



# SERVICE LEVEL AGREEMENTS:

## TECHNICAL STANDARDS OF PERFORMANCE

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# CLOUD

## SERVICE LEVEL AGREEMENTS: TECHNICAL STANDARDS OF PERFORMANCE

### OBJECT STORAGE

Object Storage is considered available if API calls and data retrieval are able to be completed successfully between the US Signal data backbone and public API storage endpoints. API errors caused by, but not limited to transit issues on the Internet do not establish failure criteria, in which would not be guaranteed under the Object Storage SLA. Availability 99.99%.

### MULTI-TENANT CLOUD

A Flexible Resource Pool is considered available if the allocated resources are accessible for customer use and traffic can be passed between the US Signal Data Center and the US Signal data backbone. Compute and Memory resources may vary based on demand. Availability 100%.

### FILE STORAGE

File Storage is considered available if the storage array can read or write data and traffic can be passed between the storage array and the US Signal data backbone. Availability 100%.

### CLOUD LOAD BALANCER

Cloud Load Balancer is considered available if the product interface is accessible for customer use and traffic can be passed between the US Signal Data Center and the US Signal data backbone. Availability 100%.

### ADVANCED EMAIL SECURITY

Advanced Email Security is considered available if the services of the third-party vendor are accessible for customer use and traffic can be passed between the Customer and the third-party vendor. Availability 99.99%.

### ACRONIS ENDPOINT DETECTION + RESPONSE (EDR)

Acronis Endpoint Detection and Response is considered available if the services of the third-party vendor are accessible for customer use and traffic can be passed between the Customer and the third-party vendor. Availability 99.99%.

### SINGLE TENANT CLOUD

Hosted Private Cloud will have failed hardware replaced within 4 hours. This does not include the rebuilding of RAID arrays or the virtual environment.

### SECURE ACCESS SERVICE EDGE (SASE)

SASE is considered available when a site is active, enabled and has access to the SASE cloud network. Downtime shall mean any minutes the service is not available and the site cannot access the service. The exceptions being if the service is not available due to (a) maintenance windows (b) Site's Internet service provider (c) failure of the Site's hardware, software or network connectivity (d) Force Majeure event (e) Customer's acts or omissions (f) anything outside the direct control of Cato. US Signal guaranteed response time from receipt of support request is outlined in the table below.

Categorization	Criteria	Response
Level 1 – Critical	Outage of Multiple PoP locations. The customer cannot connect to SD-WAN services at all.	2 hours
Level 2 – High	Outage of a single Pop Location. The Customer can connect to a different PoP; and/or Outage of SD-WAN Management Application	4 hours
Level 3 – Low	Other issues that do not prevent the Customer from accessing a signification feature of the service	1 business day

Cato's proprietary system measures whether the Services are Available, and the Customer agrees that this system will be the sole basis for resolution of any dispute that may arise between the Customer and US Signal regarding this SLA. Customer may present different measurement of the Availability of the Services based on internal systems of Customer, but in the event of a contradiction between Cato's measurements and Customer's measurements, based on Cato's proprietary system shall prevail.

# DATA PROTECTION

## SERVICE LEVEL AGREEMENTS: TECHNICAL STANDARDS OF PERFORMANCE

### ENTERPRISE BACKUP-AS-A-SERVICE

US Signal guarantees cloud infrastructure availability. Infrastructure is defined as available when storage is able to be consumed. Availability guarantee is 99.5%.

US Signal guarantees a managed support response time of 2 hours from the time a request is received. A request is considered received when a request is made to the US Signal NOC and a ticket is created.

### BACKUP-AS-A-SERVICE

US Signal guarantees storage infrastructure availability. Infrastructure is considered available if storage space is able to be consumed by Customer backups. Availability 100%. Customer's infrastructure availability is not included in US Signal's SLA.

### MANAGED BACKUP

US Signal guarantees a managed support response time of 2 hours from the time a request is received. A request is considered received when a request is made to the US Signal NOC and a ticket is created.

### RECOVERY-AS-A-SERVICE

US Signal's SLA pertains to Reserved US Signal cloud computing environment.

### CLOUD RECOVERY FOR COHESITY

US Signal's SLA pertains to Reserved US Signal cloud computing environment.

### MANAGED DRAAS

An SLA on the Recovery Time Objective (RTO) will be established and documented in the customers DRaaS Playbook. RTOs range from minutes to hours. Actual achievable RTO will be derived through initial simulated failovers and are contingent on customer's environment size, bandwidth availability, etc.

### CLOUD BACKUP FOR VEEAM

US Signal guarantees storage infrastructure availability. Infrastructure is considered available if storage space is able to be consumed by Customer backups. Availability 100%.

**Managed Cloud Backup for Veeam:** US Signal guarantees a managed support response time of 2 hours from the time a request is received. A request is considered received when a request is made to the US Signal TOC and a ticket is created.

### CLOUD REPLICATION FOR VEEAM

US Signal guarantees replication infrastructure availability. Infrastructure is considered available if storage space is able to be consumed by Customer replication data. Availability 100%.

**Managed Cloud Replication:** An SLA on the recovery time objective (RTO) will be established and documented in the customers Cloud Replication for Veeam Playbook. RTOs range from minutes to hours. Actual achievable RTO will be derived through initial simulated failovers and are contingent on customer's environment size, bandwidth availability, etc.

### WEBSITE AND APPLICATION SECURITY AND DDOS PROTECTION

Response SLA of 30 minutes from the time a support request is received. A request is considered received when made to the US Signal TOC and a ticket is created. Service availability guarantee of 100%. The Service is considered available when functioning for Customer's content and/or applications as subscribed.

### SELF-MANAGED DRAAS WITH ZERTO

US Signal guarantees replication infrastructure availability. Infrastructure is considered available if storage space is able to be consumed by Customer backups. Availability 100%.

## **DRAAS FOR VMWARE**

US Signal guarantees replication infrastructure availability. Infrastructure is considered available if storage space is able to be consumed by Customer data. Availability 100%.

## **COHESITY BACKUP**

US Signal guarantees cloud infrastructure availability. Infrastructure is defined as available when storage is able to be consumed. Availability guarantee is 99.5%. US Signal guarantees a managed support response time of 2 hours from the time a request is received. A request is considered received when a request is made to the US Signal NOC and a ticket is created.

## **ENDPOINT DETECTION AND RESPONSE**

Response SLA for technical support is 1 hour from the time a support request is received, during normal Business Hours, Monday-Friday 8:00 am-5:00 pm ET, excluding holidays. A request is considered received when made to the US Signal Technical Operations Center (TOC), and a ticket is created. For MDR customers, Response SLA is 1 hour for Customer alert notifications from the receipt of alert within US Signal's Alert Management System. Service Portal availability guarantee of 99.95%, excluding planned and emergency maintenance. US Signal will use commercially reasonable efforts to notify customers of any scheduled maintenance that may affect the availability of the Services.

## **MANAGED EXTENDED DETECTION + RESPONSE**

Response SLA for technical support is 1 hour from the time a support request is received, during normal Business Hours, Monday-Friday 8:00 am-5:00 pm ET, excluding holidays. A request is considered received when made to the US Signal Technical Operations Center (TOC), and a ticket is created. For XDR customers, Response SLA is 1 hour for Customer alert notifications from the receipt of alert within US Signal's Alert Management System. US Signal will use commercially reasonable efforts to notify customers of any scheduled maintenance that may affect the availability of the Services.

## **VEEAM INSIDER PROTECTION**

Veeam Insider Protection is an optional add-on service for Cloud Backup for Veeam. US Signal guarantees a response time of 2 hours from the time a request is received. A request is considered received when a request is made to the US Signal TOC and a ticket is created.

## **ENTERPRISE REPLICATION**

US Signal guarantees cloud infrastructure availability. Infrastructure is defined as available when storage is able to be consumed. Availability guarantee is 99.5%.

US Signal guarantees a managed support response time of 2 hours from the time a request is received. A request is considered received when a request is made to the US Signal NOC and a ticket is created.

## **REMOTE MONITORING AND MANAGEMENT**

US Signal's Service Level Objective for the RMM client interface is 99.99% availability; excluding planned and emergency maintenance. The client interface is considered available if the webpage resolves and customers are able to login. US Signal will use commercially reasonable efforts to notify customers of alerts based on configured alarms (including automated remediation) as follows:

Response Time Objective (Maximum elapsed time objective from receipt of alarm within US Signal's Alarm Management System to Customer notification)

**Standard Tier:** 30 minutes

**Premier Tier:** 15 minutes

## **SERVICE LEVEL AGREEMENTS:**

## **TECHNICAL STANDARDS OF PERFORMANCE**

# NETWORK

## SERVICE LEVEL AGREEMENTS: TECHNICAL STANDARDS OF PERFORMANCE

### TECHNICAL STANDARDS OF PERFORMANCE

**Private Line:** Availability 99.999%.

**Optical Wave:** Availability 99.99%.

**VES Point to Point:** Availability 99.995%.

### DEDICATED INTERNET ACCESS, VES MULTISITE, MPLS VPN

#### Performance Metrics

Availability	99.995%
Latency	15ms
Packet Loss	<=0.1%
Jitter	4ms

### ETHERNET TRANSPORT: E-LINE, E-LAN, E-TREE, E-ACCESS

#### Performance Metrics

Availability	99.995%
Latency	15ms
Packet Loss	<=0.1%
Jitter	4ms

### FRAME LOSS RATIO

Frame loss is a measure of the number of lost service frames inside the network for a particular Class of Service Identifier. Frame loss ratio is; % = # frames lost / # frames sent over a period 1 month.

### SERVICE AVAILABILITY

Availability Performance is the percentage of time within a specified time interval during which the Frame Loss Ratio Performance is small. A circuit is considered unavailable when there is a complete loss of use.

### MEAN ONE-WAY LATENCY (MEAN ONE-WAY FRAME/PACKET DELAY)

The One-Way Frame Delay for an egress Service Frame at a given Interface in the EVC is defined as the perceived time elapsed from the reception at the ingress interface of the first bit of the corresponding ingress Service Frame until the transmission of the last bit of the Service Frame at the given interface for a particular Class of Service Identifier. To obtain the Mean One-Way Frame Delay, statistics are gathered and averaged over the period of 1 month.

### MEAN JITTER (MEAN FRAME/ PACKET DELAY VARIATION)

Frame Delay Variation is the difference between the one-way delays of a pair of selected Service Frames for a particular Class of Service Identifier and an ordered pair of interfaces. To obtain the Mean Frame Delay Variation, statistics are gathered and averaged over the period of 1 month.

### SLA COVERAGE

Depending on the technology, US Signal handles SLA's based on several different network/technology domains.

**Core Domain** i.e. (Between Core PoP's across MPLS backbone)

**Edge Domain** i.e. (Metro Ethernet Networks)

**Access Domain** i.e. (Last Mile Access)

Latency, Frame Loss, and Jitter metrics are measured and provided in the Core Domain. The Availability Metric is measured and provided in the Core and Edge Domains. SLA's do not extend to the Access Domain.



# DATA CENTERS

## SERVICE LEVEL AGREEMENTS: TECHNICAL STANDARDS OF PERFORMANCE

### ELECTRICAL POWER (UPS ONLY)

Electrical Power will be supplied by an outside utility vendor. Customer may elect to purchase an optional Uninterruptable Power Supply feed for continuous power during the time it takes the US Signal provided backup generator to automatically transfer the power load.

### ENVIRONMENTAL CONTROL

The Data Center will be equipped with HVAC equipment, which shall include multi-ton cooling units in an N+1 configuration. Any customer equipment placed within the Data Center Space must follow the hot aisle/cold aisle layout as directed by US Signal. The Premise shall also contain a clean agent fire suppression system that shall monitor any hazards to the Premise, including excessive heat and airborne particles.

### REMOTE HANDS

US Signal shall respond to a customer's request for Remote Hands within thirty (30) minutes of a US Signal Technical Operations Center representative receiving the Customer's initial call. Any Remote Hands Service request to any other US Signal representative (i.e. Sales Manager) shall not be subject to the Response Time Interval.

#### Technical Standards of Performance

**Electrical Power with UPS Availability 99.995%**

**Environmental Control 99.995%**