



Planet Technologies – Evolve 365 SLA

This Service Level Agreement (SLA) outlines the service expectations for the Evolve 365 SaaS solution provided by Planet Technologies under the Texas DIR Contract DIR-CPO-5687. Evolve 365 is a non-critical, best-effort service designed to support user enablement and training. As such, this SLA is intended to provide transparency regarding service expectations, without establishing formal guarantees.

1. Service Availability

Evolve 365 is provided on a best-effort basis. While Planet Technologies strives to maintain high availability, there are no guaranteed uptime commitments. Typical service availability is expected to exceed 95%, excluding scheduled maintenance and outages. Historically, Evolve365 has been available for customer use 99.9% of the time.

2. Recovery Time Objectives (RTO)

In the event of a service disruption, Planet Technologies will make commercially reasonable efforts to restore access to Evolve 365 as quickly as possible. However, no formal recovery time objectives are defined. All recovery efforts are performed on a best-effort basis. The production Evolve365 target recover time of a full system failure is under one business day.

3. Data Loss Tolerance Levels (RPO)

Evolve 365 does not store mission-critical or transactional data. Given that no mission critical or transactional data is stored, the target restoration point is to the previous business day.

4. Disclaimer

This SLA is provided for informational purposes only and does not constitute a legally binding agreement. Planet Technologies reserves the right to update or modify this SLA at any time. No penalties or service credits are associated with service interruptions or performance issues.

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