



SERVICE LEVEL AGREEMENTS

TECHNICAL STANDARDS OF PERFORMANCE

Data Center

Technical Standards of Performance

Electrical Power with UPS Availability 99.995%

Environmental Control 99.995%

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.