

**HOSTING SERVICE LEVEL AGREEMENT**

Performance Tasks	Required Services	Performance Standards	Measurements	Response Actions
<b>Operational Support Hours</b>	Operational support hours are Monday-Friday 8:30am and 5:00pm EST	The operational support hours will be from 8:30am to 5:00pm EST unless otherwise stated in the customer task order. The customer may request a change in the hours of operational support hours on a case by case basis which may result in an additional fee(s).	The customer may request a change in operational support hours in writing (e.g. email) at least 48 hours in advance.	N/A
<b>SaaS Operational Hours</b>	Continuously other than scheduled downtime	SaaS will be continuously available other than during scheduled downtime.	The contractor will schedule downtime on weekends and off hours (outside operational support hours) to minimize impact to service access.	N/A
<b>Uptime – System Availability</b>	System Uptime of 98%	The Contractor’s (mLINQS) hosted system shall be available 98% of the time during established SaaS operational hours as stated above. The government shall be able to transmit and receive information from the Contractor’s network to other portions of the Internet without Downtime 98% of the established hours as an average calculated over each calendar year. "Downtime" shall be defined as the government experiencing sustained packet loss in excess of fifty percent (50%) based on the Contractor’s measurements.	Upon request, the Contractor shall provide monthly reports showing system uptime.	In case of identified failure, the Contractor shall submit corrective action plan within 5 business days to the government.

Use or disclosure of the information contained herein is subject to restrictions. It is accurate as of the effective date and subject to change thereafter without notice. Effective Date: 11/4/2019

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<b>Performance Monitoring</b>	Monitoring of system performance 100% of the time	The Contractor shall provide performance monitoring of the government's production infrastructure 100% of the time to ensure peak demands and capacity are met. The Contractor shall proactively monitor utilization metrics to ensure reliable and acceptable performance as outlined in this SLA	Upon request, the Contractor shall provide monthly reports showing system and performance metrics.	In case of identified failure, the Contractor shall submit their corrective action plan within 5 business days to the government.
<b>File and data Backup</b>	Backup of system files and application data on a daily basis.	The Contractor uses a point in time restore procedure that permits restoration of the application and data to a last known good configuration.	Upon request, the Contractor shall provide monthly reports outlining backup schedule and processes.	In case of identified failure, the Contractor shall submit their corrective action plan within 5 business days to the government.

### Limitations

This SLA and any applicable Service Levels do not apply to any performance or availability issues:

1. Due to factors outside our reasonable control (for example, natural disaster, war, acts of terrorism, riots, government action, or a network or device failure external to our data centers, including at your site or between your site and our data center);
2. That result from the use of services, hardware, or software not provided by us, including, but not limited to, issues resulting from inadequate bandwidth or related to third-party software or services;
3. During or with respect to preview, pre-release, versions of the Service.

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