



# 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%.

### FLEXIBLE RESOURCE POOL

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%.

### DEDICATED RESOURCE POOL

A Dedicated Resource Pool is considered available if the reserved resources are accessible for customer use and traffic can be passed between the US Signal Data Center and the US Signal data backbone. Availability 100%.

### HOSTED PRIVATE 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.