

GL Solutions – GL Suite Service Level Agreement (SLA) for DIR-CPO-5687

This SLA is incorporated into the GL Suite SaaS Contract and applies to all services provided under DIR-CPO-5687.

1. Service Availability

- **Target Uptime:** The SaaS platform shall maintain a minimum of **99.9% uptime**, measured monthly.
- **Measurement Method:**

$$\text{Availability (\%)} = \left(\frac{\text{Total Time} - \text{Downtime}}{\text{Total Time}} \right) \times 100$$

where Total Time excludes scheduled maintenance with at least 48 hours' notice.

- **Reporting:** Monthly up-time reports will be provided via the client portal or upon request.

2. Recovery Time Objective (RTO)

- **Definition:** The maximum acceptable time to restore service after an unplanned outage.
- **Commitment:** The Contractor guarantees an RTO of **12 hours from the most recent backup**.
- **Measurement:** RTO is measured from the time an incident is logged to the time full service is restored.

3. Recovery Point Objective (RPO)

- **Definition:** The maximum acceptable amount of data loss measured in time.
- **Commitment:** The Contractor guarantees an RPO of **no more than 8 hours from the most recent backup**.
- **Measurement:** RPO is measured as the time between the last successful backup and the incident occurrence.

4. Monitoring and Reporting

- The Contractor shall maintain logs and provide quarterly SLA performance reports.
- Reports will include:

- Uptime percentage
- Number and duration of outages
- RTO and RPO compliance metrics

5. Remedies and Financial Penalties

- If the Contractor fails to meet the SLA commitments in any given month:
 - **Service Availability** below 99.9%: A **2% credit** of the monthly service fee will be issued.
 - **RTO or RPO breach**: A **1% credit** of the monthly service fee per breach will be issued.
- If SLA violations occur in **two or more consecutive months**, the Subscriber may request a service review or initiate contract remedies.