

iboss SaaS Service Level Agreements

Below are individual Service Level Agreements (SLAs) for each iboss SaaS security service currently offered. Every SLA is designed to be published directly on the customer-facing website so each offer is immediately recognisable. All commitments draw on iboss' public SLA (updated 20 Oct 2023) and publicly documented cloud architecture. These SLAs may be superseded by any signed Master Services Agreement (MSA) or by regional regulatory requirements.

I. iboss – Zero Trust Network Access (ZTNA) SLA

1 Service Availability

- Commitment – Monthly Availability $\geq 99.99999\%$.
- Metric & Calculation – Availability = $(\text{Total minutes in month} - \text{Excluded Event minutes} - \text{Outage minutes}) \div (\text{Total minutes in month} - \text{Excluded Event minutes}) \times 100$.
- Reporting – Real-time health is shown at <https://status.iboss.com>. Formal SLA reports are delivered via the Support Portal within five (5) business days after month-end.

2 Recovery Time Objective (RTO)

- Commitment – Full service restoration ≤ 60 minutes after incident creation in iboss' ticketing system.
- Metric & Calculation – Difference (in minutes) between the trouble-ticket's *open* timestamp and the first *service-recovered* event for 95 % of monitored gateways.
- Reporting – Included in every incident post-mortem and summarised in the monthly SLA report.

3 Recovery Point Objective (RPO)

- Commitment – Maximum tolerable data loss ≤ 15 minutes for configuration data and logs.
- Metric & Calculation – Time delta between the last successful multi-region replication of customer data and the *service-recovered* event.
- Reporting – Documented in the incident post-mortem and rolled up in a quarterly RPO performance dashboard.

II. iboss – Secure Web Gateway (SWG) SLA

1 Service Availability

- Commitment – Monthly Availability $\geq 99.99999\%$.
- Metric & Calculation – Availability = $(\text{Total minutes in month} - \text{Excluded Event minutes} - \text{Outage minutes}) \div (\text{Total minutes in month} - \text{Excluded Event minutes}) \times 100$.
- Reporting – Real-time SWG health appears at <https://status.iboss.com>. Formal SLA reports are posted to the Support Portal within five (5) business days after month-end.

2 Recovery Time Objective (RTO)

- Commitment – Full SWG service restoration ≤ 60 minutes after the incident is opened in iboss' ticketing system.
- Metric & Calculation – Elapsed minutes between the ticket's *open* timestamp and the first *service-recovered* event for 95 % of policy-enforcement nodes.
- Reporting – Included in every incident post-mortem and summarized in the monthly SLA report.

3 Recovery Point Objective (RPO)

- Commitment – Maximum tolerable data loss ≤ 15 minutes for SWG policy configurations and activity logs.
- Metric & Calculation – Time delta between the last successful multi-region replication of customer data and the *service-recovered* event.
- Reporting – Documented in the incident post-mortem and consolidated in a quarterly RPO performance dashboard.

III. iboss – Zero Trust SD-WAN & Firewall SLA

1 Service Availability

- Commitment – Monthly Availability $\geq 99.99999\%$.
- Metric & Calculation – Availability = $(\text{Total minutes in month} - \text{Excluded Event minutes} - \text{Outage minutes}) \div (\text{Total minutes in month} - \text{Excluded Event minutes}) \times 100$.
- Reporting – Real-time SD-WAN & Firewall status is available at <https://status.iboss.com>. Formal SLA reports are issued within five (5) business days after month-end.

2 Recovery Time Objective (RTO)

- Commitment – Forwarding and security services restored ≤ 30 minutes after incident creation.
- Metric & Calculation – Minutes elapsed between the incident *open* timestamp and restoration of forwarding for 95 % of active tunnels and gateways.
- Reporting – Detailed in each incident root-cause analysis (RCA) and summarized in the monthly uptime report.

3 Recovery Point Objective (RPO)

- Commitment – Maximum tolerable data loss ≤ 5 minutes for routing tables, IPS/IDS signatures, and configuration snapshots.
- Metric & Calculation – Time delta between the last replicated snapshot across regions and the *service-recovered* event.
- Reporting – Included in the incident RCA and rolled into a quarterly RPO performance dashboard.

Note: Lower RTO/RPO values reflect the real-time nature of SD-WAN edge components and the need to preserve active tunnels.

IV. iboss – Browser Isolation SLA

1 Service Availability

- Commitment – Monthly Availability $\geq 99.999\%$.
- Metric & Calculation – Availability = $(\text{Total minutes in month} - \text{Excluded Event minutes} - \text{Outage minutes}) \div (\text{Total minutes in month} - \text{Excluded Event minutes}) \times 100$.
- Reporting – Real-time Browser Isolation health appears at <https://status.iboss.com>; formal SLA reports are delivered within five (5) business days after month-end.

2 Recovery Time Objective (RTO)

- Commitment – Service capacity and user sessions restored ≤ 60 minutes after incident creation.
- Metric & Calculation – Minutes between the incident *open* timestamp and successful reassignment of users to healthy rendering pods for 95 % of affected sessions.
- Reporting – Captured in each incident RCA and summarized in the monthly SLA report.

3 Recovery Point Objective (RPO)

- Commitment – Maximum tolerable data loss ≤ 15 minutes for session logs, audit trails, and policy configurations.
- Metric & Calculation – Time delta between the last replicated session and policy data and the *service-recovered* event.
- Reporting – Documented in the incident RCA and aggregated in a quarterly dashboard.

V. iboss – Cloud Access Security Broker (CASB) SLA

1 Service Availability

- Commitment – Monthly Availability $\geq 99.99999\%$.
- Metric & Calculation – Availability = $(\text{Total minutes in month} - \text{Excluded Event minutes} - \text{Outage minutes}) \div (\text{Total minutes in month} - \text{Excluded Event minutes}) \times 100$.
- Reporting – Real-time CASB service status is displayed at <https://status.iboss.com>. Formal SLA reports are provided within five (5) business days after month-end.

2 Recovery Time Objective (RTO)

- Commitment – Full CASB service restoration ≤ 60 minutes after incident creation.
- Metric & Calculation – Minutes between incident *open* timestamp and the first *service-recovered* event for 95 % of CASB policy enforcement points.
- Reporting – Included in each incident RCA and summarized in the monthly SLA report.

3 Recovery Point Objective (RPO)

- Commitment – Maximum tolerable data loss ≤ 15 minutes for classification data, policies, and event logs.
- Metric & Calculation – Time delta between the last successful multi-region replication of CASB customer data and the *service-recovered* event.
- Reporting – Documented in the incident RCA and rolled up in a quarterly RPO performance dashboard.