

Service Order Delivery Details

| Order Details | | | |
|-------------------|----------------------------------|---------------------------------|-----------------------|
| Server Type | VPS | Service Type | Windows Server 2019 |
| Customer ID | 913 | Customer Name | Mahesh Mhatre |
| Order Date | 09-MAY-2024 | Company Name | Mahesh Mhatre |
| Order ID | BS/2022-526 | Contact # | 7666696334 |
| Customer Status | Active | E-Mail ID | Info.vsa305@gmail.com |
| Payment / Invoice | | Account Manager | |
| ID Given | GST | Managed Services | Basic Manageability |
| Upgrade/New | New | Backup (Yes/No) | No |
| # | Parameters | Value | |
| I | Server IP RDP Port | 103.175.23.173:28607 | |
| II | User | superadmin | |
| III | Password | g\$4p5ZA6~BQcJpEBJfut_ | |
| IV | Product/Service | Intel(R) Xeon(R) CPU Gold 6226R | |
| V | Server Processor | 4 VCPUs | |
| VI | Operating System | Windows Server 2019 Std. | |
| VII | HDD Size | 100 GB | |
| VIII | HDD Type | NVMe | |
| IX | HDD Partition Scheme | C: 100GB | |
| X | Memory Capacity - RAM | 8 GB | |
| XI | Database (+ Version) | | |
| XII | Control Panel (Version/ Edition) | | |
| XIII | Required Host Name | | |
| XIV | User Name | | |
| XV | Password | | |
| XVI | Bandwidth | 1000 Mbps Shared | |
| XVII | Application(s) Required | NA | |
| XVIII | No. of Interfaces/ IP | 1 | |
| XIX | Firewall Configuration | Default | |
| XX | Scope Of Work | NA | |
| XXI | Backup + Policy | NA | |
| XXII | Security Services | NA | |

Support Escalation Matrix

| Processes | Contact details | Response Time lines |
|---------------------------------------------|------------------------------------------------------------------------------------|---------------------------|
| Support Ticket logging | helpdesk@bsoft.in +91 11-71862838 | Response: 05 to 29 Mins |
| 1st Level Escalation (Technical Manager) | insanansari@bsoft.in +91 850-690-9001 | Response: 30 to 59 Mins |
| 2nd Level Escalation (Business Head) | support@bsoft.in +91 9355-607-607 | Response: 60 to 119 Mins |
| 3rd Level Escalation Director | deepak@bsoft.in +91 9990-46-9001 | Response: 120 to 179 Mins |

Billing Escalation Matrix

| Processes | Email & Contact No. |
|----------------------|-------------------------------------------------------------------------|
| 1st Level Escalation | sales@bsoft.in +91 9990-46-9001 |
| 2nd Level Escalation | billing@bsoft.in +91-850-690-9001 |

Service Suspension Notice

| Processes | Email & Contact No. |
|----------------------|---------------------------------------------------------------------------|
| 1st Level Escalation | sales@bsoft.in +91-9990-46-9001 |
| 2nd Level Escalation | helpdesk@bsoft.in +91-11-7186-2838 |
| 3rd Level Escalation | support@bsoft.in +91-9355-607-607 |



Password Policy

Recommendation

Passwords are the first Layer of Server security. They are the first step of securing user accounts. A poorly chosen password may result in the compromise of entire server and network security. We recommend you change your passwords every 30 Days.

Strong passwords characteristics:

- ⇒ Contain both upper- and lower-case characters (e.g., a-z, A-Z)
- ⇒ Have digits and punctuation characters as well as letters (0-9, !@#\$%^&*()_+|~- =\`{}|:~<>?.,./))
- ⇒ Is at least 16 alphanumeric characters long.
- ⇒ Is not a word in any language, slang, dialect, jargon, etc.
- ⇒ Is not based on personal information, names of family, pets etc.
- ⇒ Is not based on username or name of the user

"Don'ts"

Don't reveal a password over the phone to ANYONE, an email message, in front of others, format of a password

(e.g., "my family name"), on questionnaires or security forums, with family members, to co-workers, etc.

Do not use the "Remember Password" feature of applications (e.g., Eudora, Outlook, Netscape Messenger).

Again, do not write passwords down and store them anywhere in your office. Do not store passwords in a file on

ANY computer system (including Palm Pilots or similar devices) without encryption.

Change passwords at least once every month (except system-level passwords which must be changed quarterly).

The recommended change interval is every month.

If an account or password is suspected to have been compromised, report the incident to Bsoft India Technologies Pvt. Ltd. Team and change passwords for all users.

Password cracking or guessing may be performed on a periodic or random basis by Bsoft India Technologies Pvt. Ltd. Support team or

its delegates. If a password is guessed or cracked during one of these scans, the user will be required to change it.