



Service Level Agreement

AJR Comercio Exterior



**Clavería 186, Col. Clavería, Del. Azcapotzalco
02080 ciudad de México**

Information technology

Revision 3.5

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INTRODUCTION AND OBJECTIVE

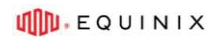
HEGARMO is established as a cutting-edge cloud service designed to provide a secure and efficient environment for hosting AJR's systems. Its main objective is to offer a robust infrastructure that ensures the availability, scalability, and protection of AJR's systems. In a world where data management is essential for decision-making and operational functioning, HEGARMO positions itself as a strategic ally that facilitates data access and integrity, thus optimizing the performance of associated systems and contributing to the organization's innovation and growth.

This document constitutes a Service Level Agreement (SLA). Its objective is HEGARMO's obligation to provide the Client with a quality guarantee for the services provided, as established in this contract.

SERVER LOCATIONS:

HEGARMO's cloud is strategically located in 2 different geographical positions:

Within the EQUINIX facilities, located at Carretera Estatal 431 Km 2.2, El Marques, 76246 Santiago de Querétaro, Qro. This location offers optimal connectivity and access to high-quality infrastructure, ensuring superior performance and low latency for all AJR services.



Within the MCM facilities, located at C. Jose Mariano Abasolo 1571, Cerro del Jagüey, 45625 San Pedro Tlaquepaque, Jal. This location allows for greater redundancy in our services, ensuring higher availability for all AJR services.





HEGARMO and AJR Comercio Exterior adopt a comprehensive information security approach, aligned with international standards and industry best practices.

In this regard, HEGARMO adheres to the security policies, controls, and guidelines established by the data centers where its core infrastructure is hosted. These facilities operate under internationally recognized certifications and standards, thereby ensuring the protection, availability, and continuity of the service.



The data centers associated with HEGARMO — EQUINIX and MCM — comply with the following international standards and management frameworks:

- ISO/IEC 27001
- ISO/IEC 22301
- ISO/IEC 20000-1
- Standard ICREA V

By hosting its infrastructure in these certified data centers, HEGARMO ensures that AJR's operations take place within secure and redundant environments, monitored under strict physical and logical control policies, and supported by periodic audits and regulatory compliance assessments.

Likewise, all remote access, data backups, and information transmission within the HEGARMO cloud are protected under encryption protocols and secure authentication, in accordance with the applicable policies and regulations of the certified data centers.

TECHNICAL CHARACTERISTICS AND SPECIFICATIONS:

	HEGARMO 3.5	
Storage	80 TB	
Memory	1 TB	
Availability	99.999 ANUAL	
Replication Time	5 MINUTES	
Perimeter security	PALO ALTO NETWORKS	

The following technical specifications define the capacity, performance, and security of our servers, which are responsible for providing the HEGARMO cloud service. These characteristics have been carefully selected to ensure that our clients have a reliable and high-performance infrastructure capable of meeting their operational demands.



SERVICE LEVEL:

AJR is committed to guaranteeing cloud availability to its clients for 99.9% of the measured time, with the objective of achieving 100% service availability.


However, AJR cannot ensure absolute service availability due to external factors such as internet infrastructure interruptions, unforeseen technical failures, force majeure events, or improper use by the client.

The HEGARMO cloud infrastructure is based on a Generation 2 virtualization environment, which enables enhanced security, efficiency, and compatibility with modern systems.

To mitigate the risk of data loss, the HEGARMO cloud infrastructure is equipped with a redundant storage system, consisting of a primary server and a secondary server. Data replication is performed automatically every 5 minutes, ensuring the integrity and availability of information. In the event of a critical failure, the maximum estimated time for full service restoration is 12 hours.

SERVICES

Our plans are designed and tailored to the client's needs, allowing for easy upgrades to higher levels as your business grows and your needs increase. Additionally, advanced security policies are implemented to protect all your information.



We have defined 3 service levels designed to ensure the security of your information.



Nivel HGM-01	Nivel HGM-02	Nivel HGM-03
SQL Standard	SQL estándar	SQL estándar
8 Cores	8 Cores	8 Cores
16 GB RAM	16 GB RAM	16 GB RAM
10 GB Storage	50 GB Storage	250 GB Storage
300 Transactions P/M	Unlimited transactions	Unlimited transactions



MAINTENANCE SCOPE

The value of the maintenance service is included in the value of AJR services.

Therefore, it is understood that the service fees include and cover the payment for maintenance services during the contract period.

AJR will provide maintenance at no additional cost during the contract period.

Maintenance tasks are planned according to the criterion of minimal impact on the client's activity, based on the measurement of the times of least global activity of our Web Hosting and Dedicated Server systems, which may vary from period to period.

AJR reserves the right to carry out any urgent tasks outside of maintenance tasks at its reasonable discretion to ensure the provision of adequate service levels by AJR applications. If the performance of such tasks has been notified in advance, the periods of service unavailability for this reason will not be taken into account when calculating the achieved service levels.

SERVICE HOURS

The service will be available at the following hours: 7x24x365

CLIENT OBLIGATIONS

The CLIENT commits to providing full cooperation to ensure the correct provision of maintenance and infrastructure update services. This includes, but is not limited to:

- **Availability of access:** Provide timely and unrestricted access to the necessary virtual facilities to perform maintenance, updates, or any other required technical intervention.
- **Compliance with schedules:** Respect the established schedules for the execution of scheduled update and maintenance activities, allowing the PROVIDER to perform the work efficiently and without interruptions.
- **Provision of information:** Provide all information, documentation, or credentials that the PROVIDER may require to perform the activities, ensuring their accuracy and veracity.
- **Active collaboration:** Respond promptly to the PROVIDER's requests. The CLIENT must be attentive to notifications from their executive regarding maintenance or updates carried out within the HEGARMO cloud.



FAILURE CLASSIFICATION

AJR will classify DATACENTER problems and failures according to the following table of definitions based on severity according to their impact on the CLIENT's tasks.

AJR	Fault classification		HEGARMO 35
Severity	Details	Response time	
Critical	Infrastructure failures in DC	6 - 12 Hours	
Important	Minor infrastructure faults	6 Hours	
minor	Electrical or telecommunications failures	6 Minutes	
Planned	Update implementation	planned	

Agreement Review

HEGARMO establishes a one-year validity period for this document from the date of contract signing for the provision of contracted services. After this date, this format will be subject to update, without neglecting the compliance with the validity of this SLA