

## R.K. Black, Inc. Backup and Disaster Recovery Protocol

All items listed below are applicable only to the Client if they have not opted out of RK Black's Backup and Disaster Recovery Service.

1. Datacenter Protections. The data center facility used by RK Black for Backup and Disaster Recovery services offers the following list of protections.

- Data Center Space
  - SAS70 Type II Audited facilities (currently under SSAE16 audit)]
  - Dry pipe fire suppression system
  - Raised flooring with high capacity floor load
- Network
  - Multiple carriers with BGP routing
  - Latest generation routing and switching equipment
  - Multiple fiber optic service providers; dual/diverse feeds
- Power
  - Redundant A, B, C and D power backup via four 750 KVA UPS systems
  - Three 1.5 MW Cummins generators
  - 14,400 volt main electrical service
  - Redundant transformers, ATS units and battery rooms
  - Load tests performed routinely
  - 100% Power SLA available
- Environmental
  - Cooling and humidity control via redundant, multi-zone HVAC systems
  - Abundant chilled water capacity at 2(N) redundancy
- Security
  - Facility monitored 24/7/365 via interior and exterior video surveillance cameras
  - 24-hour onsite personnel

2. Backup Protocol. Backup schedule will be discussed after RK Black has evaluated Client's needs and an educated suggestion will be made. Generally, RK Black recommends running a backup at 10 AM, 2 PM, and 6 PM. The backups will then be compressed and synced over the WAN to our secure offsite storage nodes. Offsite backups have a retention policy of thirty (30) days. Onsite retention policies will be evaluated by RK Black and a suggestion will be made to the client of an appropriate onsite retention length.

3. File Restore Policy. File level restoration can be achieved by mounting a backup that would contain the missing file to a network share and then restored from there. A network share will be mounted within an hour of Client informing RK Black of the date and time to restore to as long as a good backup was taken that day. Client will be informed of any issues RK Black encounters while attempting to restore these files.

4. Server Restore Policy. In the event of a full server failure, RK Black can bring up a virtual server in our infrastructure to be used in the interim while the server is fixed or rebuilt. We will maintain Client's server in our infrastructure free of charge for a maximum of 14 days after which time Client will be billed accordingly for the time that they need their server to remain in our infrastructure. If Client's hardware

is leased or warranted through RK Black, RK Black will repair its equipment within 14 days. Server recovery time is dependent on the size and function of the server being restored.

5. Backup Restore Procedure. RK Black's Backup Restore procedure is as follows:

1. Assess whether a full server restoration is necessary or if a file level restoration will suffice.
2. If only file level restoration is needed:
  - a. Mount the backup to the network share
  - b. Advise or assist client on how to restore data from network share
  - c. Unmount network share
3. If server level restoration is needed:
  - a. Mount the backup as a virtual machine on the Datto device.
  - b. Migrate the virtual machine to RK Black's infrastructure for stability
  - c. Network the virtual machine so that it is accessible by the client
  - d. Deploy virtual machine access to the client through VPN+RDP means