

	Major Outage	Partial Outage	Degraded Performance
	Impacts SLA	Impacts SLA	
Corporate Website (www.virtu.com)	Website is unreachable for >50% of users in multiple different locations	Website is unreachable for some users or particular ISPs	Website takes longer than {XX.XX} seconds to load for > 10% of users
Virtru Secure Platform Clients (BP, Outlook Plugin, IOS, Android)	> 25% users unable to read or send secure messages or attachments	> 5% and < 25% users unable to read or send secure messages or attachments	< 5% of users unable to read or send secure messages; server-side response times slower than 2 seconds for > 10% of users
Virtru Secure Reader (Web App)	> 25% users unable to read secure messages or attachments	> 5% and < 25% users unable to read secure messages or attachments	< 5% of users unable to read secure messages response times slower than 1 second for > 10% of users
Administrative and Control Features			
Virtru Dashboard	> 25% of users unable to access the dashboard	> 5% and < 25 % of users unable to access the dashboard	< 5% of users unable to access dashboard or reponse times slower than {XX.XX} seconds for > 25% of users
New User Provisioning & Payment	> 50% of users unable to provision new users or process payments	> 5% and < 50 % of users unable to provision new users or process payments	< 5% of users unable to provision new users or process payments or reponse times slower than {XX.XX} seconds for > 50% of users
Directory Synchronization	> 50% of organizations unable to sync their directories	> 5% and < 50 % of organizations unable to sync their directories	< 5% of organizations unable to sync their directories or reponse times slower than {XX.XX} seconds for > 50% of users
Vault	> 50% of organizations unable to encrypt or decrypt messages to Google Vault	> 5% and < 50% of organizations unable to encrypt or decrypt messages to Google Vault	< 5% of organizations unable to encrypt or decrypt messages to Google Vault or resposne times slower than {XX.XX} seconds for > 50% of users
Add notice area where we can notify of things like integrity check that require client upgrades			