US SIGNAL®

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.

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%.

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.

CLOUD REPLICATION FOR VEEAM

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

RECOVERY-AS-A-SERVICE

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

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.

DISASTER RECOVERY-AS-A-SERVICE

An SLA on the Recovery Time Objective (RTO) will be established and documented in the customers DRaaS Playbook. The RTO SLA only applies to virtual machines protected with the Premium tier of service. 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.

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

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%.