

## Service Level Agreement for

Continuous support of applications will be provided. Customer can submit a ticket to state an error has occurred through the support tool. If the error is urgent, the Customer may call the assigned customer care to escalate such errors. There will be a prioritisation of the ticket bugs done by the Customer and Customer Care Officer. Cyberland business day is Monday to Friday and the business hour is 9am to 6pm.

### Definition of Severity

Severity	Definition	Initial Response time		Resolution Time
		During Business hours	After Business Hours	
Critical	Site outage, an issue that renders the Hosted Service unavailable.	30 minutes	Next Business Day	4 hours
High	An issue that precludes some users from access the Hosted Service or any one Module, or that significantly degrades performance for some users.	4 hours	Next Business Day	1 to 3 Business days
Medium	An issue in the host service or anyone module that exists but has no	3 Business days	-	5 to 8 Business days

5022 Ang Mo Kio Industrial Park 2 #04-23 Singapore 569525. Tel: +65 6566 6601 Fax: +65 6481 6601 website: [www.cyberland.edu.sg](http://www.cyberland.edu.sg)  
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	significant impact and acceptable workaround is available.			
Low	Issues that are considered low severity are those that have a minor impact on the system or end-users.	5 Business days	-	10 to 15 Business days

### Modes of Support

CYBERLAND offers two modes of support for end-users which they can report the issues faced. For critical and high Severity bugs, stakeholders can call the hotline to report it. For other issues, they can submit through our established ticketing system and the customer service office will assign a severity level and respond accordingly.

### Support Options

In order to submit the ticket to report an issue, please raise a ticket through our main ticketing system, which is Freshdesk at <https://cyberlandsg.freshdesk.com/>

For hotline contacts or email, please refer to the information provided below in the table. The general Office hotline is at #6566 6601 with extension #13

Name	Role	Contact Number (WhatsApp)	Email
Angel	Head of Customer Care Officer	+65 69893643 (during office hour)	angel.ong@cyberland.edu.sg
Jess	Customer Care Officer	+65 69893645 (during office hour)	ccojess@cyberland.edu.sg
Leslie	Customer Care Officer	+65 69893649 (during office hour)	ccoleslie@cyberland.edu.sg

## **DATA OWNERSHIP**

1. The Customer shall own all right, title and interest in and to all of the Customer Data and shall have sole responsibility for the legality, reliability, integrity, accuracy and quality of the Customer Data.
2. CYBERLAND shall follow its archiving procedures for Customer Data as set out in its back-Up Policy (as stated in SLA). In the event of any loss or damage to Customer Data, the Customer's sole and exclusive remedy shall be for CYBERLAND to use reasonable endeavors to restore the lost or damaged Customer Data from the latest back-up of such Customer Data maintained by the CYBERLAND in accordance with the archiving procedure described in its Back-Up Policy.
3. CYBERLAND shall not be responsible for any loss, destruction, alteration or disclosure of Customer Data caused by any third party (except those third parties sub-contracted by CYBERLAND to perform services related to Customer Data maintenance and back-up).
4. Each party shall take appropriate technical and organisational measures against unauthorised or unlawful processing of the personal data or its accidental loss, destruction or damage.

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## **CONFIDENTIALITY**

CYBERLAND is committed to safeguarding our Customer's personal data by adherence to the following obligation - The relevant local data protection laws and regulations.

1. CYBERLAND will not disclose your information other than to third parties for legitimate purposes about which you have been informed unless we are required to do otherwise for legal reasons.
2. CYBERLAND only store data for the period of time that is required to conduct the service you have requested. It is then destroyed unless further retention is required to satisfy a legal, regulatory or accounting requirement.

## **RENEWAL & TERMINATION**

- a) This agreement shall be renewable at the end of the current term for a successive 1-year term unless either party gives written notice of its intention not to renew 3 months before expiration of the current term. 3-month advance notice is required for termination of this Service; otherwise an administrative charge of the prevailing rate will be imposed.
- b) There will be no refund for any premature termination of this service within the 1-year. If termination is made within contractual period, balance payment for the subscription will be due immediately.

## **TRANSITION OUT SERVICES**

Upon termination of the Support & Maintenance Agreement, CYBERLAND shall provide Transition Out Services for an agreed professional fee. These services include:

- Knowledge Transfer Session: One (1) session (either remote or on-site, as mutually agreed) to review key system configurations and outline migration considerations.
- Data Retention: Securely retain all customer data for thirty (30) days following the effective termination date.
- System Migration of the existing system environment to a different, Customer-designated server. Cyberland will coordinate with the appointed stakeholder to validate and confirm that the setup and configuration are correct.
- Architecture Diagram: Delivery of an updated system architecture diagram, if deemed necessary for migration or handover.
- User Documentation: Provision of all relevant user and technical documentation to facilitate ongoing operations.

Any additional, ad-hoc support beyond the scope of these Transition Out Services will be subject to a separate quotation.

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## **CYBERLAND INTELLECTUAL PROPERTY**

All source code developed by CYBERLAND in the course of providing services shall remain the exclusive property of CYBERLAND. Unless otherwise agreed in a separate, written license agreement:

If the Customer wishes to acquire ownership or custody of the underlying source code, a separate quotation and license agreement will be required. No transfer of ownership, rights, or source code files shall occur as part of transition Out Services without execution of a distinct, negotiated agreement and associated fees.

## **DATA BACKUPS**

The backup retention period is 14 days, with daily backups performed. The backup rotation strategy follows a daily schedule. Backup procedures are in place, and a regular restoration test is conducted once a year during the agreement period.