eSENTIRE

Service Description:

Service Level Agreement – Atlas Packages

Definitions

In addition to the capitalized terms defined elsewhere in the Agreement, the following terms will have the meanings ascribed to them below for all eSentire Atlas Package service offerings:

"Actionable" means a Finding analysis has determined that an Alert or containment action is required based on criteria established by eSentire and reviewed with Client.

"Alert" means escalating a Finding to the Client through defined escalation protocols.

"Atlas Platform" means the eSentire SecOps platform which consolidates all data and drives workflows for all eSentire Atlas Packages.

"Enriched event" means a message collected from the Client environment to be investigated by Atlas that has additional contextual data added through correlation and lookups to other data sources available to Atlas.

"Finding" means an AI-validated, Enriched event identified the Atlas Platform following the analysis of one or more Signals, with analysis and a determination whether the event is Actionable.

"Ingestion" means the collection of raw events from a configured data source and creation of a Signal to be processed by the Atlas Platform.

"Monthly Fees" means $1/12^{th}$ of the contract value of the Atlas Package in the applicable Order Form.

"Response" means action taken by eSentire to disrupt or stop unwanted activity in an Actionable Finding, either through containment or issuing an Alert.

"SecOps" means Security Operations, the collection of security telemetry with AI and human analysis and investigation using the Atlas Platform.

"SLA" means the service level commitment (also referred to as a service level agreement) set out in this document that applies to all eSentire Atlas Packages.

"Signal" means a raw event or telemetry item ingested by the Atlas Platform from any configured data source, prior to AI investigation and enrichment.

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Atlas Package SLA

eSentire measures a set of service level commitments that apply to all eSentire Atlas Packages service offerings (including any applicable Add-Ons set out on an Order Form).

All SLA metrics are averages measured on a calendar month basis. All SLA metrics are displayed in a dedicated dashboard widget within the Atlas Platform. For the avoidance of doubt, SLA obligations do not apply during scheduled maintenance windows, or hardware deployments or replacements.

2.1 SLA Metrics and Commitments

The Signal pipeline covered by this SLA flows as follows: Ingestion → Signal → Finding → Response.

Ingestion lag attributable to third-party vendors is outside the scope of this SLA.

Metric	Type	Commit	Measurement Window	Description
Mean Time to Detect (MTTD)	SLA	5 minutes	Monthly average across all Signals	Time from Signal ingestion in the Atlas Platform to creation of Signal record in the Atlas Platform and commencement of investigation and/or initiation of pre-configured response.
Mean Time to Finding (MTTF)	SLA	20 minutes	Monthly average across all Findings	Time from Signal ingestion to Finding creation with investigation results and a conclusion.
Mean Time to Respond (MTTR)	SLA	5 minutes	Monthly average across all Findings	Time from Finding creation to first Atlas Response action, where applicable and configured.
Atlas Platform Uptime	SLA	99%	Monthly average	Availability of the Atlas Platform for Client access and use.

2.2 Service Credit Remedies

Where eSentire fails to meet a commitment target in any calendar month, Client shall be eligible to request a service credit as set out in the table below.

Metric	Breach Condition	Service Credit
MTTD	Monthly average exceeds 5 minutes	2% of Monthly Fees
MTTF	Monthly average exceeds 20 minutes	2% of Monthly Fees
MTTR	Monthly average exceeds 5 minutes	2% of Monthly Fees
Atlas Platform Uptime	Monthly uptime below 99.0%	2% of Monthly Fees

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Client Responsibilities

General Client responsibilities for Atlas Packages are listed below. Package-specific Client responsibilities are contained within the applicable Atlas Package service description. Client must comply with Client responsibilities in order for eSentire to meet its obligations and deliver Atlas Packages. Client responsibilities are as follows:

- Client is responsible for all Client-provided third-party equipment, software services, support, or vendors not under the control of eSentire.
- Client shall respond to Alerts and inquiries from eSentire in a timely fashion.
- Client shall identify to the eSentire team any prior issues with Client's network prior to the commencement of Atlas Package services (including any incidents, problems, errors, or other events subject to an open support ticket from a legacy or other third-party service provider).
- Client is responsible for implementing any recommendations or remediation advice provided by eSentire. related to Client incidents. Client's decision to not implement any remediation recommendations may adversely impact eSentire's ability to deliver the Atlas Package. Client shall communicate and coordinate any required changes to the Client network or other component required for the Atlas Package to be delivered prior to making any such changes.

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