azure through our wide range of Managed Services capabilities- IAAS Cloud storage- IZO™ Cloud Storage based on object storage technology for backup & archival of data -IAAS Big Data as A Service – PAAS 			
<p>As a part of our value proposition we have built Spotlight self-service portal, built on a unique design framework which enables absolute visibility to enterprise users with built-in automation, orchestration, management tools and cuts across multiple IT environments. Spotlight has enabled functionalities such like IT resource provisioning, integration with incident and service request management system, account related information and support escalation matrix for IZO™ Private cloud and IZO™ Cloud Storage.</p>			
<p>The data which have disclosed in the COIR form is applicable to all services and customer can see report for each of the product services opted for in Spotlight portal.</p>			
Type of service (tick <input checked="" type="checkbox"/> one):			
<input checked="" type="checkbox"/> IaaS	<input checked="" type="checkbox"/> PaaS	<input type="checkbox"/> SaaS	<input type="checkbox"/> Others _____
No.	Parameter	"As-is" COIR practice	Remarks
1	Service availability %	100%	
2	Historical record of availability	6 months	
3	Recovery time objective (RTO)	8 hours	
4	Recovery point objective (RPO)	4 hours	
5	Support hours	24x7	
6a	Notification channel of planned maintenance	Email and ITSM website	

6b	Notification lead time of planned maintenance	30 days	
7	Frequency of health monitoring of cloud service	<= 5 Minutes	
8	Availability of health monitoring mechanisms for use by CSC	Health Monitoring is available.	
9	Sharing of CSP's COIR plan	The COIR Plan is shared with customers at the time of signing of the order .	
10	Exercise of CSP's COIR plan	The COIR plan is tested as agreed with customer at the time of service contract.	
11	Notification time of cloud outage incident	15 minutes	
12	Communication channel used for notification of cloud outage incident	<ul style="list-style-type: none"> • Publish on CSP's web-site • Notify via email and phone/SMS or more effective/suitable communications for immediate attention • Log incident in support portal; and • Notify of incident through email; and • Call Support Desk; and • Call Dedicated/Technical Support Specialist 	
13	Communication channel available for use by cloud user to report cloud outage incident	Phone , Email and website	
14	Response time by CSP	<15 Minutes	
15	Frequency of status update of reported outage	Every One hour	
16	Channel of communication used for status update	Phone and Email	
Notes:			
<ol style="list-style-type: none"> 1. For each service disclosed, CSPs may choose to identify the closest COIR category to disclose their existing operating COIR practices for each parameter. CSPs are not expected to change their current outage protection practices to meet the indicative value of the categories for the parameters. 2. CSPs can highlight any derivations from the category's indicative value of the parameters in the Remark column. The differences could include values that are better than the indicative or multiple values that are associated with different costs. 3. For bespoke cloud services, CSPs may refer to similar past/exemplary implementations to declare the COIR parameters. 			