



Services Charter
Phone Lead Alert
Hosted Call Tracking Solution

Version 1.0

DOCUMENT MANAGEMENT

Document Purpose

Delacon's Services Charter defines our commitment to providing an exceptional level of service to our customers in the provision of call tracking and other advanced telephony solutions.

Version Control

Document	Version	Dated	Description
Services Charter	1.0	3 February 2013	Customer document detailing Delacon's customer services approach.

Associated Documentation

Doc. No	Document Name	Document Purpose
1	Service Level Agreement Phone Lead Alert Hosted Call Tracking Solution	Agreement outlining Delacon's customer service levels

Document Confidentiality

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1 Overview

Delacon is committed to providing the services and support at an enterprise level. Our Services Charter incorporates:

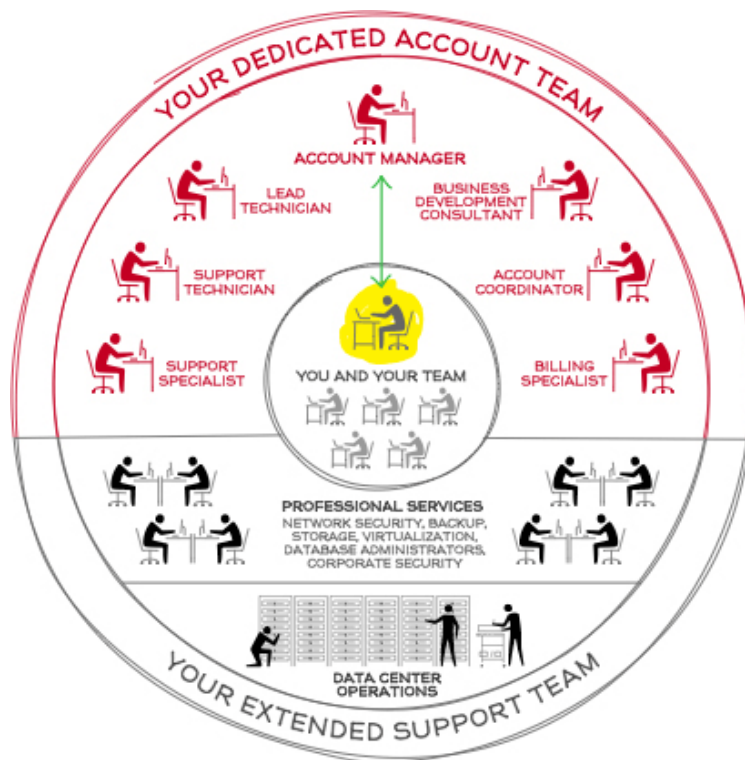
- **Live, responsive support** available 24/7/365
- Industry-leading **Service Level Agreements (SLA)s** with 99.99% availability in any calendar month
- **World-class application, data centres and T1 network infrastructure and cloud-based services management** including:
 - **Robust Security** and best practices to protect your data in the Delacon cloud
 - **High availability** infrastructure
 - **Daily Managed Backup** plus differential and incremental backup
- **Ability to customise** our services, infrastructure and its delivery to meet specific enterprise needs

2 Live, Responsive Support

There are no service incident limitations. We are dedicated to offering the support needed to resolve issues quickly and transparently. Efficient workflow processes ensure timely issue resolution. We update our status page to reflect open issues or scheduled maintenance. As appropriate, we also proactively reach out to customers to mitigate any potential issues that might arise. Above all, Delacon's Support is dedicated to ensuring customer satisfaction.

- Direct and unlimited online chat, phone, and email support
- Immediate response to your Emergency Support Tickets
- World-class support ticketing, communications and management system with online access
- Dedicated Support Team
- Flexibility to interact with Delacon to customise services based on your preferences
- Available 24 hours a day, 7 days a week, 365 days a year (Level 1 support)
- Global coverage with English language support
- Comprehensive self-serve materials (User documentation, tutorials, FAQs)

We provide our customers with a dedicated Delacon Account Team. An Account Manager is the single point of contact at Delacon and is accountable for ensuring all solution needs are being met. Working alongside the Account Manager we have a Business Development Consultant, Support Specialists, Support Technicians, Systems Engineers, Senior Developers, Billing Specialists and Business Executives/Managers that from time to time act as Project Leaders. These professionals have years of experience and unrivaled expertise.



How We Build Our Support Teams to better Support You

3 Security

We ensure security of your workloads and data via the following measures:

- **Physical security:** Hardened, state-of-the-art, secure facilities with multiple layers of physical security, leading access controls and procedures, and periodic access audits.
- **Network Operations Center:** Staffed 24/7/365 to monitor and respond to any infrastructure or security issues that arise with clear escalation paths, response procedures, and investigation capabilities.
- **Network security:** Controls and processes across the network ensure that our network infrastructure is protected against threats. See Security Policy.
- **Robust identity management:** the platform provides identity, token, catalog, and policy services for account users to access cloud resources via web console, CLI or APIs. The service is supported globally across all regions and availability zones.
- **Compliance framework:** Outlines policies, procedures, and technical controls that are deployed throughout Delacon’s cloud environment. We deploy a compliance framework incorporates the CSA Cloud Controls Matrix—a set of fundamental cloud-based security principles.

- **Certifications:** Our Data Centre operations are currently on track to achieve the following certifications and third-party attestations: ISO 27001/2, SSAE 16, PCI DSS Service Level Provider, CSA Security, Trust & Assurance Registry (STAR)

4 Service Level Agreements

Delacon's SLA is a contract between you, the customer and Delacon. It defines the terms of our responsibility and the money back guarantee if our responsibilities are not met. Delacon offers an industry-leading SLA to host enterprise-grade workloads. With 99.99% monthly availability for all our infrastructure products in General Availability, we protect our customers at a level that surpasses most other services.

- We consistently offer protection with an SLA of 99.99% monthly availability.
- We offer a high level of credit for most products (up to 30%)
- Our SLA covers failures of even a single instance in a single Availability Zone.

We are able to provide our customers a strong SLA and assurance because of the hardware and infrastructure we use, our organizational discipline, and our operational excellence in providing an enterprise-class service.

5 Infrastructure

5.1 HARDWARE

Our hardware and equipment are top of the line, using industry leading technology. The result is superior performance so that your compute, storage and services run right the first time and every time.

5.2 APPLICATION SERVER

If in the event one application server fails, Delacon automatically divert to the second application server. Delacon utilises Tomcat server clustering which consists of multiple Tomcat server instances running simultaneously and working together to provide increased scalability and reliability. With a Tomcat server cluster application processing can continue when a server instance fails. Delacon "clusters" application components by deploying them on multiple server instances in the cluster, so if a server instance on which a component is running fails, another server instance on which that component is deployed can continue application processing.

5.3 DATA CENTERS

Delacon's hosted cloud based services are housed in the Equinix IBX Data Centres. The Equinix IBX Data Centre is on Australia's Federal Government Data Centre Panel, and all facilities are ISO27001 certified. Equinix IBX data centres set the industry standard for secure and reliable colocation services. This means unrivalled physical security, all the top network availability, robust fully redundant power architecture, maximum infrastructure flexibility and high-touch customer support.

- Staffed Only with Certified Security and Networking Teams
- World-Class Data Centers Globally
- Secured by Keycards, Biometric Scanning and Constant Surveillance
- All HVAC Systems N+1 Redundant
- Conditioned Power Provides All Servers With Uninterrupted Power Supply
- State-of-the-Art Fire Suppression System
- Fully Redundant, Enterprise-Class Routing Equipment

5.3.1 SYDNEY, AUSTRALIA

Equinix's Sydney data centre is strategically located in Mascot, close to the Southern Cross Cable Head and about 6.2 kilometres from the Central Business District. Equinix's data centre provides 24x7x365 Local Operations Control Centre (LOCC), Equinix Exchange Switches, telecommunications equipment, as well as colocation space for standard cabinets, cages or private suites. The site has internet connection redundancy with multiple ISPs at the backend for internet connections. ISDN/voice links are provided with built in redundancy. Delacon servers have full power redundancy whereby any power interruption detected on one server, will immediately switch processing to a second server based in the same facility. Replication between the servers currently occurs every hour but can be scheduled to any time interval specified by Delacon.

Typical Configuration of an Equinix iBX Data Centre is as follows:

- Global SLA
 - 99.999+% Power availability
 - 99.99+% Temperature and Humidity availability
 - 99.99+% Cross Connect availability
- Power Supply
 - Electrical Capacity (Critical Customer Load) - 1.92 kVA per cabinet, 2,400 kW; Equipped with 3 primary and 1 redundant uninterruptible power system (UPS); N+1 block redundant electrical system
 - Electrical Capacity (Entire Facility) - 6,000 kVA maximum capacity
 - UPS Topology - 3000 kVA in N+1
 - # of Utility Feeders – 1
 - # of Power Transformers – 4x 2,000 kVA
 - Utility Voltage – 240 V Standby Power - 4x 1.8 MW Generators (N+1, 3+1)
 - Standby Power Config. – 6,750 kVA primary, 2,250 kVA redundant (N+1)
- Cooling

- Cooling Capacity – 2.0 kVA per cabinet (6,826 BTUH)
- Cooling Plant – Water cooled chillers with Computer Room Air Conditioners to provide 22° Celsius (71.6° Fahrenheit) ± 3°
- Security
 - Physical – Physical access control lists manage ingress and egress
 - Human - 24x7x365 security officers
 - Electronic – 24x7x365 CCTV recordings (30 days of video recording), motion detectors and biometric finger print scanners
- Protection
 - Fire Detection – Laser-based Very Early
 - Smoke Detection Apparatus (VESDA)
 - Fire Suppression – Double-Interlock
 - pre-action sprinkler system (dry pipe)
 - Fire Rating – Minimum 1 hour rating
- Interconnection
 - System – Overhead proprietary fiber guide system; Overhead cable management system multi-tier ladder rack Cross Connects Available – Cat5e/6, COAX and Fiber Equinix Internet Exchange™ Available – Central switch for public and private peering offering Fast Ethernet, Gigabit Ethernet and 10Gigabit Ethernet Equinix Switched IP Connectivity Available - Automated network provisioning, multi-homing, billing offering Fast Ethernet or Gigabit Ethernet

5.4 THE NETWORK

- Tier-1 Network
- High Performance Bandwidth Only
- Constant Network Monitoring for Latencies and Intrusion
- Proactive Network Management Methodology Improves Network Topology and Configuration Continuously

5.5 DATA STORAGE

All data is stored in secure Equinix IBX Data Centre environment with strong physical security controls in place. Data is not stored on portable devices.

5.6 MULTI-USER ADMINISTRATION

Delacon accommodates multiple users on a single account, allowing business teams to administer usage under a single billable account.

- Manage shared resources within one account
- Eliminate the need for shared keys or multiple accounts
- Control each user's access to the shared resources

- Eliminate one-size-fits-all privileges
- Disable users and their access to resources as necessary (e.g., when an employee leaves the project or company)
- Support roles and privileges that are specific to resources assigned. Privileges of a role apply uniformly to all resources of a resource-type within an account.

6 Infrastructure Availability

6.1.1 AVAILABILITY ZONES

- Each availability zone is a fully isolated fault domain, and each is physically separate. This means an entire availability zone can fail without causing any downtime if the workload is designed to fail over across availability zones.
- Each availability zone has dual power grid and dual Internet provider access.

6.1.2 DELACON'S CLOUD CDN

- We leverage Equinix's massively distributed and redundant worldwide network to avoid single points of failure.
- Content contained in the CDN continues to be cached without interruption independent of Delacon's Data Centre availability.

6.1.3 DELACON'S CLOUD COMPUTE

- Runs on VMWare on high quality HP and Dell hardware
- Provides 99.99% monthly availability at the region level
- Uses a wide variety of high availability mechanisms (in our database, message queue, etc.), eliminating single points of failure

7 Customised Infrastructure and Services

Delacon recognize that many enterprises have specific needs, policies, procedures and standards that may require a customization of how we configure and deliver our services. We are willing to work with our customers to fully customise how we configure and deliver our services and support to meet our customers specific needs.

To find out more detail on our Customer Services Charter please contact your Delacon Account Manager.