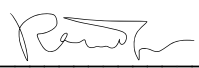# COIR disclosure

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: Ribose Group Inc.
Primary address: Suite 1111, 11/F, Central Building
                                    1-3 Pedder Street
                                    Central
                                    Hong Kong
Web address: https://www.ribose.com
Contact number: +852 3976 3976
Contact name: Ronald Tse
Contact designation: Director
Contact email: support@ribose.com

Company stamp: _____ Signature of company representative: _____

Date of Disclosure: 2018/04/03

B. Applicable cloud services

Service description: Secure Collaboration Platform

Type of service (tick √ one):

☐ IaaS   ☐ PaaS   ☒ SaaS   ☐ Others
_____

No.	Parameter	"As-is" COIR practice	Remarks
1	Service availability %	Free price plan is committed to 99.9%. Enterprise / government plans: 99.99%.	
2	Historical record of availability	Free plan: 6 months Enterprise / government plans: 24 months	
3	Recovery time objective (RTO)	3 hours	
4	Recovery point objective (RPO)	1 hour	
5	Support hours	During office hours 0830-1730 M-F. After office hours: all non-working hours. Service response time: 1 hour. Working hours based on GMT+8. Non-working hours include: 1730-0830 M-F, and Saturday/Sunday/Hong Kong public holidays.	
6a	Notification channel of planned maintenance	https://status.ribose.com	
6b	Notification lead time of planned maintenance	Free plan: 2 months ahead excluding ad hoc maintenance to address urgent issues. Advance notification will be provided for urgent maintenance if the changes may disrupt cloud services.	

		Enterprise / government plans: 6 months ahead excluding ad hoc maintenance to address urgent issues. Advance notification will be provided for urgent maintenance if the changes may disrupt cloud services.	
7	Frequency of health monitoring of cloud service	Real time basis.	
8	Availability of health monitoring mechanisms for use by CSC	Health monitoring and alert mechanisms are available.	
9	Sharing of CSP's COIR plan	Free plan: Upon request. Enterprise / government plans: Walkthrough sessions are performed together with Cloud User using a checklist and highlight assumptions made and describe Cloud User's role and responsibilities.	
10	Exercise of CSP's COIR plan	Free plan: An annual drill is performed. Enterprise / government plans: Drills are performed every 6 months. Cloud Users are invited to participate and post exercise reports are shared for feedback.	
11	Notification time of cloud outage incident	Free plan: Within 30 minutes from detection of incident. Enterprise / government plans: Within 15 minutes from detection of incident.	
12	Communication channel used for notification of cloud outage incident	Free plan: https://status.ribose.com Enterprise / government plans: includes free plan channels and provides notification via email and phone/SMS or more effective/suitable communications for immediate attention.	
13	Communication channel available for use by cloud user to report cloud outage incident	Support portal self-service or email to designated support email address. Enterprise / government plans: in addition to above, contact your technical support specialist or technical account manager.	
14	Response time by CSP	Within 2 hours during office hours.	
15	Frequency of status update of reported outage	Every 15 minutes.	
16	Channel of communication used for status update	Published on website; and notification via email and/or suitable communication mechanism.	

Notes:

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.