

The purpose of this document is to define the service deliverables and terms and conditions associated with the ComportSecure Virtual Infrastructure as a Service SKU CS-IAAS-xxx-xx.

1. CLOUD SERVICES

ComportSecure will provide the solution described in this document subject to all terms and conditions as described herein.

Service Overview

The ComportSecure Virtual Infrastructure as a Service (IaaS) offering provides customers with an enterprise grade virtual solution, hosted on the ComportSecure Cloud Stack. Resources are allocated to client virtual datacenters within this Cloud Stack, which may then be provisioned to individual virtual machines as required. ComportSecure provides full management of the underlying infrastructure, allowing your IT team to focus on the management of business critical applications.

Service Deliverables

ComportSecure Cloud Stack – ComportSecure provides a Cloud Stack that delivers reliable resources that could include Compute, Storage, or Networking. When selected, these individual resources will be allocated to a Virtual Datacenter, dedicated to your workloads. These resources may then be assigned to Customer managed Virtual Machines.

- This solution currently adheres to the following audits, privacy, security, and third-party certifications
 - ISO 27001:2013
 - ISO 27018:2019 SOC 2 Type 2
 - HIPAA/HITRUST
- All data at rest is protected with 256-bit AES hardware disk level encryption.

Cloud Portal – ComportSecure will provide access to the Virtual Datacenter via the vCloud Director Tenant Portal

- Full console level access to your vApps, including the ability to transfer files, mount media, and power cycle systems
- Control your NSX Edge Gateway to create site to site VPNs, provision services to the internet, manage firewall rules
- Manage your Application Aware backups (separate Advanced Backup and Analytics service required)

Software – Included in the IaaS are the following software licenses:

- All Windows VMs are licensed for Microsoft Windows Server, with unlimited user CALs for Active Directory and File Services. Features such as Terminal Services, or applications such as SQL must be licensed separately.

Supported Hours – COMPORT will provide the services described in this document 24x7 unless otherwise agreed to in writing.

2. TERMS AND CONDITIONS

The services described within this Service Description are provided subject to the following terms:

- Cloud Services Agreement: <https://www.comport.com/comportsecure/basiccloudservices>
- Master Terms: <https://www.comport.com/comportsecure/generalmasteragreement>

3. SLA SUPPORT MATRIX

Service Availability

ComportSecure will use commercially reasonable efforts to make the Service available with an Uptime percentage of at least 99.98%, during any monthly billing cycle.

Support

ComportSecure will provide support of the service as follows:

Method	Description
Client Portal	Link received when user account is setup within our client portal: https://ww14.autotask.net/ClientPortal/Login.aspx?ci=305554&accountid=215
Email	Support@ComportSecure.com
Phone	800-984-9830

Priority Levels

Level	Description
● P1 / Critical	Systems at one (1) or many Customer site(s) is/are completely unavailable. Affected system(s) cause a significant business impact.
● P2 / High	Systems at one (1) or many Customer sites is/are partially unavailable. Affected system(s) cause some business impact.
● P3 / Medium	Operational performance of Customer site(s) is/are impaired while most business operations remain functional.
● P4 / Low	Customer is requesting information or a logical change that is covered under their Service Description.

Service Level Parameters

Priority	Service Level Parameter	Acknowledgement
Critical	P1 Incidents - Remote Response Acknowledge Time Total problem reports acknowledged within Service Level	60 minutes
High	P2 Incidents - Remote Response Acknowledge Time Total problem reports acknowledged within Service Level	60 minutes

Priority	Service Level Parameter	Acknowledgement
Medium	P3 Incidents - Remote Response Acknowledge Time Total problem reports acknowledged within Service Level	4 hours
Low	P4 Incidents - Remote Response Time Total problem reports acknowledged within Service Level	Next Business Day