



DARK RHINO
— SECURITY —

Service Level Agreement

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Service Level Agreement – Hosting Services

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Your relationship with Dark Rhino Hosting

This Service Description and Service Level Agreement is provided for the customer (“You” or “Customer”) and Dark Rhino Hosting for the Managed Service (defined below). This Managed Service is provided in connection with the terms of the signed master services agreement or Hosting services schedule with Dark Rhino Hosting, Inc.

1. Service Overview

The Dark Rhino Hosting Managed Services (the “Services”) provides 9x5 proactive administration of your website. The Services are comprised of the following support components.

- DNS Hosting
- Software Updates
- Personalized Training
- Website Modifications

2. Service Description

Dark Rhino Hosting provides managed services for websites utilizing open source systems. Even though all webhosting companies may provide similar services not all platforms and applications behave or operate the same way. Dark Rhino Hosting provides similar reliable managed support services across all websites.

- Automatically Managed Membership
- Single Sign On Integration
- Comprehensive Event Management
- Automated Newsletter Management
- Integrated Organization Management
- Responsive Mobile Website View
- Native Mobile App

2.1 Monitoring & Alerting

DRH will implement uptime monitoring of your website from different locations. We will also use various forms of proprietary internal and industry recognized external monitoring/inspection applications to ensure that the uptime rate, load time, functionality, stress resistance and overall security of your sites meets or exceeds industry standards.

3. Maintenance Updates

As the Customer’s systems and applications release updates for the website, DRH will make sure these updates (if applicable) are scheduled to be installed on the Customer’s website within a scheduled time mutually agreed to by the Customer.

3.1 Hosting Policy Tuning

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When the Customer's organization needs to provide new access allowances or remove old access allowances DRH will change and implement these rules. DRH can also provide advisory services as part of the Managed Service, if the Customer's administration team prefers to configure the rule sets and policies in house. All policy tuning must be placed under change control. The Customer's administration team should not make changes to policy sets without including DRH in the change control process.

3.2 Change Management

Customer may submit change requests directly to Dark Rhino Hosting. Dark Rhino Hosting will contact Customer through email or phone to clarify unclear or incomplete requests as needed. Change Management requests made for products or services not provided by Dark Rhino Hosting will not be considered as being in scope for the DRS Managed Service.

3.3 Reporting

DRS will provide regular reporting regarding ongoing projects to the designated point of contact within the Customer's organization.

4. Customer Requirements

Customer agrees to perform the following obligations and acknowledges and agrees that Dark Rhino Hosting's ability to perform its obligations, and its liability under the SLAs below, are dependent upon Customer's compliance with the following:

4.1 Hardware/Software Requirements

The Customer is responsible for extra fees that may be incurred if special development is required or requested by the Customer. No applications with additional fees will be created or implemented without the approval of the Customer.

5. Service Levels

Service	Standard SLA	SLA Credit
Web Portal Operating Hours	Guaranteed operating hours are defined as 8:00 AM – 10:00 PM local time, Monday thru Friday. Monthly availability is > 99% on average during operating hours for the duration of the contract.	1/30th of monthly fee for Service for the affected device.

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Maintenance Window	Anything after 10:00 PM – 8:00 AM local time, DRS reserves this time for maintenance on the web site. This is a 24x7x365 site, whenever DRS does anything to the web site that impacts web site operation, DRS will coordinate with CUSTOMER.	1/30th of monthly fee for Service for the affected device.
Email Operating Hours and Availability	Email operating hours will be 24x7x365. Availability will be > 99.9% per month.	1/30th of monthly fee for Service for the affected device.
Domain Name Management	DRS will manage the DNS for CLIENT. CUSTOMER will still own the domain name. DRS will just manage the domain name.	1/30th of monthly fee for Service for the affected device.
Synthetic Content Monitoring	The site will be monitored 24x7x365. It will be scanned every 5 minutes. DRS will be alerted on 2 of 3 successive failures.	1/30th of monthly fee for Service for the affected device.
Backup and restore policy	The entire site and all data will be backed up every day. The backups will be stored for 30 days.	1/30th of monthly fee for Service for the affected device.
Website Maintenance & Change Management	General maintenance and framework changes will happen during non-operating hours unless agreed to by CUSTOMER. DRS will notify the designated CUSTOMER web-site contact(s) when any changes having customer-facing impact occur. DRS and CUSTOMER's contact(s) will come to a mutually agreeable time to release any customer impact change. DRS will perform minor upgrades/fixes/maintenance as required without scheduling with CUSTOMER.	1/30th of monthly fee for Service for the affected device.

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	<p>Note:</p> <p><u>High Impact Changes</u> = changes that have customer-facing impact during guaranteed operating hours.</p> <p><u>Medium Impact Changes</u> = changes that have potential customer impact during non-operating hours</p> <p><u>Low Impact Changes</u> = no apparent customer-facing impact on appearance or content from user perspective during non-operating hours.</p>	
Resiliency	The site will run from geographically load balanced data centers with automatic fail-over between the data-centers.	1/30th of monthly fee for Service for the affected device.
Incident Management	<p><u>Critical Incident:</u></p> <p>Web Site is down; Mean-Time-to-Acknowledge = 1 hour, Mean-Time-to-Restore = 8 hours.</p> <p><u>High Incident:</u></p> <p>Part of the web site is down, major component not functioning; Mean-Time-to-Acknowledge = 4 hours, Mean-Time-to-Restore = 24 hours.</p> <p><u>Low Incident:</u></p> <p>Cosmetic impact; Mean-Time-to-Acknowledge = 24 hours, Mean-Time-to-Restore = 48 hours.</p> <p>No cosmetic impact, feature request; Mean-Time-to-Acknowledge = 24 hours.</p>	1/30th of monthly fee for Service for the affected device.

6. Additional Services Rules, Regulations and Conditions

- a. The Service provides robust website management, hosting, and performance monitoring to the Customer. Deployment of the Service does not achieve the impossible goal of risk elimination, and therefore Dark Rhino Hosting does not guarantee that intrusions, compromises, or other unauthorized activity will not occur on the Customer's network.
- b. Dark Rhino Hosting may schedule maintenance outages for Dark Rhino Hosting servers or websites which are being utilized to perform the services with 24 hours' notice to designated Customer contacts.
- c. The Service Levels set forth herein are subject to the following terms, conditions and limitations:
 - The Service Levels shall not apply during scheduled maintenance outages and therefore are not eligible for any Service Level credit. Dark Rhino Hosting shall not be held liable for any Service impact or Service Levels Agreements related to product configurations that are not supported by Dark Rhino Hosting within the Customer's policy.
 - The Service Levels shall not apply in the event of any Customer-caused service outage that prohibits or otherwise limits Dark Rhino Hosting from providing the Service, delivering the Service Levels or managed service descriptions, including but not limited to: Customer misconduct, Customer negligence, inaccurate or incomplete information provided by the Customer, Customer modifications made to the Services, or any unauthorized modifications made to any managed hardware or software devices by the Customer, its employees, agents, or third parties acting on behalf of Customer.
 - The Service Levels shall not apply to the extent Customer does not fulfill and comply with the Customer obligations set forth in this SLA. The obligation of Dark Rhino Hosting to meet the Service Levels with respect to any incident response or ticket request are conditioned upon Dark Rhino Hosting's ability to connect directly to the Customer devices on the Customer network through an authenticated server in the Dark Rhino Hosting Secure Operations Center.
- d. Customer will receive credit for any failure to meet the Service Levels outlined above within thirty (30) days of notification by Customer to Dark Rhino Hosting of such failure. In order for Customer to receive a Service Level credit, the notification of the Service Level failure must be submitted to Dark Rhino Hosting within thirty (30) days of such failure. Dark Rhino Hosting will research the request and respond to Customer within thirty (30) days from the date of the request. The total amount credited to a Customer in connection with any of the above Service Levels in any calendar month will not exceed the monthly Service fees paid by Customer for such Service. Except as otherwise expressly provided hereunder, the foregoing Service credit(s) shall be Customer's exclusive remedy for failure to meet or exceed the foregoing Service Levels.