



# SERVICE LEVEL AGREEMENTS

## TECHNICAL STANDARDS OF PERFORMANCE

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### Cloud

#### 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%.

#### 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%.

#### 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.

#### Dedicated Blade Server

A Dedicated Blade Server is considered available if the Dedicated Blade Server can be booted and traffic can be passed between the US Signal Data Center and the US Signal data backbone. In case of hardware failure Dedicated Blade Server will be replaced in 4 hours.

#### 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%.

#### 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%.

#### 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%.