



SERVICE LEVEL AGREEMENTS: TECHNICAL STANDARDS OF PERFORMANCE

DATA PROTECTION

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.

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.

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.

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