Administration Service Agreement

1. Subject of the agreement

This Annex 4 is an integral part of the Service Agreement (hereinafter referred to as "Agreement" and "Annex", respectively).

This Annex defines the procedures and conditions for the provision of administrative services to the Client in accordance with the chosen tariff plan.

In everything else that is not provided for by the terms of this Annex, the Parties are guided by the terms of the Agreement.

2. Terms and definitions

Incident is any unforeseen event that causes or can cause an interruption in the provision or decline in the quality of services.

Hours of processing applications - the time interval in which the Provider performs maintenance work according to the applications of the Client. Processing of applications is carried out by the Provider during working hours, unless otherwise specified by this agreement.

Reaction time is the time from the registration of the application to the receipt of confirmation by the user that his application has been accepted to work.

Notification Time - the time interval between the written successive reports on the current status of the application execution by the Provider's specialists.

Incident resolution time - the time between the moment of registration of the application by the Provider and the moment of sending a response to the request for resolution of the incident by the Provider.

Scheduled works are a set of preventive works to maintain a healthy condition of the equipment, network, engineering systems and infrastructure of the Provider. They are carried out by the Provider and its counterparties.

Urgent works are a complex of unscheduled operations that are required to be performed promptly to eliminate or prevent various emergencies and malfunctions of the equipment, network, engineering systems and the Provider's infrastructure. They are carried out by the Provider and its counterparties.

Working hours - weekdays (Monday, Tuesday, Wednesday, Thursday, Friday, except for official holidays according to the legislation of the Federal Republic of Germany) from 8:00 to 20:00 UTC +1 (Berlin, Germany).

Service Level Agreement (SLA)— defines the procedures and conditions to ensure to Client specified level of service availability indicators according to the chosen tariff plan.

Non-working hours - weekdays (Monday, Tuesday, Wednesday, Thursday, Friday) from 20:00 to 8:00 UTC +1 (Berlin, Germany), weekends (Saturday and Sunday) and holidays (according to the laws of Germany) from 0:00 to 0 : 00 UTC +1 (Berlin, Germany).

Reporting period - calendar month.

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Commissioning works - installation and configuration services performed one-time during the commissioning period.

3. Description of the Service

Administration service is a set of services aimed at ensuring uninterrupted, stable operation of IT infrastructure and software used by the Client.

Administration services are ordered as an addition.

The service is provided within the chosen Administration service tariff.

Administration tariffs are registered for a specific service, virtual machine, or for the entire computing infrastructure as part of the IT-outsourcing tariff.

The cost of the **IT-outsourcing** tariff plan is formed on the basis of the terms of reference (hereinafter - the ToR) which includes the technical audit of the infrastructure and the list of work agreed with the Client.

The following call processing priorities are provided:

- High - complaints related to the complete or partial unavailability of the services provided to the Client or to a significant deterioration in the quality of the services provided to the Client.
- Medium - complaints related to a decrease in the service performance declared by the Provider, according to the SLA.
- Low - this priority includes requests for service changes and requests for scheduled maintenance of the Client's infrastructure.

The complaint is accepted by the Provider after it is created by the Client in the application system or automatically, after receiving a notification from the monitoring systems, if this service is available in the administration package.
If a monitoring system detects a problem, the Client will be notified by the Provider of the incident through the application system and / or by phone.
If the solution to the problem is impossible and / or is not within the area of responsibility provided for by this Annex, the Provider shall provide the Client with a reasoned response within the notification time, according to the SLA ordered by the Client.
In the event that the Client carries out scheduled maintenance work, he undertakes to notify the Provider of the date, time and duration of their conduct no later than six business hours before they begin. During this period, the Provider will not respond to requests opened automatically by the monitoring system.

4. The procedure for the provision of software configuration services on the Client's servers.

The Provider performs the work specified in the ToR or included in the list of work performed according to the ordered tariff plan, according to the Client's request through the application system. If the Administration service tariff chosen by the Client provides for monitoring services, the Provider takes proactive measures to solve problems. If the number of hours allocated in the administration package has been exhausted, the Provider can perform work within the hourly support.
The service does not resolve issues related to web development, scripting, code optimization, or database optimization.
Incident processing is performed around the clock and seven days a week, scheduled work is carried out in accordance with the conditions of the Service Level Agreement Tariff Plan (SLA)

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chosen by the Client.

5. Limitations

This Annex does not apply to the following cases:

1. Problems associated with the use of third-party (not provided by the Provider) equipment, services or software;

2. Problems associated with the use of trial, preliminary or other limited versions and releases (including alpha and beta versions) of software;

3. Problems associated with non-fulfillment by the Client of the Provider's recommendations regarding the parameters for using the services;

4. Problems associated with unauthorized actions or lack of necessary actions on the part of the Client, its providers, agents, suppliers and other persons and / or organizations, including problems that arose as a result of the aforementioned persons and / or organizations gaining access to the Provider's network using passwords, equipment or other means of access control of the Client, including problems that arose as a result of improper security of the above funds by the Client;

5. The problems associated with the use of Client Service (in whole or in part) with violation of the terms of Agreement.

Administration tariff
«**Basic**»

The entire list of the Basic tariff works described below is performed during business hours. Paragraphs 1–4 of the Administration tariff "Basic" section are a list of works included in the tariff.

1. **Basic analysis** (checking server resource consumption, checking server system logs for errors). Including:
   o Check server availability;
   o Check the consumption of server computing resources;
   o Check server system logs.

2. **Hardware support:**
   o Diagnostics of hardware component malfunctions;
   o Replacement of components;
   o Firmware update (BIOS, IPMI, RAID controller);
   o Server reboot (on request, by a data center technician, using the control panel (KVM), OS tools);
   o Switching, re-switching.

3. **Commissioning (initial setup):**
   o OS installation;
   o Network connection setup;
   o Import a virtual server image (IaaS);
   o Configuring DNS zones (in case of domain registration in Colobridge);
   o Install SSL certificates;
   o Installing a server control panel compatible with the operating system (VestaCP, cPanel, Plesk, ISPmanager);
   o Transfer of three sites (without optimization and customization) - sites on common CMS (WordPress, Drupal, Joomla, MODX, 1C-Bitrix).

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4. **Consulting:**
  ○ Consultations on issues of functionality, configurations, capabilities, technical features of the services provided.

«Managed OS»

Paragraphs 1-6 of the Administration Tariff "Managed OS" section are a list of works included in the tariff. Available hours per month - 6 hours.

1. **Advanced analysis:**
  ○ Analysis of server resource consumption;
  ○ Analysis of software operation logs for errors;
  ○ Check network activity on the server;
  ○ Checking the server for malware (checking the server using clamav / maldet, analyzing scan results, compiling a report and recommendations);
  ○ Analysis of sites.

2. **Hardware support:**
  ○ Hardware troubleshooting
  ○ Component replacement
  ○ Firmware update (BIOS, IPMI, RAID controller);
  ○ Server reboot (on request, by a data center technician, using the control panel (KVM), OS tools);
  ○ Commutation, re-commutation;
  ○ Administering a raid array and / or volume groups.

3. **OS administration (CentOS, Debian, Ubuntu, Windows Server):**
  ○ Installation / reinstallation / updating of operating systems with saving data;
  ○ Network connection setup;
  ○ Configure SSH / RDP connection;
  ○ File system management / disk subsystem configuration;
  ○ Connection of external network storages;
  ○ Create backup / snapshot;
  ○ Configure scheduled backups (using BaaS service or a script on an external storage, the storage   is ordered separately);
  ○ Configure firewall and antivirus protection (Iptables, Fail2ban, Linux Malware Detect, ClamAV);
  ○ Proactive monitoring (server status, availability of a web server, databases, computing resources);
  ○ Assistance in resolving the causes of complaints / abuse (spam, DDoS, etc.).

4. **Application Administration:**
  ○ Administration of Apache, nginx, IIS;
  ○ Customization of LAMP operation to the requirements of client web-projects;
  ○ Setup and support of mail servers;
  ○ Carrying out optimization of settings;
  ○ Configure L2TP, PPTP, OpenVPN;
  ○ Setting up a mail server, anti-spam filters and related DNS records;
  ○ Administration of a terminal server;
  ○ Installation of MS Windows roles (Active Directory, DNS, FileServer, IIS);
  ○ Setting up access via FTP, WinSCP;
  ○ Installing antivirus software.

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5. **Commissioning (initial setup):**
   ○ Configuring DNS zones (in case of domain registration in Colobridge);
   ○ Install SSL certificates;
   ○ Installing a server control panel compatible with the operating system (VestaCP, cPanel, Plesk, ISPmanager);
   ○ Transfer of five sites with optimized settings — sites on common CMS (WordPress, Drupal, Joomla, MODX, 1C-Bitrix).

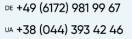6. **Consulting:**
   ○ Consultations on issues of functionality, configurations, capabilities, technical features of the services provided.

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«IT-outsourcing»

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The Administration Tariff "IT-outsourcing" includes an expanded list of works on administering the Client's infrastructure according to the individual Terms of Reference (TOR) and the required SLA parameters. TOR are formed together with the client and is an integral part of the Agreement.

Below (paragraphs 1-6) is a non-exhaustive list of works that can be performed as part of the tariff "IT-outsourcing".

1. Configuring terminal servers, application servers.
2. Implementation and administration of monitoring systems.
3. Administration of network infrastructure.
4. Building and supporting mail systems on Microsoft Exchange, Postfix, Exim.
5. Implementation and administration of backup systems.
6. Building and supporting virtualization systems on the platforms Hyper-V, VMware, KVM, Proxmox.

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