

## Cloud Service Provider Disclosure (SS 584:2020 MTCS)

The form is to be completed for each cloud service provided. For questions not applicable or not disclosed, indicate accordingly in the remarks.

Date of disclosure: \_\_\_\_\_

Applicable cloud service(s): Zscaler Zero Trust Exchange

### Cloud Service Provider Contact Information

Company name: Zscaler, Inc.

Primary address:

120 Holger Way

San Jose, California 95134

United States of America

Web address: <https://www.zscaler.com>

Contact name: Joshua Leong

Contact number: +81 80-7115-5341

Contact email: [jleong@zscaler.com](mailto:jleong@zscaler.com)

Information security liaison:

Zscaler Compliance

120 Holger Way,

San Jose, California 95134

United States of America

Email: [compliance@zscaler.com](mailto:compliance@zscaler.com)

Related affiliate for MTCS services:

ZSC Holdings Limited Singapore (UEN Registration no. T13FC0129E)

Suntec Tower 5, #17-104 and #17-137 Temasek Blvd

Singapore 0389895

MTCS certificate number: \_\_\_\_\_

Company stamp: \_\_\_\_\_ Company representative signature: \_\_\_\_\_

### Certification Body Contact Information

Company name: TÜV SÜD PSB Pte Ltd

Web address: <https://www.tuvsud.com/sg>

Contact name: ERICHSEN SOONG

Contact number: 8777 5844 Contact email: erichsen.soong@tuvsud.com

Company stamp: \_\_\_\_\_



Lead auditor signature: \_\_\_\_\_

A handwritten signature in blue ink, appearing to be 'ERICHSEN SOONG'.

### Cloud Service Provider Background

Overview of service offering:

Zscaler leverages its Zero Trust Exchange platform with over 150 globally distributed locations to provide services that secure our customers' digital transformation activities such as Secure Services Edge(SSE) through Zscaler Internet Access(ZIA), universal Zero Trust Network Access(ZTNA) via Zscaler Private Access(ZPA), end to end visibility into worldwide user experience and network performance with Zscaler Digital Experience(ZDX) and workload security with Zscaler Posture Control(ZPC).

Service model:

- Virtual machine instances owned by the cloud service customer
- Network facilities
- Compliance with applicable standards

Deployment model:

- Private cloud
- Community cloud
- Hybrid cloud
- Public cloud

Tier:

- Level 1
- Level 2
- Level 3

No.	Criteria	Description	Remarks
Legal and Compliance			
1.	Right to audit	<p>The cloud service customer has the right to audit:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Virtual machine instances owned by the cloud service customer</li> <li><input type="checkbox"/> Network facilities</li> <li><input checked="" type="checkbox"/> Compliance with applicable standards</li> <li><input type="checkbox"/> Technical controls</li> <li><input type="checkbox"/> Policies and governance</li> <li><input type="checkbox"/> Data centre facilities</li> <li><input type="checkbox"/> Others</li> <li><input type="checkbox"/> None</li> </ul> <p>Regulators recognised by Singapore law have the right to audit:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Virtual machine instances owned by the cloud service customer</li> <li><input type="checkbox"/> Network facilities</li> <li><input checked="" type="checkbox"/> Compliance with applicable standards</li> <li><input checked="" type="checkbox"/> Technical controls</li> <li><input checked="" type="checkbox"/> Policies and governance</li> <li><input checked="" type="checkbox"/> Data centre facilities</li> <li><input type="checkbox"/> Others</li> <li><input type="checkbox"/> None</li> </ul> <p>Audit / assessment reports that can be made available on request:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Penetration test</li> <li><input checked="" type="checkbox"/> Threat and vulnerability risk assessment</li> <li><input checked="" type="checkbox"/> Vulnerability scan</li> <li><input checked="" type="checkbox"/> Audit reports (e.g. Statement on Standards for Attestation Engagements (SSAE) No. 16, Reporting on Controls at a Service Organisation)</li> </ul>	<p>Zscaler possesses numerous security certifications under widely recognized schemes such as SOC2, multiple ISO standards, CSA STAR Level 2 etc., and makes related certificates and reports available to CSCs via its website so that they may verify compliance.</p> <p>Artifacts such as internal documents, details of configurations and access to physical sites may be provided only to authorized auditors if they are required to demonstrate compliance.</p> <p>As Zscaler provides its services under a SaaS model, the CSC does not own or operate any virtual machine instances.</p>

2.	Compliance	<p>The following guidelines / standards / regulations are adhered to:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Singapore Personal Data Protection Act</li> <li><input checked="" type="checkbox"/> ISO/IEC 27001</li> <li><input type="checkbox"/> ISO 9000</li> <li><input type="checkbox"/> ISO/IEC 20000</li> <li><input checked="" type="checkbox"/> CSA Open Certification Framework(CSA STAR)</li> <li><input type="checkbox"/> PCI-DSS</li> <li><input checked="" type="checkbox"/> Others: ISO 27701, ISO 27017, ISO 27018, SOC 2</li> </ul>	<p>Details of Zscaler's compliance with various standards and frameworks, including access to certificates and reports, may be found at <a href="https://www.zscaler.com/platform/privacy-and-compliance">https://www.zscaler.com/platform/privacy-and-compliance</a></p> <p>Zscaler has assessed its obligations under the Singaporean PDPA as a data intermediary and provides appropriate information customers about how these requirements are satisfied at <a href="https://www.zscaler.com/privacy-compliance/pdpa">https://www.zscaler.com/privacy-compliance/pdpa</a></p> <p>Zscaler is not within scope of the PCI DSS as it does not acquire, store or transmit any cardholder data, nor is it a TPSP vendor under the standard.</p>
Data Control			
3.	Data ownership	<p>All data on the cloud service is owned by the cloud service customer except for:</p> <p>_____</p> <p>The cloud service customer retains the ownership on the derived data or attributes of cloud usage except for the following:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Advertising or marketing</li> <li><input type="checkbox"/> Statistics analysis on usage</li> <li><input type="checkbox"/> Others</li> </ul> <p>_____</p>	<p>Customer data in the Zscaler cloud is limited to logs, which the customer retains ownership of.</p>

4.	Data retention	<p>Data deleted by the cloud service customer is retained as follows:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Minimum data retention period is: _____</li> <li><input type="checkbox"/> Maximum data retention period is: _____</li> <li><input type="checkbox"/> Deleted immediately</li> </ul> <p>Log data is retained for a period of:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Minimum data retention period is: _____</li> <li><input checked="" type="checkbox"/> Maximum data retention period is: six months if storing logs in the Zscaler cloud</li> <li><input type="checkbox"/> Deleted immediately</li> </ul> <p>Cloud service customer data is retained for a period of:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Minimum data retention period is: _____</li> <li><input type="checkbox"/> Maximum data retention period is: _____</li> <li><input checked="" type="checkbox"/> Not retained</li> </ul> <p>The following types of data are available for download by the cloud service customer:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Log data</li> <li><input type="checkbox"/> Others _____</li> </ul>	<p>Customer logs stored in the Zscaler cloud cannot be deleted for accountability purposes, and are retained for a rolling period of six months for most services.</p> <p>Some Zscaler services have the option of a log streaming function which allows logs to be stored in customer-controlled storage like a SIEM, so that logs can be stored for any desired period.</p>
5.	Data sovereignty	<p>The primary data locations are:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Singapore</li> <li><input type="checkbox"/> Asia Pacific _____</li> <li><input checked="" type="checkbox"/> Europe(Germany, Netherlands, Switzerland)</li> <li><input checked="" type="checkbox"/> United States</li> <li><input type="checkbox"/> Others _____</li> </ul> <p>The backup data locations are:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Singapore</li> <li><input type="checkbox"/> Asia Pacific _____</li> <li><input type="checkbox"/> Europe _____</li> <li><input type="checkbox"/> United States</li> <li><input type="checkbox"/> Others _____</li> </ul> <p>No. of countries in which data centres are operated: _____</p> <p>The cloud service customer's data stored in the cloud environment will never leave the locations specified in item 5:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Yes</li> <li><input type="checkbox"/> Yes, except as required by law</li> <li><input type="checkbox"/> Yes, except as noted: _____</li> </ul>	<p>Sires storing customer data are limited to a small subset of locations as per item 5. The majority of Zscaler sites worldwide are points of presence that only serve to process customer traffic and do not save any data to disk.</p> <p>Sites storing customer data synchronize with each other such that redundant copies of customer data exist in a geographically distributed fashion. Thus in the event of site failure, the service provision can failover seamlessly to the</p>

		<p>Cloud service customer's consent is required prior to transferring data to a location not specified in item 5 or a third party:</p> <p> <input type="checkbox"/> Yes  <input type="checkbox"/> Yes, except as required by law  <input type="checkbox"/> Yes, except as noted: _____  <input type="checkbox"/> No </p> <p><i>Note: Cloud service customers are responsible for determining the impact of data protection and data sovereignty laws on the locations where data is stored. In addition, cloud service customers should understand the risks associated with relevant laws that may allow for law enforcement or other government access to data in-transit or storage with Cloud Service Providers.</i></p>	<p>other sites, mitigating the need for discrete backups.</p>
6.	Non-disclosure	<p> <input checked="" type="checkbox"/> Non-disclosure agreement template can be provided by Cloud Service Provider  <input type="checkbox"/> Cloud Service Provider may use customer's NDA (pending legal review) </p>	<p>Standard terms regarding confidentiality and treatment of confidential information are included in Zscaler's End User Subscription Agreement</p>
Provider Performance			
7.	Availability	<p>The committed network uptime is:</p> <p> <input type="checkbox"/> _____%  <input checked="" type="checkbox"/> Varies according to price plan </p> <p>The committed system uptime is:</p> <p> <input type="checkbox"/> _____%  <input checked="" type="checkbox"/> Varies according to price plan </p> <p>The cloud environment has the following single points of failure:</p> <p> <input type="checkbox"/> _____  <input checked="" type="checkbox"/> None </p>	<p>The availability of Zscaler services is dependent on the individual service, with key services such as ZIA and ZPA committing monthly uptimes of 100%, and other services committing minimum uptimes of 99.9%. All services are protected by SLA, the details of which can be viewed at <a href="https://www.zscaler.com/legal/sla-support">https://www.zscaler.com/legal/sla-support</a></p>

8.	3 <sup>rd</sup> party dependency	<p>Highlight areas of critical dependency for service delivery:</p> <p>Zscaler uses other cloud service providers such as Amazon AWS, Google Cloud Platform and Microsoft Azure to provide certain elements of the Zero Trust Exchange infrastructure. A full list may be found under the “Hosting Provider” heading of Zscaler’s sub-processor listing here:  <a href="https://www.zscaler.com/privacy-compliance/subprocessors">https://www.zscaler.com/privacy-compliance/subprocessors</a></p> <p>While Zscaler owns and operates physical hardware infrastructure, it is located in colocation data centers operated by third party providers.</p> <p>Risks and dependencies arising from the abovementioned providers are managed through Zscaler’s third party risk management program, which requires thorough and cross-functional assessment and vetting of all vendors prior to onboarding and ongoing monitoring and review of risk assessments thereafter.</p>	
9.	BCP / DR	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Disaster recovery protection</li> <li><input checked="" type="checkbox"/> Backup and restore service</li> <li><input type="checkbox"/> Cloud service customer selectable backup plans</li> <li><input type="checkbox"/> Escrow arrangements</li> <li><input type="checkbox"/> No BCP/DR is available</li> <li><input type="checkbox"/> RPO</li> <li><input type="checkbox"/> RTO</li> <li><input type="checkbox"/> Others, please specify: _____</li> </ul>	<p>Zscaler maintains BCP and DR procedures for its services to uphold the availability commitments in item 7. The geographically distributed architecture of the Zero Trust exchange means that it is resilient to localized disruptions.</p> <p>Core services such as ZIA and ZPA have customer DR options such that they may still use the service in the event of an outage.</p> <p>For some services, customers may</p>

			create a restore point of their configurations which they can roll back to at their choosing.
10.	Liability	<p>The following terms are available for the cloud service customers on failure of the provider to meet the service commitment:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Network failure Liability: _____</li> <li><input type="checkbox"/> Infrastructure failure Liability: _____</li> <li><input type="checkbox"/> Virtual machine instance failure Liability: _____</li> <li><input type="checkbox"/> Migrations Liability: _____</li> <li><input checked="" type="checkbox"/> Unscheduled downtime Liability: <a href="https://www.zscaler.com/legal/sla-support">https://www.zscaler.com/legal/sla-support</a></li> <li><input type="checkbox"/> Database failure Liability: _____</li> <li><input type="checkbox"/> Monitoring failure Liability: _____</li> </ul>	Zscaler provides its customers with Service Level Agreements(SLAs) for each service as described in item 7.
11.	Shared responsibility	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Communication of shared roles &amp; responsibilities for which CSC needs to implement and manage for use of this cloud service URL (or attach file): <a href="https://www.zscaler.com/legal/end-user-subscription-agreement">https://www.zscaler.com/legal/end-user-subscription-agreement</a></li> </ul>	
<b>Service Support</b>			
12.	Change management	<p>The Cloud Service Provider has established the following for changes, migrations, downtime, and other potential interruptions to cloud services:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Communication plan and procedures for proactive notification</li> <li><input type="checkbox"/> Assistance in migration to new services when legacy solutions are discontinued</li> <li><input type="checkbox"/> Ability to remain on old versions for a defined time period</li> <li><input type="checkbox"/> Ability to choose timing of impact</li> </ul>	Notifications of upgrades, maintenance and/or other changes is done proactively and as much as possible with prior notice via Zscaler's trust site( <a href="https://trust.zscaler.com">https://trust.zscaler.com</a> )



13.	Self-service provisioning and management	<p>Provide self-service provisioning and management portal for cloud service customers to manage cloud services:</p> <p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, describe the functions of the self-service provisioning and management portal provided:</p> <p><input checked="" type="checkbox"/> Allow role-based access control (RBAC)  <input checked="" type="checkbox"/> Manage resource pools (e.g. VMs, storage, and network) and service templates  <input type="checkbox"/> Track and manage the lifecycle of each service  <input checked="" type="checkbox"/> Track consumption of services  <input checked="" type="checkbox"/> Health monitoring  <input type="checkbox"/> Others: _____</p>	
14.	Incident and problem management	<p>Delivery mode of support:</p> <p><input checked="" type="checkbox"/> Access via email  <input checked="" type="checkbox"/> Access via portal  <input checked="" type="checkbox"/> Access via phone support  <input checked="" type="checkbox"/> Direct access to support engineers</p> <p>Availability of support:</p> <p><input checked="" type="checkbox"/> 24 x 7  <input type="checkbox"/> During office hours support, please specify the hours of operations: _____  <input type="checkbox"/> After office hours support, please specify the hours of operations: _____</p> <p>Service response time: As short as 15 minutes, depending on service tier</p> <p>Notification time of cloud service outage incident: Real time in so far as possible</p> <p>Communication channel used for notification of cloud service outage incident: Zscaler trust site(<a href="https://trust.zscaler.com">https://trust.zscaler.com</a>)</p> <p>The following are available to cloud service customers upon request:</p> <p><input type="checkbox"/> Permanent access to audit records of customer instances  <input type="checkbox"/> Incident management assistance</p> <p>Incident response time: _____</p> <p>Mean time to repair on detection of faults: _____</p>	<p>The details of support availability are dependent on the service and support tier package purchased by the customer, details of which are available at <a href="https://help.zscaler.com/phone-support">https://help.zscaler.com/phone-support</a></p>

15.	Billing	<p>The following billing modes are available (please elaborate granularity of charges and measurement):</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Pay per usage: Licenses for Zscaler services are charged by user count</li> <li><input type="checkbox"/> Fixed pricing _____ (up to yearly/monthly/daily)</li> <li><input type="checkbox"/> Other pricing model _____</li> <li><input type="checkbox"/> Not disclosed</li> </ul> <p>Available billing history: _____ months</p>	
16.	Data portability	<p>Importable VM formats: _____</p> <p>Downloadable formats: Some configuration data or templates can be downloaded as CSV, XML or similar format, but is unique to Zscaler and is not portable to other platforms.</p> <p>Supported operating systems: _____</p> <p>Language versions of supported operating systems: _____</p> <p>Supported database formats: _____</p> <p>Policy/guide available: _____</p> <p>API:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Common _____</li> <li><input checked="" type="checkbox"/> Customised: the customer can interact with Zscaler services using an API, details of which are available at <a href="https://help.zscaler.com">https://help.zscaler.com</a></li> </ul> <p>Upon service termination or prolonged outage, data is available through:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Physical media</li> <li><input type="checkbox"/> Standard methods as described above</li> <li><input type="checkbox"/> Other methods: _____</li> </ul>	
17.	Interoperability	<p>Use of industry standards and availability of APIs to support interoperability:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Transport supported: REST-based HTTPS</li> <li><input checked="" type="checkbox"/> Format supported: Common formats such as CSV, XML, JSON etc. as applicable</li> <li><input checked="" type="checkbox"/> APIs supported differ by service, please see the guide for more information</li> </ul>	

		<input type="checkbox"/> Other methods <hr/>	
		<p>Guide available on a per-service basis at <a href="https://help.zscaler.com">https://help.zscaler.com</a></p>	
18.	Access	<p>Type of access to the service is through:</p> <input checked="" type="checkbox"/> Public access <input checked="" type="checkbox"/> Private access (e.g. VPN, dedicated link) <input type="checkbox"/> IPv6 access is supported <input type="checkbox"/> Other access methods <hr/> <p>Public access speed (shared bandwidth) in Mbps:  <hr/></p>	
19.	User Management	<input type="checkbox"/> Identity management <input type="checkbox"/> Role based access control <input type="checkbox"/> Federated access model <input checked="" type="checkbox"/> Integration with Identity management solutions <input type="checkbox"/> Others <hr/>	<p>Zscaler services operate through integration with the customer Identity Provider(IdP) using standard methods such as SAML federation. Zscaler does not provide identity management solutions.</p>
20.	Lifecycle	<p>The cloud service customer may select the following for service upgrades and changes:</p> <input type="checkbox"/> Automatic provisioning <input checked="" type="checkbox"/> Cloud service customer customisable provisioning	
<p><b>Security Configurations</b></p>			
21.	Security configuration enforcement checks	<p>Security configuration enforcement checks are performed:</p> <input type="checkbox"/> Manually <input checked="" type="checkbox"/> Using automated tools <p>How often are enforcement checks being performed to ensure all security configurations are applied?  Weekly</p>	<p>Zscaler production environments are scanned by automated tools such as vulnerability scanners on a weekly basis</p>
22.	Multi-tenancy	<input type="checkbox"/> Distinct physical hosts <input type="checkbox"/> Distinct physical network infrastructure	<p>Zscaler uses a multi-tenant</p>

		<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Virtual instance grouping</li> <li><input checked="" type="checkbox"/> Cloud service customer definable security domains</li> <li><input checked="" type="checkbox"/> Cloud service customer customisable firewall</li> <li><input checked="" type="checkbox"/> Cloud service customer definable access policies</li> </ul>	<p>architecture in which customer tenants and data are logically separated. The customer can configure security settings such as regarding access roles and authentication for their tenant through the Zscaler admin portal.</p>
23.	Hybrid cloud provision	<p>Ability to monitor, track, apply and enforce CSC's security &amp; privacy policies on its cloud workloads:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Data protection and encryption key mgmt. enforcement geolocation-based/resource pools and secure migration of cloud workloads</li> <li><input type="checkbox"/> Key mgmt. and keystore controlled by CSC</li> <li><input type="checkbox"/> Persistent data flow segmentation before and after geolocation based/resource pools secure migration</li> <li><input type="checkbox"/> Compliance enforcement for regulated workloads between onpremises private and hybrid/public cloud</li> <li><input checked="" type="checkbox"/> Others: Under some services such as ZIA and ZPA, Zscaler offers the ability for the customer to deploy appliances within the organization's network boundary that act as policy enforcement nodes. Thus, the customer retains some control over the security controls applied to the appliance and the environment in which it is operated.</li> </ul>	
Service Elasticity			
24.	Capacity elasticity	<p>The following capacity elasticity options are available:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Programmatic interface to scale up or down</li> <li><input type="checkbox"/> Mean time to start and end new virtual instances _____</li> <li><input type="checkbox"/> Alerts to be sent for unusual high usage</li> <li><input type="checkbox"/> Minimum performance during peak periods _____</li> <li><input type="checkbox"/> Minimum duration to scale up computing resources _____</li> <li><input type="checkbox"/> Minimum additional capacity guaranteed per account _____</li> </ul>	<p>The capacity of the Zero Trust Exchange infrastructure is managed by Zscaler and adjusted based on periodic review to ensure that it is able to meet customer demand.</p>

<p>25. Network resiliency and elasticity</p>	<p>The following network resiliency and elasticity options are available:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Redundant Internet connectivity links</li> <li><input type="checkbox"/> Redundant Internal connectivity</li> <li><input type="checkbox"/> Selectable bandwidth up to _____ Mbps</li> <li><input type="checkbox"/> Maximum usable IPs _____</li> <li><input type="checkbox"/> Load balancing ports _____</li> <li><input type="checkbox"/> Load balancing protocols _____</li> <li><input type="checkbox"/> Anti-DDOS protection systems or services</li> <li><input checked="" type="checkbox"/> Defence-in-depth mechanisms, please specify: SSE security policy enforcement such as content and web app filtering, malware scanning and sandboxing, Zero Trust Network Access(ZTNA) to private apps etc.</li> <li><input checked="" type="checkbox"/> Network traffic isolation, please specify: Traffic bound for the Zero Trust Exchange can be routed through encrypted tunnels, high risk web access can be routed through browser isolation to prevent download and/or execution of malicious code</li> <li><input type="checkbox"/> Shared or dedicated bandwidth, please specify: _____</li> <li><input checked="" type="checkbox"/> QoS traffic control services</li> <li><input checked="" type="checkbox"/> Alerts to be sent for unusual high usage</li> <li><input type="checkbox"/> Minimum performance during peak periods _____</li> <li><input type="checkbox"/> Minimum period to scale up network throughput _____</li> </ul>	<p>The options in item 25. are available as functions of Zscaler services such as ZIA and ZPA.</p>
<p>26. Storage elasticity</p>	<p>The following storage redundancy and elasticity options are available:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Redundant storage connectivity links within each data centre</li> <li><input type="checkbox"/> Redundant storage connectivity links between data centres belonging to the same cloud</li> <li><input type="checkbox"/> Storage traffic isolation, please specify: _____</li> <li><input type="checkbox"/> Shared or dedicated storage network bandwidth, please specify: _____</li> <li><input type="checkbox"/> Quality of service storage traffic control services</li> <li><input type="checkbox"/> Maximum storage capacity for entire cloud, please specify: _____</li> <li><input type="checkbox"/> Maximum storage capacity for single cloud service customer, please specify: _____</li> <li><input type="checkbox"/> Maximum expandable storage, please specify: _____</li> <li><input type="checkbox"/> Alerts to be sent for unusual high usage</li> <li><input type="checkbox"/> Minimum storage I / O performance during peak periods</li> </ul>	<p>The Zero Trust Exchange does not offer data storage functions other than for customer logs.</p>

		<input type="checkbox"/> Minimum period to scale up storage I / O throughput _____	
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