



Standard SLA

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By Jamie Baker 2 min 81 1

Below are the standard uptime SLAs we support for customers which are backed by the SLAs we have from AWS and other hosting providers we rely on. To check live system uptime, view historical uptime, and to subscribe to uptime notifications go here: [SC SpyCloud Status](#)

**(external promise)**

### UPTIME SLA

- Below are the standard uptime SLA's SpyCloud supports for Customers. These are backed by the SLAs SpyCloud has agreed to with AWS and other hosting providers.
- To check live system uptime, view historical uptime, and to subscribe to uptime notifications, please visit [SC SpyCloud Status](#).

Product	Uptime SLA
CyberCrime Analytics Portal	99.5
Legacy Customer Portal	99.5
Employee <a href="#">ATO</a> Prevention API	99.5
Consumer ATO Prevention API	99.5
Investigations API	99.5
Session Identity Protection API	99.5
Consumer Dark Web Monitoring API	99.5
<a href="#">NIST</a> API	99.5
Password Exposure API	99.5
IDLink API	99.5
Vela	99.5
<a href="#">SC</a> Homepage	99.5

**i** Below can be used for standard verbiage in contract negotiations. Check with the Director of Customer Support before distributing this information to customers to ensure it is up-to-date.

### 2. STANDARD SUPPORT

#### a. Primary Contact:

- SpyCloud Portal - Support Widget: This opens a ticket in SpyCloud's issue tracking system. Customer will receive a response from the first available engineer to ensure timely resolution.

#### b. Escalation Numbers:

### 3. CUSTOMER SUPPORT REQUESTS AND RESPONSE

- a. **Support Requests.** SpyCloud live support will be available Monday - Friday between the hours of 8am - 6pm CST. 24/7/365 for critical items. Customers may request support by opening a support ticket on the customer portal, or by calling SpyCloud support at 800-969-8913 or 44-808-175-0351 (UK).
- b. **Response Times.** SpyCloud will use all reasonable commercial efforts to respond to Customer support requests made via ticket or telephone within the following time frames:

Severity Level	Definition	Response Time	Update Time
<b>1 - Critical Impact / Services Down</b>	Major interruption or SpyCloud Outage (not caused on customer side)	30 minutes	1 hour (notification of proposed workaround)
<b>2 - Significant Business Impact</b>	Degraded SpyCloud services with no customer workaround	4 hours	1 business day (notification of proposed workaround or solution)
<b>3 - Minor Business Impact</b>	Service or change request or question	24 hours or within 24 hours of next business day for weekend occurrences	5 business days (notification of proposed workaround or solution)

3. SpyCloud will respond to Customer via support ticket, telephone call, or all of these methods depending upon the severity of the situation and consistent with any procedures SpyCloud has established with Customer.

Version	Date	Comment
<b>Current Version (v. 16)</b>	<b>Mar 07, 2024 21:15</b>	<b>Jamie Baker</b>
v. 15	Mar 07, 2024 21:12	Jamie Baker
v. 14	Feb 13, 2024 16:37	Trina Pirtle
v. 13	Mar 23, 2023 15:04	Jamie Baker
v. 12	Sep 15, 2022 20:32	Luis Pagan
v. 11	Sep 01, 2022 18:54	Luis Pagan
v. 10	Jul 06, 2022 22:03	Luis Pagan
v. 9	Apr 27, 2022 14:39	Luis Pagan
v. 8	Apr 27, 2022 14:37	Luis Pagan
v. 7	Apr 09, 2021 04:03	Luis Pagan
v. 6	Mar 04, 2021 22:10	Luis Pagan
v. 5	Dec 04, 2020 16:38	Luis Pagan
v. 4	Nov 13, 2020 15:10	Luis Pagan
v. 3	Nov 13, 2020 15:02	Luis Pagan
v. 2	Oct 20, 2020 16:50	Luis Pagan