

What is a “Service Level Agreement (SLA)”?

SLAs are the provisions provided to customers that ensure certain levels of quality and security through a hosted service. If Websense does not meet any of these SLAs, customers receive a service credit. For details about Websense SLAs, refer to the Websense Hosted Security customer subscription agreement. All SLAs are subject to the terms and conditions outlined in the customer subscription agreement.

Websense Hosted Email Security SLA Summary

- The Hosted Email Security service will be available 99.999% of the time.
- Hosted Email Security will block spam at a rate of 97% or above.
- Hosted Email Security will block 100% of all known viruses contained inside email that has passed through the service.
- Hosted Email Security will process non-spam emails smaller than two megabytes in fewer than 60 seconds.
- Detailed SMTP logs and all quarantined emails will be available for review in the Hosted Security portal within five minutes of receipt of an email.

Websense Hosted Web Security SLA Summary

- The Hosted Web Security service will be available 99.99% of the time
- For customers subscribing to the Hosted Web Protection module, Websense will block 100% of all known viruses inside web content that has passed through the service.