

NATIONAL CYBERSECURITY R&D LAB USAGE ORDER FORM

Instruction:

1. Please complete the order form and submit to support@ncl.sg.
2. An acknowledgement email will be sent to Team Leader's Registered Email address.
3. Please read the **Important Notes** on the next page before submitting the order form.

Team Name:

Team Leader's Full Name:

Registered Email Address:

Number of
Bare Metal:
(If Applicable)Number of
Virtual Machines:
(If Applicable)Usage Start Date:
(dd/mm/yy)Usage End Date:
(dd/mm/yy)Alternate Start Date:
(dd/mm/yy)Alternate End Date:
(dd/mm/yy)

Number of User:

By submitting this order form, I agree to Documentation and Master Subscription Agreement.

Team Leader's Signature:

Date:

National University of Singapore ("NUS") acting through School of Computing ("SoC") makes available access to the National Cybersecurity R&D Lab ("NCL") facilities and environment (including certain functionality of the NCRD lab network and other lab software licenses, content, etc.) (collectively, the "NCL Environment") to you, conditional to and subject to your compliance with the terms and conditions below, the terms of the Master Subscription Agreement (Annex 1) and the Usage Policy set out in Annex 2 (the "Terms").

Important Notes

Rate

Please refer to <http://ncl.sg/pricing> for available packages.

Reservation

Advance Booking of Thirty (30) days or more: For reservation received more than thirty (30) days prior to the commencement date of the requested usage period, such requests will be sent to Committee on the **third work day** of each calendar month. Users will be informed on the **fifth work day** of each month on the status of their Advance Booking reservation requests.

Short Notice Booking: For reservation received less than thirty (30) of the requested usage period, the reservation will be processed **within 3 working days**. Users may also use the resources on an ad-hoc basis without any reservation or booking, **subject to availability**.

Please refer to Documentation Section D 'Prioritization' for more information.

The resource booking will also be updated on the website.

Payment

An invoice will be issued to the user after the usage period. Payment can be made via credit/debit card (Visa, MasterCard, and Amex only) and GIRO. Payment details will be shown on official invoice.

Other methods such as Cash, Cheque, Telegraphic Transfer, EZ-Link or NETS **WILL NOT** be accepted.

Cancellation

With respect to cancellation of reservation:

- (i) For cancellation of the reservation received by SoC at least ninety (90) days or more prior to the commencement date of the requested usage period, no charges will be incurred.
- (ii) For cancellation of the reservation received by SoC at least thirty (30) days but less than ninety (90) days prior to the commencement date of the requested usage period, partial rate will be incurred (refer to Documentation Section 5.9 'Cancellation').
- (iii) For cancellation of the reservation received by SoC less than thirty (30) days prior to the commencement date of the requested usage period, full charge will be incurred and shall be payable by the user.

Please refer to the Usage Policy Section D 'Prioritization' for more information.

Complimentary Services

The following complimentary services can be subscribed for at no additional charge:

- Customized auto-provisioning of host & network using DeterLab
- Customized auto-provisioning of host & network using OpenStack
- Auto-provisioning of CVE environment via NCL CVE Catalog
- Auto-provisioning of NCL Secure Distributed Environment
- Auto-provisioning of NCL Hybrid Cloud Environment

Privacy

Personal data is collected during reservation for resource management and accounting purposes and will be managed in compliance with the Personal Data Protection Act 2012. We **WILL NOT** release your personal data for commercial use.