



# Operation & Maintenance

Service Response Description

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## **Objective**

The operation and maintenance service aims to ensure the safe operation of customers using NexaVM products and maximize benefits. This policy manual defines the operation and maintenance service plan of NexaVM products and uses it to restrain the service behavior of both parties.

## **Definition**

**Service:** refers to the original factory operation and maintenance support services provided by NexaVM, including basic technical support, operation and maintenance assistance, version upgrade, product update (patch, function enhancement, problem repair) documentation support, etc.

**Software:** refers to the cloud computing management platform software provided by NexaVM.

## **Service Prerequisites**

Ensure that the cloud platform delivery service has been accepted, both parties have signed the service confirmation form, completed the operation and maintenance handover work, and started the operation and maintenance service.

The start time of operation and maintenance service in years shall take effect on the second natural day after signing the project service confirmation form, and the natural year shall be calculated (according to the contract).

There is a corresponding new release of the service before the upgrade, and the time window can meet the upgrade time requirements.

## Service Description

The project interface person is the first responsible person for operation and maintenance, and handles customer needs and problems.

In principle, only the "Major Problem Handling Report" is provided for major and emergency level faults. Other situations are negotiated by customers and project interface persons to determine whether to output them.

The operation and maintenance service includes daily troubleshooting, service consultation, quarterly inspection, platform upgrade, abnormal cloud host basic resources (CPU, memory, IO, etc.), performance analysis of cloud host basic resources (CPU, memory, IO, etc.), cloud platform vulnerability and physical machine vulnerability repair, etc.

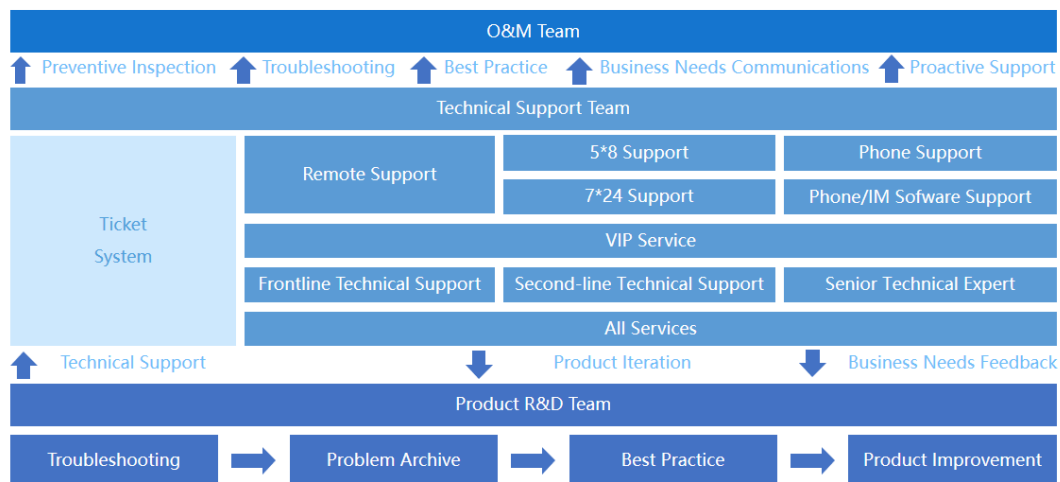
Within the scope of software license use, NexaVM can provide technical solutions involving cloud platform for hardware replacement and technical support due to the expansion service demand generated by the customer due to hardware increase, but the customer is responsible for the replacement of hardware.

The following work is not included in the NexaVM scope of work unless otherwise required and stated. Additional fees are required for some of this work if support is required.

- Related business installation and deployment in the cloud host, abnormal handling of cloud host business software, vulnerability repair in the cloud host, system upgrade in the cloud host, security compliance adjustment in the cloud host system, cloud host operating system, and anti-virus treatment in the cloud host.
- Troubleshooting caused by installing third-party software on the physical machine.
- Data recovery of data loss caused by customer misoperation.
- Storage fault handling of open-source Ceph.
- Troubleshoot hardware SAN storage faults.
- Operation and Maintenance (O&M) Change Services for Uplink Devices on Cloud Platform.
- Physical Server system compliance adjustments
- Troubleshooting outside the service period.
- Cloud platform API development and docking consulting services.
- Cloud platform computing node expansion.

- Cloud platform storage node expansion.
- Heterogeneous platform cloud host migration (V2V) .
- Physical-to-Virtual (P2V) Migration Services.
- Hardware replacement, hardware inspection, hardware maintenance, equipment room inspection services.

## Service System



## Service Mode

NexaVM Accept customer problems through tickets, e-mail and other means.

### Service Time:

- 7\*24 hours, Monday to Sunday (0:00-24:00)

### Service Contact Information:

- Technical support email: [support@nexavm.com](mailto:support@nexavm.com)
- Technical support ticket: <https://support.nexavm.com>

## Service Response Time

NexaVM Promise to solve problems remotely within the corresponding time according to the different fault levels after customers raise questions.

Priority	Description
Critical	The whole network level failure, complete paralysis of service, large-scale data loss; Mission-critical system downtime or service interruption; Risk of partial data loss/damage
High	Major functionality severely impaired with restricted business continuity; Problems with limited business impact.
Low	Problems without substantial business impact.

- Critical issues will reply in 30 minutes
- High issues will reply in 2 hours
- Low issues will reply within 1 day

## Service Content

### Technical Support

During the validity period of the service, professional technical engineers will be provided for customers. NexaVM engineers will deal with all kinds of technical problems encountered by customers in the process of software use in the shortest time to ensure the normal operation of customers' business.

## User Service

Number	Service Content	Service Description	Service Standard	Output File
1	Project interface person	Provide service planning, coordination and management for customers as the only interface of NexaVM platform operation and maintenance	As required	Emergency contact number
2	Technical problem handling	Technical problem consultation, technical support and requirement feedback for the standard system	As required	Report on handling major issues
3	Upgrade support	Provide version upgrade support service to upgrade the platform software to the version required by customers	As requires	Upgrade plan
4	Product repair	Provide diagnostic services for product defects and provide repair or temporary solutions (remote)	As required	/
5	Remote technical support	Provide remote technical support such as ticket for customers' problems encountered in the use of NexaVM cloud platform software products	During the service period	Ticket records
6	Collect functional requirements	Collect system functional requirements proposed during use	As required	/
7	Remote inspection	Conduct regular remote inspection of the cloud platform.	As required	Inspection report

8	Annual service report	Output the annual service report before the end of the service, summarize the annual problems of customers and the use of the platform system.	As required	Service report
9	License replacement	When the software activation code cannot be used due to hardware damage, disassembly, migration, update and other circumstances, the replacement service is provided; when the authorization key is lost or damaged and cannot be used, the replacement service is provided	As required	/
10	Skill transmission	Push company dynamics and best practices, including product manuals, data output, and skill transfer for platform transfer and maintenance.	As required	Product manual, operation and maintenance data
11	Service notice	Service expiration reminder	Three months before the service expires	/



## **Intellectual Property Right**

NexaVM has the full intellectual property rights to the software provided, and guarantees that the software products provided do not infringe the copyright, trademark, patent and other intellectual property rights of any third party, and will not infringe the trade secrets of any third party.

The customer guarantees compliance with the relevant provisions of intellectual property rights and is obligated to protect the intellectual property rights of NexaVM software under any circumstances and at all times. The customer commits to not infringing upon the ownership and intellectual property rights of NexaVM in any way, including but not limited to deleting, obscuring, or altering statements, marks, or other commercial symbols (if any) related to intellectual property on the product; the customer must not engage in reverse engineering, decompile or disassembly of the software, nor attempt to obtain the source code or source files of the software through other illegal means; without prior written consent from NexaVM, the customer shall not undertake secondary development, redevelopment, or development of derivative products, or similar actions.

After the consent and confirmation of the customer, NexaVM may disclose the information such as the existing cooperative relationship and cooperation cases with the customer for the purpose of external publicity and marketing activities. The customer agrees that NexaVM may use its name, business name, LOGO, logo and other relevant identification information that can identify the customer in such publicity and marketing activities.

## **Confidentiality**

The Party shall keep confidential the technical and commercial secrets, contracts, technical data, written materials, drawings, notes, reports, chat records of online communication tools, emails, faxes and other information in any form obtained through the performance of this Contract. The Party shall not disclose such contents directly or indirectly to any third party in any form, including but not limited to its affiliated companies or publicizing them externally.

Either party shall be liable for any loss suffered by the other party as a result of any breach of the confidentiality obligation. The confidentiality clause shall remain in force regardless of whether the cooperation is terminated or not.