

Zwayam Up-Time Policy

What is Zwayam Up-Time Policy?

Zwayam's Uptime Policy ensures that customers have reliable and uninterrupted access to the core functionalities of the Zwayam Hire and associated customer career site. This policy provides transparency and confidence to users by committing to high availability of key access points. It also outlines the uptime commitment, scope of coverage, measurement, and exclusions.

Annual Uptime Commitment

Zwayam commits to maintaining an annual uptime of **99%** for its core platform access points, specifically the **login page** and the **main landing page** of both Hire and associated customer career sites. Uptime is calculated over a rolling 12-month period and is defined as the percentage of total time during which these access points are available and responsive, excluding the scenarios as defined in this agreement.

Uptime is measured using a third-party monitoring tool (StatusCake) that performs regular checks on the designated URLs. The formula used for calculation is:

$$\text{Uptime (\%)} = \left(\frac{\text{Total Minutes in Year} - \text{Unscheduled Downtime}}{\text{Total Minutes in Year}} \right) \times 100$$

Only unscheduled downtime affecting these core pages is considered in the calculation. Any outages in dependent systems or modules will be reported separately and may be excluded from uptime metrics based on SLA terms.

Note: StatusCake logs are retained for 12 months. Monitoring may be performed on representative or proxy URLs rather than every individual customer site, provided that such monitoring reasonably reflects overall service availability.

What is Covered and What is Excluded?

What is Covered

Zwayam's uptime commitment applies to the **core access points** of the platform, specifically:

- **Hire Login Page (Manage/ER/Partner/Candidate):** Primary authentication interface.
- **Hire Main Landing Page:** Post-login.
- **Career Site Homepage:** The public-facing landing page accessible to job seekers.

What is Excluded

The following scenarios are excluded from uptime calculations:

1. **Scheduled Maintenance**
 - o Maintenance activities communicated at least **72 hours in advance** and typically scheduled during off-peak hours.
 - o **Emergency Maintenance** Unplanned but necessary maintenance to address critical issues, with **reasonable efforts to notify customers at least 2 hours in advance.**
2. **Force Majeure Events**
 - o Events beyond Zwayam's reasonable control, including but not limited to natural disasters, acts of government, war, terrorism, pandemics, or widespread internet outages.
3. **Third-party Failures**
 - o Outages caused by failures in third-party services (e.g., cloud infrastructure, DNS providers, CDNs) not under Zwayam's direct control.
4. **Customer-side Issues**
 - o Downtime resulting from customer-side network issues, misconfigurations, or unauthorized changes.
5. **Beta or Experimental Features**
 - o Modules or features explicitly marked as beta or in pilot phase are not included in uptime calculations.