

## Symantec.cloud Service Level Agreement

### FOCUS ON BUSINESS WITH CONFIDENCE

Symantec.cloud has spent more than a decade developing highly accurate, effective, and reliable hosted services for securing and managing information delivered via email, Web, and instant messaging. We have invested heavily in proprietary heuristics for detecting malware and spam, a global infrastructure presence with 15 data centers

spread across 4 continents, redundancy within and across our service delivery sites, and high quality technical support delivery. Together, these investments enable us to offer an aggressive, comprehensive and industry leading Service Level Agreement.

### EMAIL SECURITY

#### Protection from spam and virus threats:

New threats are evolving every day, and traditional signature based scanning simply isn't enough. Symantec.cloud Email Security services use a multi-layer approach to delivering advanced protection that combines traffic and connection management with three commercial virus scanning engines, a commercial spam detection engine, and our proprietary heuristic technology called Skeptic™.

Our Service Level Agreement provides money back or other remedies if the following performance levels are not met:

- **Antivirus Effectiveness** - 100% protection against known and unknown email viruses
- **Antivirus Accuracy** - no more than 0.0001% false positives
- **Antispam Effectiveness** - 99% spam capture (95% for email with Asian characters)
- **Antispam Accuracy** - no more than 0.0003% false positives
- **Email Delivery** - 100% email delivery
- **Latency** - average email scanning time within 60 seconds
- **Availability** - 100% service uptime

### WEB SECURITY

#### Protection from web-based malware:

The Web has become the primary vector for malware delivery and cyber criminals now frequently deploy converged attacks that use email and instant messaging to drive traffic to infected sites. Symantec MessageLabs Web Security uses multiple commercial virus scanning engines along with Skeptic™ heuristics to provide a protected surfing experience on the Web.

### THE SYMANTEC.CLOUD DIFFERENCE

- Multi-layered spam defenses, ensuring long-term, always-on network protection
- Incorporates Skeptic™ technology, which has pioneered predictive detection since 1999
- Over 99% spam capture rate with no more than 0.0003% false positives
- Comprehensive range of Service Level Agreements, covering antispam capture, false positives, service availability, fault response etc.

### SERVICE LEVEL AGREEMENTS

- Spam Capture Rate - 99% capture rate (95% for emails containing Asian characters)
- Spam False Positives - 0.0003% false positive capture rate
- Delivery - 100% email delivery guarantee
- Latency - Average roundtrip time of email delivery occurs in less than 60 seconds
- Service Availability - 100% uptime
- Technical Support / Fault Response - guaranteed response times for critical, major, and minor calls
- Money back remedies if the following service performance levels are not met: service availability, spam and virus false positives, email latency and virus capture rates for email passing through our service.

### NEXT STEP:

Contact a product specialist:

t. **086 124 7665**

e. **sales@onlinedirect.co.za**

## Symantec.cloud Service Level Agreement cont.

In addition, deployment across our global points of presence and intelligent caching capabilities allow us to deliver quality service with minimum latency.

Our Service Level Agreement provides money back or other remedies if the following service performance levels are not met:

- **Antivirus Effectiveness** - 100% protection against known and unknown web viruses
- **Latency** - average web content scanning time within 100 milliseconds
- **Availability** - 100% service uptime

### PERFORMANCE AND STATISTICS

We track our own performance closely to understand what it takes to meet our high standards for service quality. Below is actual recorded data from the past 6 months that shows how we have performed for over 10.7 million users across more than 10 countries.

### SERVICE LEVEL AGREEMENT PERFORMANCE:

Nov 2010 - April 2011

Service Level	Target Level	Actual
AntiSpam Effectiveness	Over 99%	99.99997%
AntiSpam Accuracy	No more than 0.0003%	0.000007%
AntiVirus Accuracy <sup>1</sup>	No more than 0.0001%	0.000003%
Email Service Availability	100%	100%
Web Service Availability	100%	100%

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