

Service Level Objective Version 1.0

Maintenance Agreement for Servers and other IT Equipment of the Head
Office and Public Economic Zone: CEZ, MEZ and BCEZ (PEZA-HO-2019-03)

Philippine Economic Zone Authority (PEZA)

CT Link Systems Inc.

4th Floor Maripola Building
109 Perea St., Legaspi Village
Makati City, 1229 Philippines
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The banner features a row of partner logos at the top: Citrix, Trend Micro, Microsoft, Unitrends, Velocloud, Pure Storage, Hewlett Packard Enterprise, Cisco, and Dell. Below the logos, the text "YOUR LINK TO CLOUD TECHNOLOGY" is prominently displayed in a large, bold, sans-serif font. Underneath this, in a smaller font, is the phrase "CLOUD. VIRTUALIZATION. DATA PROTECTION. SECURITY".

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SERVICE LEVEL OBJECTIVE

This Agreement is made and entered into by **Philippine Economic Zone Authority** (Customer) and **CT LINK SYSTEMS INC.** (Contractor) with **HPE Philippines** as the partner vendor.

WHEREAS, Customer, purchased the support services of the Contractor in providing support to Customer on their HPE hardware and software products.

WHEREAS, the Contractor is an authorized HPE Certified Partner, competent in providing HPE hardware and software support that maybe assigned by the Customer.

NOW, THEREFORE, in consideration of the mutual understanding, promises, consideration and agreement set forth, the parties agree as follows:

1. OBJECTIVE

This document aims to describe the service level commitments, guidelines and procedures being followed by CT Link Systems Inc. in providing After Sales Support during the warranty coverage period of the equipment.

2. SCOPE OF SERVICES

2.1 EQUIPMENT

CT Link Systems Inc. together with HPE Philippines will provide Philippine Economic Zone Authority (PEZA) with comprehensive technical support 24/7,4 hours response for the equipment described below.

QTY	Description	Serial Number	Service level Agreement
1	HP DL360p Gen8 8-SFF CTO Server	SGH403B6PV	1-year HPE Proactive Care 24x7 wDMR SVC
2	HP P2000 G3 10GbE iSCSI MSA DC LFF Array	2S6350C204, 2S6350C206	1-year HPE Proactive Care 24x7 wDMR SVC
4	HP P2000 Dual I/O LFF Drive Enclosure	2S6402D453 2S6402D454 2S6402D452 2S6402D439	1-year HPE Proactive Care 24x7 wDMR SVC
4	HP DL560 Gen8 CTO Server	SGH403B7FY, SGH403B7H1, SGH403B7H3, SGH403B7H5	1-year HPE Proactive Care 24x7 wDMR SVC
3	HP ML350pT08 SFF CTO Server	SGH403B7EP, SGH403B7ES, SGH403B7EV	1-year HPE Proactive Care 24x7 wDMR SVC
3	HP StoreEasy 1530 12TB SATA Storage	SGH403B6MJ, SGH403B6MK, SGH403B6ML	1-year HPE Proactive Care 24x7 wDMR SVC
4	Aruba 2920 24G Switch	SG41FLW0M1, SG41FLW0NM, SG41FLW0NH, SG41FLW0NR	1-year HPE Proactive Care 24x7 wDMR SVC

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2.1.1 Description of Services

Maintenance Services			Description
Hardware Services	Maintenance	Support	Hardware Problem Diagnosis Onsite Support Parts and Material provided 24/7 support, including holidays, 4 hours onsite response time With defective media retention policy
Collaborative Remote Support			Basic Software Phone Support Collaborative Call Management 24/7 support, including holidays, 4 hours onsite response time
Software Support	Technical	Unlimited	Software Technical and Electronic Support 24/7 support, including holidays, 4 hours onsite response time
Software Updates Service			License to Use and Software Updates

2.2 SUPPORT COVERAGE PERIOD

20 April 2019 to 19 April 2020

2.3 POINT OF CONTACTS

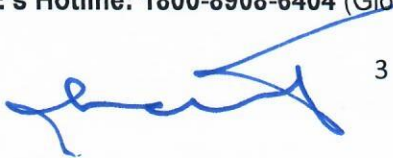
All parties shall provide each other with authorized contact persons and their contact numbers. The contact persons shall be available during the agreed service time. Should there be any new authorized person the party concern shall notify other party through writing about the change/s.

2.4 CONTACT NUMBERS

Philippine Economic Zone Authority (PEZA)
Bldg. 5, DOE-PNOC Compelx, Energy Center, 34th St.,
Bonifacio Global City, Taguig
Philippines
Tel: 551-9591
Email: kelvin.itaas@peza.gov.ph

Technical Support Services Group
CT Link Systems, Inc.
4/F Maripola Building, #109 Perea Street
Legaspi Village, Makati City, Philippines
Tel: (632)893-9515 loc. 405/406/407/408; 09175617839; 09178850455
Email: support@ctlinc.com.ph

HPE's Hotline: 1800-8908-6404 (Globe Users) / 1800-1441-0669 (PLDT Users)



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Equivalent landline hotline: 632 395-3565

HPE Support Customer Portal Site: <https://support.hpe.com/hpesc/public/home/signin>

During Office Hours (8:30am – 5:30pm): (632) 8939515 Loc. 406 (CT Link Systems)

Email address: support@ctlink.com.ph

2.5 SUPPORT DELIVERABLES

2.5.1 Customer must provide the following information when requesting for service support/parts replacement:

- Product Model
- Serial Numbers (Example: SGH447W3MH)
- Part Number (Example: 681840-B21)
- Spare part number of the defective part (Example: 682125-001)
- Complete description of the problem

2.5.2 Remote Problem and Diagnosis Support

Once Customer has placed a service request or logged a call via CT Link or HPE hotline contact information, HPE then will provide a reference case number and work with Customer to isolate the hardware problem remotely.

2.5.3 Onsite Hardware Support

For technical hardware issues that cannot be resolved through phone and remote based troubleshooting/remotely, HPE authorized engineer will provide technical support on covered products to return them to operating condition.

Customer authorized engineer shall be present each time an on-site service will be render.

2.5.4 Hardware and Parts Materials

Replacement of defective part/s shall only take place if part/s is/are found to be defective base on HPE and CT Link Engineer's findings and recommendations. All defective part/s shall be replaced provided if it is available and no material constraint for such part/s.

"Spare Parts Replacement to be provided come from HPE, the original manufacturer"

2.5.5 Coverage Window

The coverage windows specified the time during which the described services are delivered onsite or remotely.

The following coverage windows are available for eligible products:

- **24x7**
Service is available 24 hours per day, Monday through Sunday including Holidays.

Regardless of the coverage window, problems with covered products can be reported to CT Link's Helpdesk (During Office Hour) or to HPE Philippines. HPE Call Management and CT Link Support Coordinator will acknowledge the receipt



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of the service request and will issue a case number that Customer can use to track a specific problem incident.

2.5.6 Equipment Location

Helpdesk or Phone support service will be provided to the following locations:

Phil Economic Zone Authority Head Office

Bldg. 5, DOE-PNOC Complex, Energy Center, 34th St.,
Bonifacio Global City, Taguig
Philippines

Public Economic Zone namely: Cavite, Baguio and Cebu

On-site support service will be provided to the following location only:

Phil Economic Zone Authority Head Office

Bldg. 5, DOE-PNOC Complex, Energy Center, 34th St.,
Bonifacio Global City, Taguig

Philippines

2.5.7 Response Time

Response time starts the period of time that begins when the initial service request is received and logged with CT Link / HPE.

2.5.7 Work to Completion

Once CT Link / HPE Authorized engineer arrives at Customer's site, the representative will continue to deliver the service (either onsite or remotely, at the discretion of CT Link and HPE), until the products are operational. Work may be temporarily suspended if additional parts or resources are required, but work will resume when they become available.

2.6 SERVICE LIMITATIONS

At the discretion of CT Link / HPE, service will be provided using a combination of remote diagnosis and support, services delivered onsite, and other service delivery methods. CT Link / HPE will determine the appropriate delivery method required to provide effective and timely Customer support.

An onsite response time commitment will not apply if the service can be delivered using remote diagnosis, remote support, or other service delivery methods described above.

For fully redundant hardware (e.g. server and storage), the committed response time applies accordingly to critical issues, as reasonably determined by CT Link and HPE, that affect business or degrade performance of either critical or redundant components. Response time for non-critical service request may vary.

Service such as, but not limited to, the following are excluded from this service:

- Recovery of the operating system, other software and data.



- Operational testing of applications or additional tests requested or required by Customer.
- Troubleshooting for interconnectivity or compatibility problems.
- Support for network-related problems.
- Services required due to failure of Customer to incorporate any system fix, repair, patch or modification provided to the Customer.
- Services required due to failure of the Customer to take best practices action previously advised by HPE and CT Link
- System reconfiguration

3. ENTIRE AGREEMENT

This Agreement is the whole contract between the Customer and CT Link Systems Inc. This Agreement embodies the entire rights and conditions as herein provided and violation of any of these terms and conditions by either party shall constitute a breach of this Agreement.

IN WITNESS WHEREOF, the parties here to have caused this Agreement to be duly executed by their respective authorized signatories on the 7th day of May 2019 at Makati City.

Phil Economic Zone Authority (PEZA)
(Customer)

CT Link Systems Inc.
(Contractor)

By:

By:


BGen Charito B. Plaza MNSA, PhD
Director General HoPE


Euberto B. Catangay Jr.
Technical Services Head

MAY 07 2019

PRESCRIBED AND SWORN to before me this _____ day of _____ at Makati City, amount exhibited to me Gov't ID No. _____


ATTY. GERVACIO B. ORTIZ JR.

Notary Public Makati City

Until Dec. 31, 2019

Appointment No. M-183 (2019-2020)

PTR No. 7333104 Jan. 3, 2019/Makati

IBP Lifetime No. 656155 Roll No. 40091

MCLE Compliance No. V-0000934

101 Urban Ave. Campos Rueca Bldg.

Gray. Pio Del Pilar, Makati City

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