

Service Availabilty ?

$$\text{AVAILABILTY}\% = (1 - \text{DOWNTIME}/\text{UPTIME}) * 100$$

*Application availabilty=99%

*Availbilty in 1 day =12 hours

* 1 month outage/downtime= 10.75hrs

Availabilty in month= 12*30=360hour

uptime= 360-10.75hrs=349.25

Availabilty %=(1-10.75/(349.25))*100=96.92%

So CSP has violated the aggrement

