

CogAbility Service Level Agreement (SLA) Covering All Products Listed in Carahsoft's Catalog

1. Introduction

This Service Level Agreement ("SLA") outlines the service availability, recovery objectives, and data loss tolerance commitments for CogAbility CogBot solutions, which are delivered as a cloud-hosted Software-as-a-Service (SaaS) AI solution delivered via Amazon Web Services (AWS).

This SLA applies to all CogBot products offered through the Texas DIR-CPO-5687 contract via Carahsoft Technology Corp.

2. Service Availability

CogAbility commits to a Monthly Uptime Percentage of **99.9%**, excluding scheduled maintenance and force majeure events.

2.1. Definition of Uptime

"Uptime" is defined as the period during which the CogBot service is available and responsive to client-initiated API calls and user interactions.

2.2. Measurement and Reporting

Availability is measured over each calendar month using system monitoring tools. Monthly Uptime Percentage is calculated as:

$$(\text{Total minutes in month} - \text{Downtime minutes}) / (\text{Total minutes in month}) \times 100$$

Downtime is defined as any period of service unavailability exceeding 5 consecutive minutes that is not caused by scheduled maintenance or client-side issues.

3. Recovery Time Objective (RTO)

In the event of a system disruption or outage, CogAbility commits to restoring CogBot services within a **maximum of 4 hours (RTO = 4 hours)**.

4. Recovery Point Objective (RPO)

CogAbility commits to a maximum data loss window of **1 hour (RPO = 1 hour)**. Client data is backed up hourly, and all backups are encrypted and securely stored in geographically redundant AWS data centers.

5. Incident Management

Incidents are classified by severity and responded to according to the following timeline:

Severity Level	Description	Response Time
Critical	Full system outage or major data loss	1 hour
High	Service degraded or core functionality impacted	4 hours
Medium	Minor feature degradation	1 business day
Low	Informational or cosmetic issues	2 business days

6. Service Credits

If CogAbility fails to meet the 99.9% Monthly Uptime Percentage, clients may request a service credit as follows:

Monthly Uptime %	Service Credit
< 99.9%	10% of monthly fee
< 99.0%	25% of monthly fee
< 95.0%	50% of monthly fee

Service credit requests must be submitted in writing within 30 days of the end of the impacted month.

7. Exclusions

This SLA does not apply to service interruptions caused by:

- Scheduled maintenance (with at least 48 hours' notice)
- Acts beyond CogAbility's reasonable control (e.g., force majeure)
- Client-side misconfigurations or third-party integrations

8. Review and Modification

CogAbility will review SLA metrics quarterly and reserves the right to update this SLA with 30 days' notice to Carahsoft and affected clients.

9. Governing Law

This SLA shall be governed by the laws of the State of Texas, consistent with the terms of the DIR-CPO-5687 contract.

For SLA-related inquiries, contact: info@cogability.com