

Cloud Services Availability SLA

Service Level Agreement (SLA): Cloud Services Availability for Managed IT Solutions

1. Purpose

This SLA defines the service levels and commitments regarding the availability and uptime of Cloud Services provided to the Client.

2. Definitions

- **Cloud Services:** The managed infrastructure, applications, and platforms provided to the Client.
- **Availability:** The percentage of total time the Cloud Services are accessible and operational, calculated monthly.
- **Downtime:** Any period when the Cloud Services are unavailable, excluding scheduled maintenance and exceptions.

3. Service Availability Commitment

Service	Availability Guarantee	Measurement Period
Managed Cloud Infrastructure	99.9%	Monthly
Managed Applications	99.5%	Monthly

4. Exclusions

- Scheduled maintenance windows.
- Force majeure events.
- Outages caused by Client's equipment, software, or actions.
- Downtime due to security events or threats beyond provider control.

5. Scheduled Maintenance

Scheduled maintenance will be communicated at least 48 hours in advance and conducted outside standard business hours whenever possible.

6. Service Credits

Monthly Uptime Percentage	Service Credit (% of Monthly Fee)
< 99.9% - 99.0%	10%
< 99.0%	30%

Service credits must be requested by the Client within 30 days of the incident period.

7. Support & Incident Management

- 24/7 monitoring of cloud services.
- Incident response within 1 hour of detection.
- Resolution updates provided no less than every 2 hours during major incidents.

8. Review & Amendments

This SLA may be reviewed and amended by mutual agreement. Changes will be documented and communicated in writing.

9. Acknowledgment

This document is representative and should be tailored to the needs of the parties involved.