

Contact keeping in relation to hosting services

This document describes the contact keeping system necessary for contracted hosting-service use: the levels of authorizations for the devices/services and what sort of requests we may accept from these roles.

Change of Contacts can be initiated via the following channels with the corresponding authorization levels:

- <https://portal.adatpark.hu> - fault reports
- e-mail (rendszergazda@adatpark.hu) with a fully filled out Change of contact Request Form.

Important! Any Change of Contact request is only valid from a Contact who has "full" authorization or "full (administrative) rights. If a person requests Change of Contact and as per the Provider's registration the person has no "full" or "full (administrative)" rights at the company concerned, the Provider can only accept this request if the specimen signature of the same person is also attached to the request."

Contacts must be unique real persons with mobile number and email address.

Contacts can have rights as follows:

1.) Full: Unlimited disposal rights over service parameters and all Customer owned devices (in compliance with the valid contract regulations), defining contacts for all machines, and changing secret codes. This function is only valid if added to all devices.

If a person requests Change of Contact and in our system the person has no "full" or "full (administrative)" rights at the company concerned, we can only accept this request if the specimen signature of the same person is also attached to the request.

2.) Full (administrative): It is different from the full authorization as we are going to contact another contact person - if there is any - with technical questions who has at least physical access rights.

3.) Full (Technical): This person is different from the full authorization, as this right is to be defined/applied per machine, so we cannot accept any Change of Contact request from them (however we can accept case by case authorization for the device he has such rights to).

Rights valid for the Customer owned devices and leased devices not operated by us:

Questions related to internal network topology

Restart/turn off

Requesting information on the machine or topology

Console request

Data storage /connection request

Changing port monitoring settings

Rights for customer owned devices:

Physical access (maintenance, mounting)

Removal from the customer site

Leased hardware related requests:

Requests related to the configuration, faults and virtual machines we operate

Operation related requests

Reverse DNS request for the given device

4.) Physical: This person is different from the full (technical) right Contact, as the Provider cannot take out the hosted device from the site as per the contract.

Customer owned device related rights (these rights are not valid for operated or leased devices or virtual machines):

- Questions related to internal network topology
- Restart/turn off
- Requesting information on the machine or topology
- Console request
- Data storage /connection request
- Changing port monitoring settings
- Physical access (maintenance, mounting)
- Reverse DNS request for the given device

5.) Console: We can accept remote access and data device /connection claim from this person for the given device, if the cover of the device does not need to be removed.

Customer owned device related rights, rights for devices operated by third parties (these rights are not valid for operated or virtual machines):

- Questions related to internal network topology
- Restart/turn off
- Requesting information on the machine or topology
- Console request
- Data storage /connection request
- Changing port monitoring settings
- Reverse DNS request for the given device

6.) Restart: We accept a restart request for the given device.

Customer owned device related rights, rights for devices operated by third parties (these rights are not valid for operated or virtual machines):

- Restart/turn off
- Requesting information on the machine or topology
- Data storage /connection request

7.) Backup: We accept data device/connection claim from this person to the given Customer owned device (if the cover of the device does not need to be removed), and for third party owned leased devices (these rights are not valid for operated or virtual machines).

We will consider Contact rights also when we initiate contact. This means that with administrative cases we will contact someone with full or full (administrative) rights, and technical questions will be referred to a person with full (technical), physical etc. rights.

We have to be able to reach a Contact on the mobile numbers given to us in relation to Customer devices outside working hours due to any non-expected event, and certain services need a correct email address. In extreme cases, if for instance someone contacts us that the operation jeopardizes the services of our other customers – and we are unable to reach a Contact, we will suspend the operation of the device causing the problem until it is prevented.