

# What SLAs are offered?

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Dizzion service level agreements cover platform availability (uptime), support, and security. Platform availability SLAs are available to all customers based on demonstrated uptime of redundant and non-redundant system components. While service levels vary by offering, redundant components generally have an availability threshold of 99.99% and non-redundant components (e.g., components dependent on a specific cloud provider such as Azure, AWS, Google Cloud, IBM Cloud, etc.) have a threshold of 99.9%. In the event of downtime in a given month that does not meet the defined threshold, customers can file for a service credit that will be applied to their next bill. For example, if platform downtime exceeds ~45 minutes in each month (99.9%), customers may be entitled to a credit of 10% of that month's bill, applied to their next bill. Some SLAs also increase the credit percentage when further thresholds are reached (e.g., if 99.0% is not met, additional credits may apply). Support SLAs are also available to our customers. They are oriented around support response times relative to the customer's support ticket severity level and the feature's status (e.g., production vs. early access feature). These response times are summarized here:

<https://docs.difr.com/books/dizzion-support/page/official-dizzion-support-guide>

Security SLAs apply to certain customers who take advantage of our compliance offerings (e.g., PCI, HIPAA, etc.) or have negotiated contracts with specific security SLA requirements. Generally, these SLAs define the target response and/or notification timing when a security issue (e.g., vulnerability) is identified.

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