X-SOC SLA
Updated 2023-12-01

DAG Tech, LLC ("**we**," "**us**," "**our**," or "**DAGTECH**") provides this X-SOC (Managed Security Operations Center) Service Level Agreement ("**SLA**") to ensure its CLIENTS are fully informed of the scope of Services of its X-SOC (Managed Security Operations Center) Services. This X-SOC (Managed Security Operations Center) SLA is designed to specify the details of the X-SOC (Managed Security Operations Center) Services to be provided to the CLIENT. This X-SOC (Managed Security Operations Center) SLA applies to all DAG TECH X-SOC (Managed Security Operations Center) Services, or similar Services, and is incorporated by reference into all of T&Cs, the Agreement, and/or similar agreements.

By accessing or using the Service, the CLIENT consents to the terms and conditions described in this X-SOC (Managed Security Operations Center). Please further note, that any capitalized terms not defined herein, shall have the meaning ascribed to it in the DAG TECH T&Cs available at the Locations.

DAG Tech X-SOC Service Level Agreement

1. Scope
   a. 24/7/365 Threat Detection, Analysis, & Alert Triage
   b. Managed SOC solution
   c. Security Information and Event Management (SIEM)
   d. Incident response and recovery
   e. Security remediation and hardening
   f. Preset behavior rules coupled with dynamic behavior profiling to detect malicious anomalies
   g. Network Monitoring
   h. Dark Web Monitoring
2. Service Level
   a. Priority Levels and Response Times. The Services shall be categorized, addressed, and responded to in accordance with the Priority Levels in the following table.
      i. Critical – System Outage
         1. Initial Recognition – 30 minutes
         2. Triage – 15 minutes
         3. Analysis and Ticket Creation – 15 minutes
         4. Customer Contact – 30 minutes
         5. Ticket Follow Up – 15 minutes
      ii. High – System up, with Application Outage
         1. Initial Recognition – 60 minutes
         2. Triage – 30 minutes

3. Analysis and Ticket Creation – 1 hour
4. Customer Contact – 1 hour
5. Ticket Follow Up – 30 minutes

iii. Medium – System Errors or Non-Critical Issues
   1. Initial Recognition – 4 hours
   2. Triage – 60 minutes
   3. Analysis and Ticket Creation – 6 hours
   4. Customer Contact – Next Business Day
   5. Ticket Follow Up – 4 hours

iv. Low – Low Priority Issues or Requests
   1. Initial Recognition – 8 hours
   2. Triage – 60 minutes
   3. Analysis and Ticket Creation – 24 hours
   4. Customer Contact – Next Business Day
   5. Ticket Follow Up – 24 hours