



Service Level Agreement
 Last Revision: November 5, 2020

This document outlines the terms and conditions under which Westbrook Labs, Inc. DBA 'Altrac' will provide hardware and software support.

Response Time Objectives

Category	Description	Example	Response Time
Time Sensitive Issues	Service Outage, performance issue or other outage.	Device is offline and unresponsive.	4 Business Hours
General Support Questions	Questions regarding functionality of the webapp.	Setting up alerts, management reports, etc.	Within 2 business days
Account Support	General support for the online webapp account.	Creating new users, moving devices between groups, password reset, Etc.	Within 2 business days
Hardware Support	Troubleshooting and installation support for hardware products.	Customer is installing a new device and requires troubleshooting support.	Within 2 business days
New Feature Requests	Additions to the webapp that do not currently exist.	Need a new type of alert based on weather conditions.	Schedule a meeting with Altrac to discuss feasibility and next steps. Meeting will be scheduled within 5 business days.

Service Level Objectives

Objective	Goal
Uptime	Web Services: > 99% Cellular: > 98% across fleet of devices
Outage Expectations	Web Services: <ul style="list-style-type: none"> All essential web services are hosted by AWS and have AWS SLAs Historical AWS outages have been short / non-existent for Altrac

	<ul style="list-style-type: none"> • AWS services are configured to use multiple AZ's, automated failover between regions, automated backups, and automatic scaling where applicable • Services in use include RDS, DynamoDB, Beanstalk, EC2, S3, Cloudfront, SNS/SQS <p>Cellular Services:</p> <ul style="list-style-type: none"> • Cellular data provided by Particle.io, via MNO partners Telefonica and KORE • No contractual SLA agreement for cellular uptime between Altrac and Particle • Large-scale outages (all devices offline) happen, but are rare. One occurrence in 5 years, outage was < 6 hours • Regional outages occur more frequently, about once per year. Typically contained to a State or County and last 1-6hours • Tower outages occur most frequently and can last 1-6 hours typically. They typically affect only a small number of devices.
Disaster Recovery	<p>Recovery goal: 12 hours or less</p> <p>Databases (RDS, DynamoDB) are configured for maximum flexibility in failover and restore. They can be restored to any point in time within 7 days.</p> <p>Application (API) servers and data ingest servers are designed to scale / failover. They run at least two instances at all times.</p> <p>Altrac develops these applications, so we have the skillset and knowledge to fix internal issues and/or rollback failed deployments.</p> <p>Altrac has detailed internal monitoring with alerting focused on offline devices and servers.</p> <p>Altrac relies on its partners' disaster recovery plans, but does not have the technical expertise to determine their effectiveness, so cannot commit to a 12 hour recovery in the case of a Particle or AWS outage.</p>

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