



## **Thatimedia Standard Service Level details – Includes- cost for all co-located & leased servers.**

**Thatimedia Corporation will provide:**

### **Internet Connection**

10baseT or 1000baseTX RJ45 switched network connection.

100 MB Internet speed dedicated line

To

1GB Internet speed dedicated line



Internet connections will be accountable by either bandwidth usage (There is no limitation for data transfer) across a Customer Ethernet connection.

### **Power Supply**

We can provide power as per the client requirement.

Standard:-15Amp rack of UPS power providing at least 20 minutes of UPS power. A maximum of 110V per server.

### **Power and Equipment Outages**

Thatimedia Corporation will provide a minimum of 48 hours notice of any planned power or equipment outages except in the case of emergencies requiring immediate or shorter notice action.

### **Planned Maintenance**

Any planned maintenance that is carried out by Thatimedia Corporation will take place between the hours of 00:00 and 06:00 in order to minimize disruption to services during peak times.

Thatimedia Corporation will provide a minimum of 12 hours notice for any maintenance that is carried out on the network except in the case of emergencies or network failure requiring immediate or shorter notice action.

### **Security**

Physical Security: All servers are located in a secure building with both physical and electronic security.

The Network Operations Centre is protected by a Thatimedia Corporation

### **Client provided server**

Thatimedia Corporation is not responsible for any hardware/component failure associated with client provided servers. It is the client's responsibility to arrange on-site maintenance cover, through manufacturers, third party or own staff provision. But any support regarding this will be charged separately.

### **Thatimedia Corporation leased server or third party server as per clients request in Japan.**

Thatimedia Corporation will provide responsibility for all hardware/component failure, including cost of replacement parts and technician support time, for 12 months from the date of installation.

At the end of the 12-month period, the client will accept responsibility for the replacement of failed components (including cost of components and technical support staff time)

Any additional maintenance work required by the client will be subject to charge under the normal technical support hourly rate.

### **Access to co-located servers**

All appointments for physical access to co-located servers must be made through the Thatimedia Corporation Technical Support Team. (Email or Phone)

Thatimedia Corporation is able to provide the loan of a monitor, keyboard and mouse for standard SVGA PS/2 client servers. The service is known as 'workstation access'.

### **Environmental Control**

A temperature within NOC is maintained below 23°C (based on a winter of -2°C and a summer of +30°C).

Particle and/or smoke detectors are used to detect fire and smoke within NOC.

### **Technical Support**

A member of the Thatimedia Corporation Technical Support Team will be available for assistance at phone number between the hours of 0900 - 2000 Monday to Friday and 0900 - 1200 Saturdays.

### **Network Monitoring**

Thatimedia Corporation network operating Data centre monitors network connections 24 hours a day.

Faults may be reported at the Technical Support number 24 hours per day.

### **IP address allocation**

Thatimedia Corporation will allocate IP addresses within the terms permitted by Vendor Requestion - 1IP/8IPs/16IPsand Etc.

Charges may apply for large allocations.

### **Domain Name Hosting / DNS records**

Thatimedia will include DNS hosting tie-up go daddy domains for each co-location customer.

Thatimedia reserves the right to make a charge for any subsequent domain hosting and all DNS record changes.

Thatimedia Corporation can register new domains for co-location clients at its standard rates. All new registrations will be in accordance with the issuing authority rules.

If Thatimedia Corporation registers a new domain for the use of a client, the client agrees to the issuing authority rules and agrees to indemnify Thatimedia Corporation against any claims that might arise from the registration of the said domain.

### **Software Support and Maintenance**

The client accepts sole responsibility for the installation of third party software.

It is the client's responsibility to ensure that they are in possession of valid licences for all software used on their co-located server.

Thatimedia Corporation is unable to provide technical support for third party applications.

Thatimedia Corporation technical staff can execute specific commands as requested either in writing or during a telephone conversation with the client. This service is known as 'remote help'. This Service will be charged at our normal support rate of per hour.

The client is responsible for any conflicts that third part software installation may cause. If Thatimedia Corporation is asked to provide any intervention to resolve conflict issues then a charge will be made at the company's standard consultancy rate (minimum rate / hour with a minimum charge of). Additional charges may apply for operations carried out by third party staff.

### **Server failure**

Thatimedia Corporation will power cycle a client server on receipt of a service failure call during support hours (09:00 - 20:00 Monday to Friday and 09:00 to 12:00 Saturdays) **free of charge**.

Power cycles outside of support hours will incur a minimum charge of rate

### **Additional Services**

Thatimedia Corporation will undertake upgrades to your server at the standard consultancy / technical rate of per hour.

All upgrades must be pre-booked at least 48 hours in advance.

All hourly rates quoted are exclusive of VAT.



## **Enhanced SLA - available to co-located server for our clients**

The Enhanced SLA will include the Standard SLA plus the following additional or amended items.

### **Domain Name Hosting / DNS records**

Thatimedia Corporation will include DNS hosting tie-up with go daddy domains with each Enhanced SLA agreement.

### **Software Support and Maintenance**

The client accepts sole responsibility for the installation of third party software.

It is the client's responsibility to ensure that they are in possession of valid licences for all software used on their co-located server.

Thatimedia Corporation is unable to provide technical support for third party applications.

Thatimedia Corporation will provide **2** 'Remote Help' sessions per month of up to **2 hours** each session.

The client is responsible for any conflicts that third party software installation may cause. Thatimedia can help the client in resolving the issue for a reasonable charge on hourly basis.

## **Backup services**

Thatimedia will provide backup services on a data hard disk or Tape basis.

The Hard disk or Tape backup rotation will be provided on a **weekly or monthly** schedule as required.

The client will supply the Hard disk or tapes together with any instructions required.

Thatimedia Corporation undertakes to store the backup tapes or Hard disk in a separate location to the server.

Thatimedia Corporation will not undertake restoration of data to client servers. It shall be the client's responsibility to complete restoration of data.

## **Server failure**

Thatimedia Corporation will power cycle a client server on receipt of a service failure call during Support Hours (09:00 - 20:00 Monday to Friday and 09:00 to 12:00 Saturday) free of charge.

Thatimedia Corporation undertakes to provide 5 power cycles per month outside of Support Hours **at no charge**.

Additional Power cycles outside of Support Hours will incur a charge of per power cycle.

## **Additional Services**

Thatimedia Corporation will undertake upgrades to your server at the reduced charge of per hour. All upgrades must be pre-booked at least 48 hours in advance.

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Suresh Thati

### **President & CEO**

Worked for Many movies in various departments in India and Japan. Made travel & fashion videos. Worked for IPTV sales and content distribution. Established "Thati Media Corporation" in Tokyo, Japan. Started giving services like film shoots, post production, content distribution, IT solutions and IPTV sales. In the process of starting our own IPTV service for south Asians living in Japan.

Kumar Elumalai

### **CTO**

Has 12 years experience in IPTV and networking. He worked for the first IPTV service in the world which started in Chennai, India. He was part of the IPTV birth and is involved in the growth.

**[www.thatimedia.com](http://www.thatimedia.com)**