

# CyCognito Standard SLA

Succeed at every stage of your journey with CyCognito

## System Uptime Guarantee

**Guaranteed Uptime: 99.9%**

### Minimum

Monthly System availability	Service level credit
Less than 99.5% but equal to or greater than 95%	5%
Less than 95% but equal to or greater than 90%	10%
Less than 90% but equal to or greater than 80%	20%
Less than 80%	50%

### Maximum

Actual SaaS Services Availability	SLA Credit
Less than 99.5% but equal to or greater than 95.0%	10% of subscription fee received by Vendor applicable to month in which failure occurred
Less than 95.0% but equal to or greater than 90.0%	20% of subscription fee received by Vendor applicable to month in which failure occurred
Less than 90.0% but equal to or greater than 80.0%	30% of subscription fee received by Vendor applicable to month in which failure occurred
Less than 80.0%	50% of subscription fee received by Vendor applicable to month in which failure occurred

### Scheduled Downtime

- CyCognito shall perform maintenance to the SaaS Services as required to meet the foregoing Availability guarantee, but no more frequently than once per week, and only between the hours of 8:00pm Central Standard Time on Friday and 3:00am Central Standard Time on the following Monday.
- CyCognito shall provide a minimum of seventy-two (72) hour advance notice for this.
- Scheduled downtime is exempted from the uptime calculation.

# Support Issue Management

Time zones are based on customer's preferred time zone

<b>Initial Response Time</b>				
Initial acknowledgement of issue and joint classification by customer and CyCognito support.				
Standard	1 Business Day	1 Business Day	3 Business Days	5 Business Days
Premium & Premium Plus	4 Hour	6 Hours	1 Business Day	5 Business Days
<b>Initial Response Time</b>				
Initial acknowledgement of issue and joint classification by customer and CyCognito support.				
Standard	Daily	Daily	N/A	N/A
Premium & Premium Plus	Every 4 Hours	Daily	Every 7 Days	Every 30 Days
<b>Priority Severity *</b>	<b>Priority 1 - System Outage or Critical Defect</b>	<b>Priority 2 - Partial Outage or Major Defect</b>	<b>Priority 3 - Minor Defect</b>	<b>Priority 4 - Non-Defect</b>
Premium & Premium Plus	From the time of problem reporting, the case will be worked on a continuous basis, until the outage is resolved, the defect is corrected, or a suitable workaround is implemented	From the time of problem reporting, the case will be worked diligently throughout the business day, until the outage is resolved, the defect is corrected, or a suitable workaround is implemented	Commercially reasonable efforts will be made to correct the defect in a timely basis, or resolve the case in an appropriate manner	Commercially reasonable efforts will be made to correct the defect in a timely basis, or resolve the case in an appropriate manner

**\*Priority Definitions:**

Priority 1 - a reproducible Fault which substantially hinders or prevents all Users from using a material part of the functionality of the SaaS Service

Priority 2 - a reproducible Fault which substantially hinders or prevents a significant number of Users from using a material part of the functionality of the SaaS Service

Priority 3 - a reproducible Fault which hinders or prevents all or some Users from using some non-material part of the functionality of the SaaS Service

Priority 4 - a "how-to" question or request for documentation that does not affect functionality of the SaaS service

To learn how the CyCognito platform uniquely helps you identify and prioritize the paths of least resistance into your IT ecosystem, so that you can eliminate them, visit [cycognito.com](https://cycognito.com).