

ProActive School (PAS) clients select from one of the three Hosting Service Levels below:

### **SERVICE LEVEL - CLASS "A"**

- 7x24x365 Operations Monitoring
- 99.90% Uptime excluding planned maintenance
- Weekly Database Backups via off-site FTP
- Daily Incremental Backups via off-site FTP
- High Availability Architecture
- Automatic Hardware Failover

### **SERVICE LEVEL - CLASS "B"**

- 7x24x365 Operations Monitoring
- 99.75% Uptime excluding planned maintenance
- Weekly Database Backups via off-site FTP
- Daily Incremental Backups via off-site FTP
- Mirrored Server Hardware and Data Environment
- Maximum of 4 hours downtime for catastrophic failures

### **SERVICE LEVEL - CLASS "C"**

- 7x24x365 Operations Monitoring
- 99.50% Uptime excluding planned maintenance and data recovery events
- Weekly Database Backups via off-site FTP
- Daily Incremental Backups via off-site FTP
- Redundant Server Hardware Environment
- Maximum of 24 hours downtime for catastrophic failures

### **OPTIONS:**

- *Service Level "C" - Data Recovery from last Daily Incremental backup is not included but can be requested by client at an additional charge per event*
- *Daily FTP Backup to client site is not included but can be requested by client at an additional charge*