

What is Cyber Crucible's service availability and support SLA?

Short answer: Cyber Crucible's published Service Level Agreement commits to **99.9% monthly service availability** (excluding scheduled maintenance and causes beyond its reasonable control), with a defined downtime-credit remedy. Support response times are tiered by severity, measured from ticket entry through the support portal.

Support response targets

Severity	Description	Response
SEV1 — Critical	Service down or critically affecting production; no workaround yet	≤ 2 hours
SEV2 — Major	Service impaired in a way that limits protection or response	≤ 4 hours
SEV3 — Minor	Service impaired without affecting protection or response	≤ 12 hours
SEV4 — Minor	Non-critical issue, information request, or enhancement	≤ 48 hours

Where to find it

The full Service Level Agreement is public at cybercrucible.com/service-level-agreement, and support tickets are entered at support.cybercrucible.com. A committed breach or incident notification timeframe can be set contractually for regulated customers.

A note on availability

Because endpoint protection runs locally, the availability figure applies to the management and reporting backend. Protection on the device itself continues even if the backend is temporarily unavailable.