

## SIEM/SOC Service Level Agreement (SLA)

### 1. AVAILABILITY

1.1 NSO will ensure that **SIEM Services** are available at least 99.9% of the time during any calendar month ("**Target Availability Percentage**"). Notwithstanding the foregoing, NSO may interrupt **SIEM Services** for routine maintenance purposes for up to four (4) hours per week ("**Scheduled Downtime**"). Except in the event of unavoidable, immediate maintenance required for continuous operations ("**Emergency Maintenance**"), NSO will give Client at least seventy-two (72) hours prior written/email notice of any Scheduled Downtime.

### 2. AVAILABILITY SEVERITY LEVELS

2.1 "**Severity Levels**" are as provided below. Client has the right to increase or decrease the Severity Level of a specific incident based on its reasonable assessment of the impact of the incident.

Severity	Problem Description
1	SIEM Service is down or unreachable.
2	SIEM Service is operational, but in a reduced capacity or slower-than-expected performance.
3	SIEM Service operates with a minor impact on functionality or minimal issues not impeding core.

### 3. AVAILABILITY RESPONSE

3.1 NSO shall meet the following initial Response and Progress Report timeframes identified below (collectively, "**Targets**") and shall make all reasonable efforts to meet the Final Resolution Targets provided below.

Severity Level	Initial Response	Progress Report	Final Resolution Target
Severity 1	1 Hour	1 Hour	8 Hours
Severity 2	4 Hours	4 Hours	24 Hours
Severity 3	1 business day	1 business day	within 5 business day

"**Initial Response**" - The time it takes from NSO to initiate an email or telephone call notification of the issue.

"**Progress Report**" - NSO will provide Client's technical contact with ongoing updates until the issue is resolved.

"**Final Resolution**" - The target time period for NSO's final correction of the issue.

### 4. SECURITY NOTIFICATIONS

4.1 NSO shall provide the "Security Notifications" for all Critical or High notifications as shown below based on the NSO Service(s) generating the notification.

NSO Service	Security Notifications
SIEM	All automated notifications are generated and sent within thirty (30) minutes of detection, 24x7x365
SOC	All automated notifications are generated and sent within thirty (30) minutes of detection, 24x7x365. Manual review is performed by a security engineer every twenty-four (24) hours; all manual notifications are generated and sent within one (1) hour of the daily review.