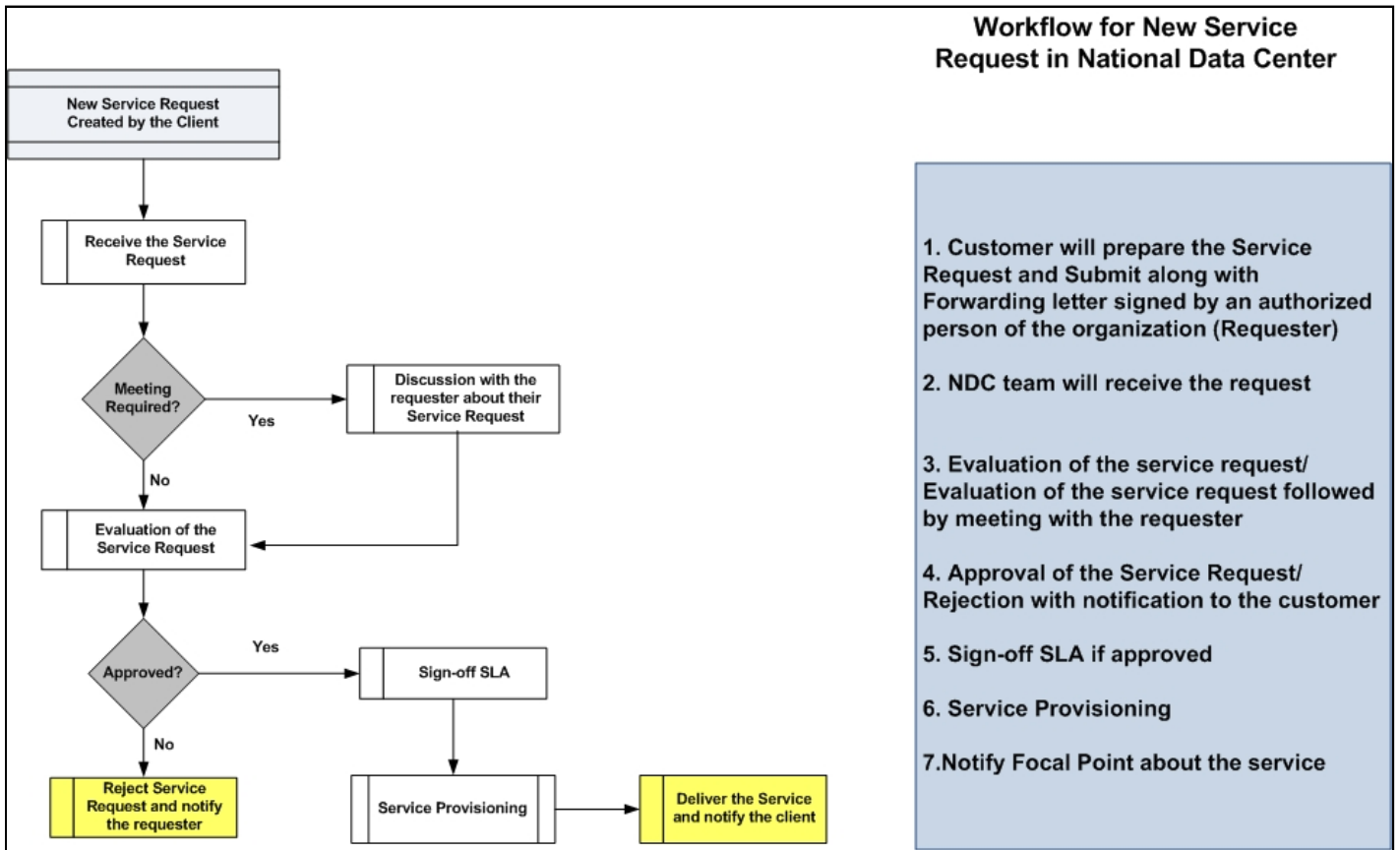


Guideline for New Service Request



Required service delivery time for New Service Request:

Sl.	Service Name	Required Time to deliver the service (in working days)
1.	Web Hosting Services	3
2.	VPS Service	3
3.	VPS Service (Managed)	5
4.	Shared Email Hosting Service	3
5.	Database Service (Shared)	2
6.	Remote Access VPN Service	1
7.	DNS Service	1
8.	Infrastructure Managed Service	5-10
9.	Backup Service (Site to Site)	5
10.	Collocation Service	5-10

Note:

- 1) The time mentioned here starts after signing of the SLA;
- 2) The time mentioned here does not include customer's existing service/system/data migration process;

SLA Matrix after services has been provisioned:

After the services has been provisioned the default target SLA provided by National Data Center is given below:

Priority	Target Response Time	Target Resolution Time	Notification Intervals
P1- Critical	15 mins	6 Hrs	60 mins
P2- High	30 mins	10 Hrs	3 Hrs
P3- Medium	60 mins	24 Hrs	6 Hrs
P4- Low	120 mins	48 Hrs	None

Note: Priority is calculated in terms of Urgency and Impact of the service.

Support Portal: <http://support.bcc.gov.bd>
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