

Service Level Objectives

Last Updated June 2, 2026

Prisma SD-WAN

Palo Alto Networks commits to using commercially reasonable efforts to make the Prisma® SD-WAN portal available 24 hours a day, 7 days a week (excluding downtime resulting from any planned outage wherein Palo Alto Networks had provided prior notice or any emergency outage making it impracticable for Palo Alto Networks to issue advance notice). Palo Alto Networks commits to using commercially reasonable efforts to achieve uptime availability of 99.9% for the SD-WAN portal service, measured over the calendar month.

SaaS Security

Palo Alto Networks commits to using commercially reasonable efforts to make SaaS Security available 24 hours a day, 7 days a week (excluding downtime resulting from any planned outage wherein Palo Alto Networks had provided prior notice or any emergency outage making it impracticable for Palo Alto Networks to issue advance notice). SaaS Security includes SaaS Inline, SaaS API, DLP Inline, and SSPM. Palo Alto Networks commits to using commercially reasonable efforts to achieve uptime availability of 99.9%, measured over the calendar month.

WildFire

Palo Alto Networks commits to using commercially reasonable efforts to make the WildFire® malware prevention service available 24 hours a day, 7 days a week (excluding downtime resulting from any planned outage wherein Palo Alto Networks had provided prior notice or any emergency outage making it impracticable for Palo Alto Networks to issue advance notice). Palo Alto Networks commits to using commercially reasonable efforts to achieve uptime availability of 99.9%, measured over the calendar month.

Cloud Identity Engine

Palo Alto Networks commits to using commercially reasonable efforts to make the Cloud Identity Engine service available 24 hours a day, 7 days a week (excluding downtime resulting from any planned outage wherein Palo Alto Networks had provided prior notice or any emergency outage making it impracticable for Palo Alto Networks to issue advance notice). Palo Alto Networks commits to using commercially reasonable efforts to achieve uptime availability of 99.9%, measured over the calendar month.

Data Loss Prevention (DLP)

Palo Alto Networks commits to using commercially reasonable efforts to make cloud DLP services available 24 hours a day, 7 days a week (excluding downtime resulting from any planned outage wherein Palo Alto Networks had provided prior notice or any emergency outage making it impracticable for Palo Alto Networks to issue advance notice). Palo Alto Networks commits to using commercially reasonable efforts to achieve uptime availability of 99.9%, measured over the calendar month.

Remote Browser Isolation (RBI)

Palo Alto Networks commits to using commercially reasonable efforts to make cloud RBI services available 24 hours a day, 7 days a week (excluding downtime resulting from any planned outage wherein Palo Alto Networks had provided prior notice or any emergency outage making it impracticable for Palo Alto Networks to issue advance notice). Palo Alto Networks commits to using commercially reasonable efforts to achieve uptime availability of 99.9%, measured over the calendar month.

Application Acceleration

Palo Alto Networks commits to using commercially reasonable efforts to make cloud Application Acceleration services available 24 hours a day, 7 days a week (excluding downtime resulting from any planned outage wherein Palo Alto Networks had provided prior notice or any emergency outage making it impracticable for Palo Alto Networks to issue advance notice). Palo Alto Networks commits to using commercially reasonable efforts to achieve uptime availability of 99.9%, measured over the calendar month.

Strata Cloud Manager

Palo Alto Networks commits to using commercially reasonable efforts to make the Strata Cloud Manager portal available 24 hours a day, 7 days a week (excluding downtime resulting from any planned outage wherein Palo Alto Networks had provided prior notice or any emergency outage making it impracticable for Palo Alto Networks to issue advance notice). Palo Alto Networks commits to using commercially reasonable efforts to achieve uptime availability of 99% for the Strata Cloud Manager portal service, measured over the calendar month. Note: A customer's data traffic flows to Palo Alto Networks security products is unaffected by Strata Cloud Manager unavailability.

Prisma Browser

Palo Alto Networks commits to using commercially reasonable efforts to make Prisma Browser services available 24 hours a day, 7 days a week (excluding downtime resulting from any planned outage wherein Palo Alto Networks had provided prior notice or any emergency outage making it impracticable for Palo Alto Networks to issue advance notice). Palo Alto Networks commits to using commercially reasonable efforts to achieve uptime availability of 99.999% for the browser and 99.99% for the management console, measured over the calendar month.

Prisma AIRS

This Service Level Objective applies to the following Prisma AIRS services: AI Model Security, AI Red Teaming, AI Runtime, and AI Agent SSPM. Palo Alto Networks commits to using commercially reasonable efforts to make the Prisma AIRS services available 24 hours a day, 7 days a week (excluding downtime resulting from any planned outage wherein Palo Alto Networks had provided prior notice or any emergency outage making it impracticable for Palo Alto Networks to issue advance notice). Palo Alto Networks commits to using commercially reasonable efforts to achieve uptime availability of 99.9% for the Prisma AIRS services in each region, measured over the calendar month.

Secure Agentless Access

Palo Alto Networks commits to using commercially reasonable efforts to make cloud Secure Agentless Access services available 24 hours a day, 7 days a week (excluding downtime resulting

from any planned outage wherein Palo Alto Networks had provided prior notice or any emergency outage making it impracticable for Palo Alto Networks to issue advance notice). Palo Alto Networks commits to using commercially reasonable efforts to achieve uptime availability of 99%, measured over the calendar month



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