



Security Response

Prepared for Carahsoft on July 28, 2025

Summary

Please find responses below to your security questions. If you require any additional information, or have additional questions, please reach out to your Illumio account team.

Question 1

What is Illumio's SLA?

Illumio response

Illumio is hosted on AWS or Azure and provides an uptime Service Level Agreement (SLA) of 99.9% for Illumio SaaS. For information about the SLA, please refer to the Illumio Purchase Order and the Illumio Master Subscription Agreement (<https://www.illumio.com/eula>).

Question 2

What is Illumio's RTO?

Illumio response

Illumio SaaS RTO is 24 hours

Question 3

What is Illumio's RPO?

Illumio response

Illumio SaaS RPO is 24 hours



Notes:

a. Contact information

For this document, Carahsoft should direct any questions regarding this document to their Illumio account team. Illumio support case(s) can be created to help track follow-on requests.

b. Confidentiality Statement

Illumio takes seriously the protection of our customers' confidential data and our intellectual property (IP). This document has been prepared for the express purpose outlined in the summary / document purpose above. The information in this document should be considered strictly confidential and treated as such by Illumio, Carahsoft, and any other authorized parties.

