



# CloudWave: Service Level Agreement

Last updated: Aug 21, 2023

This Service Level Agreement (SLA) is incorporated by reference into Customer’s Proposal and is subject to the Master Terms and Conditions. This SLA provides CloudWave’s commitment to Customer for the Services and Support listed below, as set forth in Customer’s Proposal. During the Term and pursuant to the Proposal, CloudWave agrees to provide the Retention Services and Support listed below. In the event of a conflict between the terms of this SLA and the terms of the Master Terms and Conditions, the terms of this SLA will be governed solely as applied to Retention Service and Support.

Service Offerings included in the SLA:

- OpSus Backup

### Service Level Agreement:

The OpSus Backup service includes a minimum of one backup per day and as frequently as once every four hours dependent on Customer backup demands including: WAN throughput, LAN throughput, and storage IOPS/throughput. Customer’s Proposal has set forth Customer’s selection of the offering below.

### Retention Tiers:

Tier	Storage Site	Region and Zone	Backups	
			<i>Backup</i>	<i>Retention</i>
1. Standard Schedule	Public Cloud	Multi Region	Daily	31 Days 4 Weeks 12 Months 7 Years (up to)

### Support and Managed Service Options:

Support Services		Standard Schedule
Support Hours	24 x 7 x 365	Standard
Customer Advocate	CSM	Optional
Customer Restore	Restore at will (24 x 7 x 365)	Standard
Service Provider Restore	CW performs restore on customer behalf (devices, files, etc.) * Fee based service	Optional *
Service Provider Backup (Ad Hoc)	CW performs out of band (ad hoc) backup * Fees may apply for faster backup requests	Optional *
Preservation Hold	If new backups are no longer needed to be performed but savesets must be maintained, CloudWave can retain existing savesets according to retention schedule. *A Change order is required to begin this request	Optional *

### Incident Response:

Incident Priority	Response Times		
	<i>Initial Contact</i>	<i>Target Resolution</i>	<i>Communication Update</i>
High	<1 Hour	<12 Hours	Every 4 Hours
Medium	<8 Hours	<1 Business Day	Every 8 Hours

Incident Description:

Priority	
High	Incidents resulting in successive days of backup failure; or incidents affecting customer’s ability to restore any backup from either a local appliance or OpSus.
Medium	Incidents resulting in multiple backup jobs failing within one backup set; or incidents affecting customer’s ability to restore any backup from OpSus (older than 7 days); or incidents resulting in the failure of a single backup job or single restoration job.

Service Request:

Service Request	Service Request <i>Fee (see Proposal)</i>	Response Options	
		Priority:	Priority Fee:
Service Provider Restore	<ul style="list-style-type: none"><li>• VM(s) restore – Per request</li><li>• LUN(s) restore – Per request</li><li>• File(s) restore – Per request</li><li>• File(s) search and restore – Hourly</li></ul>	1. Standard - 2 business days	N/A
		2. Expedited - 4 hrs (business)	See Proposal
		3. Critical - 15 mins (24 x 7 x 365)	See Proposal
Service Provider Backup (Ad Hoc )	No base fee	1. Standard - 2 business days	N/A
		2. Expedited - 4 hrs (business)	See Proposal
		3. Critical - 15 mins (24 x 7 x 365)	See Proposal