

SERVICE LEVEL AGREEMENT

Name of Core Service	Feature
Backup	<ul style="list-style-type: none"> IAM system data import Object visibility Object version visibility
Object Recovery	<ul style="list-style-type: none"> Single-item Recovery Recovery to any point-in-time
Tenant Replication	<ul style="list-style-type: none"> Recovery to a target IAM Recover tenant to a point-in-time
Tenant Resilience	<ul style="list-style-type: none"> Continuous sync to a stand-by tenant

1. Uptime - AVAILABILITY COMMITMENT

acsense ensures a high level of trust by committing to making customer data accessible in the service for a minimum of 99.9% of each calendar month, as outlined in this SLA.

2. Response time

acsense support is dedicated to providing a trustworthy experience and strives to respond to support incidents within the specified timeframes outlined in the Support Service Level Agreement (SLA).

The response times are as follows

Severity	Description	First Response
P1	P1- Entire service inoperative.	<u>4 Hours</u>
P2	P2- One or more key features unavailable.	1 Business Day (<u>12 Business Hours</u>)
P3	P3- Disruption to a feature that does not affect core service.	2 Business Days (<u>24 Business Hours</u>)

Basic Success Business Hours: 12 hours/day x 5 days/week, excluding US holidays (6:00 am - 6:00 pm in the time zone of the Customer's HQ site)