



SaaS Listing

CA App Synthetic Monitor

1. Introduction

This document provides standards and features that apply to the CA App Synthetic Monitor SaaS offering provided to the Customer and defines the parameters for the offering that pertain to the following:

- Billing metric
- Data location information
- Service Level Availability (SLA) targets and measurement
- Service level credits
- Service termination
- Data Backup
- Disaster Recovery

The definitions set out in the **Agreement** will apply to this SaaS Listing document.

2. Billing Metric

CA identifies and describes the following Billing Metric used as a measure to bill the Customer:

- **“Pack”** means a group of monitors with the same functional components. There are five groups: multi-site, corporate, basic, intermediate and advanced

3. Data Location

CA identifies the geographical location of all of the Customer’s data as follows:

- All data on deployed systems and in backups reside within the following countries: **United States**
- Points of Presence (PoP) are located globally and no customer data is stored at the PoPs
- CA reserves the right to change the location of the data within the stated countries and will notify customers of any such changes

4. Service Level Availability (SLA)

CA commits to the Service Level Availability for the production environment as indicated in the table below for the CA App Synthetic Monitor SaaS offering during the Subscription Term of the service. In the



event that the Service Level Availability committed decreases below the **Threshold for Service Availability Default** listed below, Customer may be entitled to take additional action as outlined in the SaaS Listing.

Components / Capabilities	Target Service Level Availability	Threshold for "Service Availability Default"
CA App Synthetic Monitor Server	99.8%	99.5%
Public Status Page (PSP)	99.8%	99.5%

5. Method of Measuring SLA

CA measures Service Level Agreement targets as described below:

- CA conducts test procedures on the Production system from internal sites to verify that CA App Synthetic Monitor server is available. Test procedures are conducted approximately once every ten (10) minutes, twenty-four (24) hours per day, seven days per week, throughout the contracted term of the service.

Planned outage time periods are defined as downtime of the solution availability for periodic and required maintenance events where CA provides notice to Customer

6. Service Level Credits

In the event of a service availability default as evidenced by the monthly SLA report furnished to the customer from CA, Customer is entitled to a specific number of days of credit of fees based on the annual fees paid and as indicated below. Any credits issued to Customer will be applied towards the next billing period applicable to Customer or as otherwise agreed to between Customer and CA.

Service Level Credit for Availability Default
3 days

7. Service Termination

If it is determined by the customer and confirmed by CA that the service has been unavailable below the major default threshold, measured on a monthly basis during three contiguous months, then the customer has the right to terminate their subscription to SaaS without incurring any additional charges or



termination fees. In the event such determination is made, the customer is entitled to a refund of fees which have not yet been applied towards SaaS as of the effective date of termination and CA shall relieve the Customer of their obligation to pay for any fees due for the remainder of the Subscription Term. The waiver by CA of further fees shall be Customer's sole and exclusive remedy under the SaaS Module for termination due to failure to adhere to Service Level Availability and CA shall have no further liability to the Customer.

8. Data Backup

CA commits to the following data backup and business continuity setup during the Subscription Term of the service:

- **Data Backup:** All Customers of the CA App Synthetic Monitor SaaS offering shall have their data backed up locally on a daily basis. Data loss is limited to less than 24 hours in the event of a primary data center disaster.

9. Disaster Recovery (DR)

The CA App Synthetic Monitor SaaS offering provides a DR site and maintains a plan to switch to the DR site in the event the primary site is rendered inoperable by a force majeure event. The following are the key measures of the DR plan:

What is Covered	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)
CA App Synthetic Monitor Server	24 hours	Maximum data loss: 24 hours <i>Data that is uploaded, but not backed up within the 24 hours may have to be re-entered</i>

Recovery Time Objective or **RTO** is defined as the duration of time within which a service must be restored after a major interruption or incident.

Recovery Point Objective or **RPO** is defined as the maximum period in which data might be lost from a service due to a major interruption or incident.