

## Quality of Service

Edlio currently backs up its database cluster every half an hour and stores data offsite on Amazon's S3 bucket storage service. Edlio uses Amazon's Glacier longterm archiving solution to retain data for an extended period of time. Most maintenance operations at Edlio are done on an on-going basis without any down time. Edlio's development team is specialized in distributed systems architecture allowing our systems to be updated on an ongoing basis through "rolling deployments" with no down time. Edlio releases software updates and bug fixes on a daily fashion and releases updates every day.

Edlio's system is engineered to ensure the highest levels of availability and reliability. Edlio's historic performance exceeds 99.99% and this level of service is guaranteed for the performance of this contract. We are constantly adding new features to our software with your future in mind. We offer streamlined, non-disruptive software and hardware upgrades and produce launches, making sure we continue to grow with the future of technology. And, we listen to our customers and make improvements based on your feedback.

Edlio uses secure data centers located in California (PST) and Virginia (EST). The service is supported and monitored 24x7x365 so the time zone of hosting is not critical to ensuring continuity of service. The servers on both data centers are virtualized through VMWare and consist of redundant servers. All load balancers, routers, static servers, application servers, and database servers are redundant.

Edlio takes disaster recovery very seriously and builds multiple redundancies to its applications and infrastructure to assure that.

Redundant CDN's: Edlio leverages two CDN providers (CloudFlare and Fastly). The CDN's cache content of the website at edge locations and are also used to change origins in case of an outage in one of the origins.

Multiple Origins: Edlio has two data centers, one of them is with Coresite (COR)'s Los Angeles, 1 Wilshire facility. The second data center is in the Northern Virginia data center of Rackspace (RAX).