



Service Levels and Support

The following terms will have the following meanings when used in this Section:

“**Downtime**” means a Measurement Interval during which Team Cymru fails to provide the full functionality of the Services and System, excluding Scheduled Downtime.

“**Performance Credit**” means 1 day extension of the applicable Schedule Term. Performance Credits will be deemed to be price reductions reflecting a diminution in the value of Services as a result of the failure to meet the Service Levels rather than liquidated damages or a penalty.

“**Resolution Time**” means the elapsed clock time between (i) CLIENT’s Service Call to report a problem and (ii) implementation of a change in or adjustment to the System that corrects the problem and causes the System to be in Compliance and operate without malfunction.

“**Response Time**” means the elapsed clock time between (i) the SaaS Service Call to report a problem and (ii) a Team Cymru technical support analyst capable of understanding the problem speaking to CLIENT’s support contact about the problem.

“**Scheduled Downtime**” means a Measurement Interval during which the Services or System is unavailable due to maintenance, of which CLIENT has received, at least one week’s advance notice, and which occurs on a Sunday between 1 a.m. and 4 a.m. U.S. Eastern Time.

“**Service Level Default**” means Team Cymru’s failure to achieve a Service Level.

“**Service Network**” means the network used by Team Cymru to provide the Services.

“**Workaround**” means a solution that resolves a problem without decreasing System features, functionality or performance or resulting in an added burden or expense to CLIENT.

“**Business day**” means a standard, non-US holiday business day.

“**Measurement Period**” means a Measurement Interval of one calendar year.

System Operation Service Levels. Team Cymru will provide the Services to CLIENT so that all of the quantitative measurements set forth in the first column of Service Levels for System Operation Table below (each, a “**Metric**”) satisfy the corresponding specifications set forth in the second column of Service Levels for System Operation Table below (each, a “**Standard**”). If any Metric does not satisfy one or more of its corresponding Standards, then CLIENT will be entitled to receive the corresponding remedy(ies) set forth in the third column of Service Levels for System Operation Table (each, a “**Remedy**”).

SERVICE LEVELS FOR SYSTEM OPERATION TABLE

Metric	Standard	Remedy
Availability – Percentage of Measurement Intervals that are not Downtime	99.99% + of each Measurement Period	One Performance Credit for each 0.5 percentage points below Standard
	98.00% + of any Measurement Period	Right of Termination for Deficiency

SERVICE LEVELS FOR REMEDIAL MAINTENANCE TABLE

Problem Priority	Priority Definition	Service Level Metrics and Standards		
		Required Response Time/ Remedy	Required Resolution Time/ Remedy	Required Action/Escalation
Priority 1 (Critical)	A problem that (i) prevents the System from processing a critical business process or function or materially hinders work or use of the System by a user, (ii) prevents a user from using the System to provide services in compliance with applicable Law, (iii) prevents one or more users from accessing data or putting new data into the System, (iv) causes loss or corruption of data, or (v) leaves the System without a working backup for the System or a CLIENT's environment.	<u>Standard:</u> Immediate (i.e., less than 30 minutes). <u>Remedy:</u> _0.5_ Performance Credits: • if Response Time exceeds 60 minutes; and • for each 30-minute interval thereafter until a response is provided.	<u>Standard:</u> 8 hours for a Workaround. <u>Remedy:</u> 0.5 Performance Credits: • if Resolution Time for a Workaround exceeds 12 hours; and • for each _4_ hour interval thereafter until a Workaround is provided. <u>Standard:</u> 24 hours for a fully tested permanent correction.	Team Cymru will use all commercially reasonable efforts to resolve each problem as quickly as possible within 1 hours after Team Cymru learns of the problem, or within a shorter timeframe as the parties may otherwise agree. Team Cymru will provide qualified Team Cymru technical support and developer personnel, as needed, to work on the problem exclusively and continuously until it is corrected. If not resolved within 2 hours, Team Cymru's Vice President for Support will be paged, and Team Cymru will further escalate its efforts to resolve the problem.
Priority 2 (High)	A problem that materially impairs the service but does not prevent the user from using the System	Team Cymru will endeavour to correct the Priority Two Defects and furnish a remedy no later than the next business day.	<u>Standard:</u> <u>1 Business Day.</u>	In addition, Priority 1 problems include any Priority 2 problem that has remained unresolved for a period of 72 hours after Team Cymru learns of the problem.
Priority 3 (Upgrade)	A problem in which the performance or efficiency of the System might improve if such Defect were to be corrected.	Team Cymru will endeavour to correct the Priority Three Defects and furnish a remedy no later than the next service update or six (6) months, whichever is earlier.	<u>Standard:</u> 6 months.	Regular review of the issue at scheduled Quarterly Business Review Meeting.
Service Request	A formal user request for something new that is part of the System.		<u>Standard:</u> <u>1 Business Day.</u>	

PRODUCTS

Pure Signal™ Command
 Pure Signal™ Recon
 Pure Signal™ Scout

GLOBAL DEFENDER EXCHANGE

Bogon Networks
 DDOS Mitigation UTRS
 Nimbus Threat Monitor

SUPPORT

0900-1700 ET
 1400-2200 UTC
 Submit a Ticket

CONTACT US

+1847-378-3300

FOLLOW US

Pure Signal™ Radar
MCP Server
Total Insights Feed

MHR - API
CSIRT Assistance Program
IP-to-ASN Mapping

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