

Cyware Hosting SLA's

Cyware SaaS Hosted on AWS - SLA Table		
SLA	Commercial AWS Hosted	GovRAMP AWS Hosted
Availability	99.5%	99.99%
Recovery Point Objective (RPO)	24 Hours	15 Minutes
Recovery Time Objective (RTO)	48 Hours	30 Minutes

For the purpose of the calculating the Availability, the following definitions and formula apply:

Maintenance Time

The period in hours within the Maintenance Window during which Provider carries out maintenance work regarding the Application.

Downtime

The accumulated periods in hours during which the Application is not available excluding Maintenance Time.

Formula

All service Levels are wholly dependent upon AWS capabilities and uptime. For a single month, the aggregate amount of actual uptime expressed as a percentage of the Scheduled Uptime.

$$\text{Availability} = (\text{Actual Uptime} / \text{Scheduled Uptime}) * 100$$