



**ProtectPoint will guarantee the following Service Level Agreement, hereafter referred to as “SLA” to all its Customers with term commitments of one or more years. The SLA offers the following guarantee:**

### **Managed Firewall:**

- 24x7 Firewall Management and Monitoring
- All email requests/changes will be responded to and/or completed within 30 minutes
- All requests/changes received via phone will be completed with the client on the phone, unless otherwise instructed by client.
- Daily updates of firewall software

### **Managed Intrusion Detection:**

- 24x7 Real Time Monitoring and Reaction to all Intrusion Alerts
- 24x7 Real Time notifications via email of Intrusion Attempts
- 99.99% monitoring center uptime
- Automatic daily updates of IDS signatures
- In the event of a new high-severity vulnerability signature will be developed or attained and distributed to all ProtectPoint NSA's typically within 4 hours with a maximum of 24 hours
- All Security Incidents are handled within 10 minutes
- Detailed online reporting, including Executive report available 24x7

### **Managed Virtual Private Networks:**

- 24x7 VPN management and monitoring
- 24x7 phone and email support
- Daily scheduled as well as instant updates of VPN configurations and software as necessary

### **Managed Web/URL Content Filtering:**

- 24x7 web/Url content filtering service management and monitoring
- 24x7 access to a secure web interface to review Internet activity reports
- 24x7 phone and email support
- Daily scheduled as well as instant updates of VPN configurations and software as necessary

### **Managed Spam Eradication:**

- 24x7 anti-spam service management and monitoring
- 24x7 access to a secure web interface to review Internet activity reports
- Daily scheduled as well as instant updates of VPN configurations and software as necessary

### **Managed Gateway Virus Protection:**

- 24x7 anti-virus service management and monitoring
- 24x7 access to a secure web interface to review Internet activity reports
- Twice daily updates of anti-virus signatures
- Day Zero Virus's will have a signature developed and deployed within 2 hours with a maximum of 24 hours
- Daily scheduled as well as instant updates of VPN configurations and software as necessary

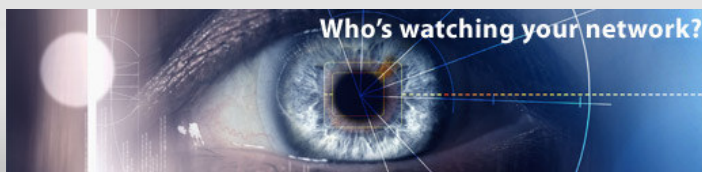
### **ProtectPoint Equipment:**

- In the event of a hardware failure, ProtectPoint will ship a new ProtectPoint Appliance within 24 hours, Monday through Friday between the hours of 8:00am and 5:00pm EST.

**Non-Performance Penalty:** If ProtectPoint fails to perform any function defined in this SLA according to defined thresholds, ProtectPoint will credit 1/30th of the monthly recurring charges per day of the missed SLA for every day affected.

**Customer Information Confidentiality:** All information you provide ProtectPoint will be kept confidential and only used to support the services contained in this contract. Partners, agents, or contractors of ProtectPoint who are allowed access to your personal information are required to keep all information confidential and not use for any reason other than to carry out the services they are performing for ProtectPoint. All personal information (such as name, address, phone number) will not be given or sold to any outside company for its use in marketing or solicitation.

**Data Privacy:** With the exception of information specifically authored by or on behalf of ProtectPoint, ProtectPoint does not develop or publish, nor does ProtectPoint review, censor, or edit the material and information which are assessable through the ProtectPoint network, or the materials and information which are accessible through any other network which may be connected to the ProtectPoint network.



## Experience you can trust!