

BACKUP & DISASTER RECOVERY SERVICE SCHEDULE

COMNEXIA Corporation

Service-Specific Schedule

Version 2026.08.14

Intended permanent URL

<https://comnexia.com/service-schedules/backup-disaster-recovery/>

How this schedule applies. This schedule applies only when a Sales Order expressly purchases backup, replication, disaster recovery or data-restoration Services and identifies this schedule and version. Backup is not implied by managed IT support.

COMNEXIA Corporation
590 W Crossville Road, Suite 201
Roswell, Georgia 30075
(877) 600-6550 | info@comnexia.com

1. Purchased Protection Scope

The Sales Order determines the protected systems, workloads, Microsoft 365 services, servers, endpoints, cloud resources, storage capacity, backup frequency, retention, recovery features and pricing.

Only systems and data expressly included in the purchased scope are protected. New systems, accounts, applications or data repositories are not automatically added unless the Service is designed and priced to discover and include them.

2. Backup Operations

COMNEXIA will configure and administer the purchased backup platform in accordance with the Sales Order and applicable Third-Party Provider capabilities. Backup jobs may run on schedules or intervals appropriate to the purchased Service.

A successful job status means the backup platform reported successful completion under its own criteria. It does not guarantee that every file, application object, database transaction or system state will later be recoverable.

3. Retention

Retention is determined by the applicable Sales Order, service configuration and Third-Party Provider capability. COMNEXIA does not promise indefinite retention. Deletion, expiration, capacity limits, licensing changes or account termination may affect retained data.

4. Recovery Point and Recovery Time

No recovery point objective (RPO), recovery time objective (RTO), failover target or guaranteed restore time applies unless the Sales Order expressly states one.

Recovery time depends on data volume, bandwidth, platform availability, encryption, application dependencies, hardware, destination environment, third-party systems and the type of restore requested.

5. Restoration Services

Customer may request restoration of protected data within available retention. COMNEXIA will use commercially reasonable efforts to restore from an available recovery point. Restoration, failover, rebuild, data export and application validation may require professional-services labor unless expressly included in the recurring backup Service.

6. Recovery Limitations

- Files or data that were open, corrupted, encrypted, inaccessible or excluded at the time of backup may not be recoverable.
- Application-consistent restoration may require application-specific agents, credentials, licensing or configuration.
- Malware or corruption may exist in backup copies created before detection.
- Third-Party Provider outages or defects may temporarily or permanently affect backup or restoration.
- Credentials, encryption keys or Customer-controlled systems may be required to complete a restore.

7. Customer Responsibilities

- Confirm the list of systems and data expected to be protected.
- Promptly tell COMNEXIA when new systems, users, workloads or locations are added or retired.
- Maintain reasonable connectivity, system health and supported software required by the backup platform.

- Preserve credentials, encryption information and application licenses needed for recovery.
- Periodically review recovery requirements and request recovery testing appropriate to Customer's business.

8. Recovery Testing

Recovery testing is included only when the Sales Order expressly includes it. A successful test validates the tested recovery scenario at that time and is not a guarantee that a future recovery will succeed under different conditions.

9. Microsoft 365 and SaaS Backup

When Customer purchases backup for Microsoft 365 or another software-as-a-service platform, the purchased backup Service is separate from the provider's native retention, recycle-bin or availability features. The protected applications and objects are limited to what the backup platform supports and what the Sales Order includes.

10. Security Incidents and Ransomware

Backup is one component of risk reduction and does not prevent ransomware or other Security Incidents. Recovery from an incident may require forensic, security, application, legal or professional services outside the recurring backup scope.

11. Service Levels and Credits

Any backup completion target, restore target, RPO, RTO or service credit exists only if expressly stated in the Sales Order or an incorporated SLA. Otherwise, the professional-services standard in the MSA applies.

12. Termination and Data Availability

When the applicable Service ends, COMNEXIA may stop backup jobs and terminate or reduce the underlying storage or license after the effective termination date. Customer should request any required export or transition before termination. COMNEXIA is not required to maintain third-party storage or licensing at its own expense after termination.