

EzProtect Service Level Agreement (SLA)

(For Inclusion in Texas DIR Contract)

1. Purpose

The purpose of this SLA is to outline the service availability, recovery time objectives (RTO), and data loss tolerance levels (recovery point objectives, RPO) for the EzProtect service provided under the Texas DIR Agreement. These standards are targets, not guarantees, and represent the Vendor's best-effort commitment to delivering reliable, secure, and timely services.

2. Service Availability

Vendor will use commercially reasonable efforts to maintain 99.9% service availability on a monthly basis.

Service availability refers to the EzProtect application being operational and accessible to perform real-time

scanning of files, URLs, and file type detection within Salesforce.

Planned maintenance will be communicated to Customer with at least 72 hours advance notice, and downtime

will be scheduled outside standard business hours whenever possible.

Availability may be impacted by factors outside Vendor's control (e.g., Salesforce platform outages,

third-party infrastructure issues, force majeure events).

3. Recovery Time Objectives (RTO)

In the event of a disruption to EzProtect services, Vendor will use commercially reasonable efforts to restore

service within the following target timeframes:

Severity Level	Definition	Target RTO
Critical (P1)	Complete service outage impacting all users; scanning functionality unavailable	≤ 4 hours
High (P2)	Major functionality loss with workarounds available; significant degradation impacting multiple users	≤ 8 hours
Medium (P3)	Partial, non-critical impact; performance or isolated feature issues	≤ 24 hours
Low (P4)	Minor, cosmetic issues; no material service impact	Addressed in normal release cycle

4. Data Loss Tolerance (Recovery Point Objective – RPO)

EzProtect processes files and URLs in real time and does not permanently store customer data outside Salesforce.

In the event of a temporary disruption, queued scan requests are preserved and automatically resumed upon service restoration.

Target RPO: 0 to 15 minutes, meaning no more than 15 minutes of scanning activity would require reprocessing following an outage.

Vendor will use commercially reasonable efforts to ensure zero permanent data loss for transactions submitted to Salesforce during outages.

5. Good Faith Efforts

The SLA standards described herein represent business targets and objectives that Vendor will strive to meet in good faith using commercially reasonable efforts. This SLA does not create a guarantee of uninterrupted or error-free service and does not establish financial penalties, service credits, or liability beyond what is defined in the Master Agreement.

6. Term

This SLA remains in effect for the duration of the Texas DIR Contract and may be reviewed and updated annually by mutual agreement of both parties to reflect evolving service standards and objectives.

Authorized Signatures

Adaptus, LLC d/b/a EzProtect

Signature: _____

Name: _____

Title: _____

Date: _____

Texas Department of Information Resources

Signature: _____

Name: _____

Title: _____

Date: _____