



[Service terms](#)

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This content applies to the latest CD version of Cumulocity.

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SERVICE-LEVEL AGREEMENTS

PLATFORM SERVICE-LEVEL AGREEMENT

This agreement is made between Cumulocity ("Provider") and the Customer ("Customer") who utilizes Cumulocity Platform ("Service") for managing Internet of Things ("IoT") devices ("IoT devices", "devices") on Provider's cloud instances ("software-as-a-service", "SaaS").

SERVICE DESCRIPTION

Cumulocity is a comprehensive Internet of Things (IoT) platform designed to enable seamless connectivity, management, analysis and control of IoT devices. This agreement defines the service level of Cumulocity Software-as-a-Service operated by Cumulocity. Cumulocity Edge is outside the scope of this agreement.

The agreement applies solely to the base platform excluding optional features or features not in general availability. Optional features outside the base platform may require a separate service-level agreement. For custom applications developed using the Microservice Hosting functionality, refer to the [Microservices hosting service-level agreement](#).

SERVICE FEATURES

The Cumulocity platform offers a comprehensive set of features designed to support the needs of enterprise IoT deployments, ensuring robust performance, security, and flexibility. Key service features include:

- **Device connectivity and management:** The platform facilitates the connection, data collection, and remote control of IoT devices. These functionalities can be accessed through the Cumulocity Device Management application or via application programming interfaces (APIs; REST/MQTT).
- **Data visualization:** Users can visualize their connected devices and corresponding data within the Cumulocity Cockpit, offering an intuitive interface for monitoring and managing IoT deployments.
- **Real-time and batch data processing and storage:** Cumulocity supports both real-time and batch processing of IoT data, enabling users to efficiently manage and analyze large volumes of data as it is generated. Data storage is Customer-configurable, allowing you to define retention periods according to your specific requirements.
- **Flexible deployment options:**
 - The platform is deployed using shared ("Cumulocity") or dedicated cloud instances ("Cumulocity Enterprise Dedicated"), tailored to meet the needs of your organization.
 - Optionally, separate environments for non-production activities can be purchased to ensure smooth development and testing processes.
 - Cumulocity is hosted in Customer-selected regions (EMEA, APAC, Japan, and the US).
- **Support services:**
 - The platform offers tiered product support to meet varying operational needs as outlined in the [support agreement](#).
- **Proactive monitoring and management:**
 - Cumulocity includes 24x7 platform monitoring, with a publicly accessible status page and real-time status notifications to keep you informed.
 - The platform's availability, capacity, and performance are actively managed to ensure consistent and reliable operation.
- **Information security compliance:**
 - We operate the platform in compliance with SOC II and ISO 27001 standards, encompassing a wide range of security measures, including vulnerability management, security incident management, DDoS protection, intrusion detection, and encryption of data both in transit and at rest.
- **Business continuity and resilience:**
 - Cumulocity adheres to ISO 22301 standards for business continuity management (BCM), ensuring resilience against zone outages with zone redundancy.
 - Regular backups are maintained with a 30-day retention period, a Recovery Time Objective (RTO) of 12 hours, and a Recovery Point Objective (RPO) of 24 hours. Backups are stored in the same region where the service is hosted.
 - Cumulocity conducts regular drills to validate its disaster recovery procedures.
 - RTO is valid only for the recovery of the whole platform.
 - There is no RTO available for the recovery of a single tenant or a number of tenants. Recovery time will depend on the data amount stored in the tenant.
- **API compatibility management:** The platform maintains compatibility of APIs as outlined in its [Compatibility policy](#). Transport protocols are managed in accordance with this policy, ensuring consistent and reliable API interactions.
- **Data ownership and portability:** As the data processor, Cumulocity ensures that Customer retains full ownership of their data. Customer can export their data at any time using the provided APIs, ensuring control and flexibility over their information.

- **Continuous maintenance and upgrades:** The platform undergoes regular maintenance and upgrades to ensure optimal performance and security. These upgrades happen transparently and without involving Customer.

For Customers with legacy service agreements, these features may differ in accordance with the terms of their original agreements.

CUSTOMER RESPONSIBILITIES

As a Customer of the Cumulocity platform, we request your acknowledgment of the following responsibilities to ensure the continued security, performance, and efficiency of the service.

Security management

- **Device security:** While the Cumulocity platform provides robust security measures, Customer is responsible for the security of devices and device credentials. Cumulocity cannot be held liable for any leaked credentials from devices. Customer acknowledges that communication protocols and ciphers may require periodic updates to address evolving security threats. This may necessitate updates to the devices themselves.
- **End user access security:** To protect the integrity of the cloud platform, Customer is encouraged to educate users on secure usage practices, such as implementing multi-factor authentication. Customer is responsible for managing user credentials, and Cumulocity cannot be held responsible for any compromised credentials.
- **Certificate management:** Customer is responsible for monitoring the expiration of their certificates. Expired certificates can result in service unavailability for the associated clients, and Customer expressly acknowledges this responsibility.
- **Library updates:** Customers utilizing Cumulocity-provided libraries to build their own applications are responsible for ensuring these libraries are kept up to date with respect to security. In the event of a security vulnerability or other critical update, it is Customer's responsibility to implement the necessary updates in their applications to maintain the integrity and security of their systems. Cumulocity cannot be held liable for any security issues arising from outdated libraries in Customer applications.

Capacity management

- **Scalability considerations:** While the Cumulocity platform is designed to be scalable, it may not be able to accommodate sudden, extreme capacity demands (for example, all devices attempting to connect simultaneously after a connectivity outage, or all devices being upgraded at the same time). Customer acknowledges that such requests may be delayed or declined by the platform to maintain overall service stability. Customer is advised to implement an [exponential backoff strategy](#).
- **Soft quotas:** Customer acknowledges the existence of "soft quotas" as documented in [Service quotas](#). These quotas are not strictly enforced but exceeding them may lead to a reduced service level, and Customer is advised to operate within these guidelines.
- **Data retention management:** Data storage is included as part of Customer's subscription. Customer is responsible for configuring appropriate data retention rules within the Cumulocity Administration application, balancing their specific use case requirements with budgetary considerations.

For details on non-permitted uses of Cumulocity, refer to the Cumulocity Terms of Service.

LIMITATIONS AND CONSTRAINTS

In the interest of transparency and to ensure a mutual understanding of the service capabilities, we kindly ask Customer to acknowledge the following limitations and constraints of the Cumulocity platform:

- **Hard quotas:** Customer acknowledges the existence of hard quotas as detailed in [Service quotas](#). These quotas define maximum thresholds that the platform can support and are essential for maintaining overall system stability.
- **Shared environment considerations:** Customers not utilizing Cumulocity Dedicated plans should be aware that their tenant is hosted within a shared environment. As a result, response times may occasionally vary due to shared resource usage, and Customer acknowledges such variations. Furthermore, infrastructure-level information such as HTTP or MQTT access logs cannot be shared with Customer.
- **Data retention and storage costs:** Customer acknowledges that reducing data retention periods does not immediately lead to the reclamation of storage space or a reduction in storage costs due to technical processing requirements.
- **Distributed IoT system:** Customer acknowledges that IoT systems, by nature, are distributed and internet-based:
 - **Connectivity reliability:** Connectivity may occasionally fail. To ensure reliable communication, Customer devices and clients should implement appropriate reconnect or retry strategies. Singular connection drops or temporary failures are considered normal and do not constitute a service failure. Cumulocity is committed to working with Customer to troubleshoot and resolve consistent and repeating communication issues.
 - **Third-party connectivity services:** Connectivity may involve third-party services such as LPWAN or mobile network operators. Customer acknowledges that while Cumulocity facilitates the transfer of data through these services, it does not operate, monitor, or troubleshoot these third-party networks. Connectivity between Customer's devices and Cumulocity service is in the sole responsibility of Customer.
- **Data recovery:** While Cumulocity maintains backups of data for its own business continuity management, disaster recovery on behalf of Customer (for example, after accidental data deletion by Customer) is a separate service. Customer expressly acknowledges the backup retention period and RPO outline above.

- **Email notification:** Cumulocity provides a basic notification service via standard SMTP (unencrypted, port 25) for Customer to use via the Cumulocity infrastructure components (SMTP relay). This infrastructure has been setup to transfer emails using the Cumulocity domain, including, for example, correct SPF records for this domain. Customers using an Enterprise tenant can configure their own email domain and relay and use, for example, encrypted SMTP (STARTTLS) or SMTPS with their own SMTP relay. If Customer uses their own email domain, it is in the responsibility of Customer to configure, for example, the correct SPF records for that domain.

SERVICE AVAILABILITY

Cumulocity is committed to providing reliable service. The specific service availability targets are as follows:

- **Production environments:** 99.90% availability
- **Non-production environments:** 95.00% availability

Service availability for Cumulocity is calculated as follows:

- The platform service consists of the service components “API Services” (REST) and “MQTT Services” as shown on the status page of the respective platform.
- The service components are regularly tested for availability and performance by simulating typical usage.
- The service availability of the service component for a month is the share of minutes the service component is available, excluding planned downtimes and emergency maintenance.
- The overall service availability is the average of the service components.

For non-production instances, the following are also excluded from the availability calculation:

(a) **Planned and announced maintenance tasks:** These may include, but are not limited to:

- Installation and upgrades of the entire platform.
- Deployment of new components.
- Upgrades to underlying third-party components (for example, Kubernetes, Database systems).

(b) **Third-party platform issues:** Any issues with the underlying computing platforms (for example, Azure, AWS) that result in service unavailability are excluded from the availability calculations.

(c) **Events of force majeure.**

SERVICE ANNOUNCEMENTS

Cumulocity communicates service availability and events impacting the service through the following status pages:

- status.cumulocity.com for US and EMEA instances.
- cumulocity-apj.statuspage.io for APJ instances.
- a dedicated location for Cumulocity Dedicated instances.

Planned and unplanned downtimes are communicated via the appropriate Cumulocity status page. The communication includes the expected time of service restoration.

INFO

The availability of the status page itself is not included in the calculation of service availability.

Service-impacting changes and planned downtimes are announced on the Cumulocity status page at least **14 days prior to the event**. Additional updates with more detailed information may be provided as the event approaches.

INFO

Emergency maintenance may be announced on short notice or without prior warning.

SERVICE CREDIT COMMITMENT

Credit calculation

If the service is available for less than the availability outlined above during any full calendar month during the cloud services term, Customer will be eligible for a service credit for the particular service in accordance with the formula below (a "Service Credit").

For services with 99.90% availability target:

Monthly availability	Percentage of the pro-rata monthly service fee for the covered service
99.50% to < 99.90%	10%
99.50% to < 99.00%	15%
< 99.00%	25%

For services with 95.00% availability target:

Monthly availability	Percentage of the pro-rata monthly service Fee for the covered service
< 95.00%	10%

Credit request

Customer must submit all requests for Service Credits by filing a request ("Service Credit Request") to support, including the necessary information to evaluate the request, including:

1. the date, time and duration of the incident giving rise to the Service Credit Request (the "Incident");
2. a detailed description of the incident, including any measures taken by Customer to resolve the issue;
3. the tenant, number of Customer users and location(s) of Customer users affected by the incident (if applicable); and
4. any additional information reasonably requested by Provider necessary to validate the incident.

Provider must receive the Service Credit Request within fourteen (14) days from the occurrence of the incident. Provider will evaluate the Service Credit Request as soon as all information necessary to review the Service Credit Request is received. Provider will use commercially reasonable efforts to process complete Service Credit Requests during the subsequent calendar month and within thirty (30) days of receipt. If the incident is confirmed by Provider and gives rise to a Service Credit, Provider shall provide Customer with a refund within thirty (30) days of Providers determination. The total amount credited to customer in a particular year under this SLA shall not exceed 5% of the annual fee (exclusive of any taxes) paid by the Customer for the affected services.

Requirements and exceptions

Customer must be current on any payment obligations owed to Provider and in compliance with the terms of the Agreement and the order form in order to be eligible to receive Service Credits. The service availability commitments do not apply to any performance or availability issues:

1. Due to acts or conditions outside of Provider's reasonable control, including, but not limited to, a Force Majeure event as defined in the agreement above;
2. Initiated by Provider to protect the services or Customer data from unauthorized access or loss;
3. Caused by Customer's use of services, hardware, or software not provided by Provider which affect the availability of the service; or
4. Caused by your use of services other than expressly authorized by, and in accordance with, the terms of the Agreement and the order form or Customer's use of the services after we advised you to modify your use of the service, if you did not modify your use as advised.

Exclusive remedy

Except as expressly set out in the Agreement, Customer acknowledges and agrees that Provider's sole obligation and Customer's exclusive remedy for Provider's failure to meet the service availability requirements are set forth in this service credit commitment.

SUPPORT AND MAINTENANCE

Support

- **Customer support:** Support is provided in accordance with Customer's selected support plan, as detailed in the [support agreement](#).
- **Non-production environments:** For non-production environments, Starter-level support is generally provided, with support tickets handled at standard priority.

Maintenance

- **Ongoing maintenance and upgrades:** The Cumulocity platform is continuously maintained and upgraded to ensure optimal performance and security.
- **Seamless upgrades:** This maintenance process is designed to be seamless and generally invisible to Customer. The timing and content of upgrades are at the discretion of Cumulocity.
- **Upgrade information:** Details about scheduled upgrade times are available on the platform's status pages as outlined above, while information about the specific changes included in each upgrade can be found in the [change logs](#) within the user documentation.
- **Regulated environments:** For customers operating in regulated environments, an optional annual maintenance schedule is available to meet specific compliance requirements.

ACCEPTANCE

By using the Services provided by Cumulocity, Customer agrees to adhere to the terms outlined in this SLA.

MICROSERVICE HOSTING SERVICE-LEVEL AGREEMENT

This agreement is made between Cumulocity ("Provider") and the Customer ("Customer") who utilizes Cumulocity Microservices ("Service", "Container-as-a-Service") for deploying Customer Microservices ("Microservices") on Cumulocity cloud instances.

SERVICE DESCRIPTION

The Provider hosts and manages a Container-as-a-Service cluster based on Kubernetes that allows the Customer to run custom Microservices within their Cumulocity tenants (purchased separately). This Service includes the orchestration of Microservices through Kubernetes, ensuring scalability, high availability, and efficient resource management.

SERVICE FEATURES

Cumulocity Microservices includes the following features.

- **Microservice management:** Cumulocity Microservices provides Customer with the means to deploy, update, run, load-balance and monitor Microservices. Optionally, it automatically
 - [Scales Microservices](#) in case of high CPU load.
 - Restarts Microservices in case of unresponsiveness or errors, provided Microservice includes a liveness probe.
- **Resource allocation:** Cumulocity Microservices ensures that the capacity [as declared by the Customer for each Microservice](#) is consistently provided within the limits of this service-level agreement.
- **Monitoring and health checks:** The Service includes monitoring capabilities that leverage [Kubernetes' system of liveness and readiness probes](#) to maintain the health and performance of Microservices provided the probes are implemented (see below).
- **Authentication:** The Service ensures that [only authenticated users](#) access Microservices.
- **Security management:** The Service includes the security management of the Cumulocity Microservices infrastructure (excluding Microservices themselves) including security monitoring, software upgrades, network isolation and potentially other measures.
- **Subscription management:** Cumulocity Microservices lets you [subscribe your customers](#) to Microservices.
- **Metering and billing:** Cumulocity Microservices [meters the infrastructure resource usage](#) of the Microservices.

CUSTOMER RESPONSIBILITIES

Customer acknowledges the following Customer responsibilities. Customers are encouraged to review the Cumulocity Microservices documentation, particularly the [developer's guides](#) and [change logs](#).

- **Microservice development:**

- **Liveness and readiness probes:** Customer implements suitable liveness and readiness probes that reflect the state of Microservices as outlined in the [Kubernetes developer documentation](#). In case liveness and readiness probes are not implemented, availability service-level requirements do not apply, and outages may occur.
- **Authorization:** It is in Customer's responsibility to verify the [authorization of the authenticated user](#).
- **Software management:** Customer manages the software used inside Microservices, including third-party software components and container operating systems. Customer acknowledges their sole responsibility for Microservices' compliance with applicable laws and regulations, including intellectual property rights, licenses, and other legal requirements. Provider shall have no responsibility or liability for any IPR, licensing, or other legal issues arising from Customer's use of Microservices.
- **Security management:** Customer manages the security inside Microservices, including software vulnerability management and usage of credentials in Microservices. Customer acknowledges their sole responsibility for the vulnerability management of Microservices, including identifying, addressing, and mitigating any security vulnerabilities, breaches or other incidents. Provider shall have no responsibility or liability for any vulnerabilities, breaches, or other security issues related to Microservices.
- **Statelessness:** Microservices must be designed [stateless](#). Persistent storage must be handled using Cumulocity APIs or external services. If Microservices are not designed stateless, Customer acknowledges that the state can be lost at any time.
- **Memory:** Customer verifies Microservices for memory consumption in line with the configured memory limits. If limits are exceeded, Microservices may be restarted or eventually terminated.

- **Microservice configuration:**

- **Replicas:** Customers are advised to [configure](#) at least two replicas of Microservices. In case only one replica is configured, availability service-level agreements do not apply and Microservices outages may occur.

- **Microservice operations:** While Cumulocity Microservices provides means for resource management and high availability, it is in Customer's responsibility to monitor and operate Microservices. Cumulocity Microservices will provide information about the runtime state of Microservices (such as log information from Microservices), but it is in Customer's responsibility to troubleshoot and rectify out-of-memory conditions, crashes, or restarts of Microservices as required by Customer.

- **Usage monitoring:** Microservices are charged based on parameters such as running number of Microservices instances and defined resource limits. It is the Customer's responsibility to determine unused or underused Microservices.

LIMITATIONS AND CONSTRAINTS

Customer acknowledges the following limitations and constraints in using Service.

- **Storage:** No persistent storage is provided beyond Cumulocity API services. Changes to files inside Microservices are not preserved across restarts.
- **Port Restrictions:** Microservices are limited to one inbound REST API port. This restriction is crucial for maintaining the security and simplicity of the network architecture.
- **Network restrictions:** To ensure network security, Microservices can only communicate with the Cumulocity API and externally. Microservices cannot directly communicate among each other. Network connections may be automatically reset at any time and need to be reconnected by the Microservices. Provider reserves the right to stop or remove Microservices with excessive outbound networking traffic.
- **Mandatory authentication:** To simplify access control, all requests to Microservices are authenticated by Cumulocity prior to reaching Microservices.
- **Restarts:** Microservices may be automatically restarted or relocated across the cluster at any time to ensure optimal performance and availability, or for the management of the Cumulocity Microservices infrastructure.
- **Capacity requests and limits:**
 - There is an upper bound on the capacity that can be requested for a Microservice ("requestedResources" in the [Microservices manifest](#)). This upper bound is usually 250m of CPU and 256 MB of memory but may vary depending on your Cumulocity instance.
 - Upper bounds for capacity limits ("resources" in the [Microservices manifest](#)) may vary based on the Cumulocity instance.
 - Cumulocity may block large capacity requests occurring in a brief period.
 - In case of doubt, please [contact product support](#) for bounds and larger capacity requirements (for example, onboarding a single-tenant Microservice with many customers).
- **Security and performance management:** Provider may stop or remove Microservices in case of a severe security or performance impact to Cumulocity. Customers are expressly prohibited from engaging in any destructive activities on the Cumulocity production infrastructure. This includes penetration testing, performance testing, stress testing, or any other activities that may compromise the integrity, performance, or security of our systems.
- **Quotas** as [documented](#).

SERVICE AVAILABILITY

Service availability of Cumulocity Microservices follows the [general service terms](#) of Cumulocity.

SUPPORT AND MAINTENANCE

- **Technical support:** The Provider will offer [technical support](#) for issues related to the Kubernetes infrastructure and the deployment of Microservices via the Service. Support for developing or debugging Microservices is outside the scope of this service-level agreement but can be requested from Provider Professional Services.
- **Maintenance windows:** Scheduled maintenance will be communicated in advance through Provider's status notification system (for example, <https://status.cumulocity.com/> for EU, US, EMEA), and efforts will be made to minimize disruption during these periods.

ACCEPTANCE

By using the Services provided by Cumulocity, the Customer agrees to adhere to the terms outlined in this SLA.

DATAHUB SERVICE-LEVEL AGREEMENT

This agreement is made between Cumulocity ("Provider") and the Customer ("Customer") who utilizes Cumulocity DataHub ("Service") for offloading and analyzing Internet of Things ("IoT") data using Provider's cloud instances ("software-as-a-service", "SaaS").

SERVICE DESCRIPTION

Cumulocity DataHub is a component of the Cumulocity platform that enables efficient long-term storage and analysis of IoT data. It offloads data from the operational store to a data lake, allowing for scalable SQL-based querying via standard interfaces like ODBC and JDBC.

This agreement defines the service level of Cumulocity Software-as-a-Service operated by Cumulocity. Cumulocity Edge is outside the scope of this agreement.

SERVICE FEATURES

Cumulocity DataHub provides the following features.

- **Scalable and economic long-term data storage:** Cumulocity DataHub offloads data into economic data lake storage outside of the operational store for long-term data retention, permitting you to shorten the retention times of the more costly operational store.
- **Advanced data querying:** Long-term data is made available for in-depth analysis to SQL-based analytics tools such as business intelligence, notebook, and dashboarding applications.
- **Configurable offloading:** So-called "offloading pipelines" permit you to select what data is offloaded and how it is mapped into the data lake for user-friendly, SQL-based querying.

CUSTOMER RESPONSIBILITIES

Customers are encouraged to review the [Cumulocity DataHub documentation](#). In particular, Customer acknowledges the following Customer responsibilities:

- **Data lake provisioning:** Customer provides data lake storage. Customer is responsible for setting correct storage permissions and configuring correct credentials for data lake access in Cumulocity DataHub. Refer to [Permissions for data lake and space](#) for more information. We recommend provisioning the data lake in the same hyperscaler and hyperscaler region as Customer's Cumulocity tenants for the best performance.
- **Storage cost:** Customer is responsible for managing data retention policies within Customer's configured S3 bucket or Azure Data Lake Storage and ensuring that offloading jobs are configured appropriately to align with Customer's organizational requirements, data management strategies and budgets.
- **Offloading configuration:** Customer maintains compatibility of offloading configurations with the actual data structures present in the operational store. For more information, please see Section ["Aligning data modeling and offloading"](#) and Section ["Dealing with mixed types"](#).
- **Offloading monitoring:** To avoid data loss, Customer is recommended to monitor and respond to offloading alarms as data loss may occur. For example, if the data structures in the operational store change, offloaders configured to ["stop pipeline"](#) will halt. If the offloaders are not reconfigured before the configured retention intervals in the operational store apply, data may be deleted before it is offloaded. For this reason, Customer is advised to configure suitable retention intervals in the operational store to allow for reaction times. Alarms can be, for example, forwarded to email for better visibility.

- **Data lake modifications:** Customer is responsible for Customer's modifications to the data lake, such as moving or deleting files, as outlined in Section ["Modifying data in the data lake"](#). In particular, moving files may break DataHub offloading jobs.
- **Data lake schema:** Customer maintains compatibility of the data lake schema with tools querying the data lake.
- **Security:** Customer is responsible for selecting strong passwords for Dremio access and maintaining the passwords safely. Customer is advised to create Dremio users solely through the Cumulocity DataHub to prevent data leaks between tenants.
- **Driver usage:** For JDBC and ODBC usage, Customer is advised to download drivers using the [links in the documentation](#).

LIMITATIONS AND CONSTRAINTS

Customer acknowledges the following limitations and constraints in using Service.

- **Service quotas:** Customer acknowledges the existence of additional quotas as detailed in [service quotas](#) and in the [Dremio documentation](#)
- **Dremio usage:** Customer acknowledges that inside Cumulocity DataHub, not all features of Dremio are available for use. In particular, public cloud instances do not currently support the use of Dremio reflections and additional data sources beyond the Cumulocity operational store.
- **Query performance:** No response time guarantee can be given for queries, as they can be of arbitrary complexity and are scheduled for execution on shared resources. Overly long-running or resource-consuming queries may be canceled by Cumulocity's capacity management.

SERVICE AVAILABILITY

Cumulocity is committed to providing reliable service. The specific service availability targets for Cumulocity DataHub are as follows:

- **Production environments:** 99.00% availability
- **Non-production environments:** 95.00% availability

Service availability for [Cumulocity DataHub APIs](#) is calculated as outlined in the [platform's service availability section](#).

Offloading jobs may not run at a scheduled time if a previous offloading job is still in progress (for example, due to an initial larger volume upload or after a longer period of inactivity) or during scheduled maintenance. Subsequent offloading jobs will eventually catch up with remaining data.

SUPPORT AND MAINTENANCE

Support and maintenance are provided as outlined in the [platform service-level agreement](#).

Support can answer questions about schema evolution and schema compatibility mechanisms in DataHub. However, support can generally not assist with troubleshooting Customer's specific data schemas.

SUPPORT SERVICE-LEVEL AGREEMENT

This agreement is made between Cumulocity ("Provider") and the Customer ("Customer") who wishes to use support services for Cumulocity.

SERVICE DESCRIPTION

This document outlines the maintenance and support services provided for different levels of support: **Gold**, **Silver**, and **Bronze**.

These levels were previously known as Enterprise Active, Standard and Starter respectively.

DEFINITIONS

The following terms apply across all support levels unless otherwise specified:

- **Business Day:** Monday to Friday, excluding public holidays, in the country specified in the Customer address field of the Cumulocity Product order form.
- **Business Hour:** 8:00 AM to 5:00 PM on a Business Day of the support hub within the Customer's Support Region.
 - EMEA: Central European Time (CET).

- APJ: Malaysia Time (MYT).
- AME: US Mountain Time (MT).
- **Cumulocity Product:** The Cumulocity IOT Platform and its components as specified in the Cumulocity Product order form. Hereafter also called Product.
- **Error:** Any verifiable and reproducible failure of the Cumulocity Product to substantially conform to the specifications for such Product. Notwithstanding the foregoing, Error shall not include any such failure that is caused by:
 1. the use or operation of the Product with any other software or code or in an environment other than that intended or recommended in this documentation,
 2. modifications to the Product not made or approved by the Provider in writing, or
 3. any bug, defect, or error in third-party software used with the Product.
- **Error Correction:** A modification, addition, or deletion that brings the Cumulocity Product into substantial conformance with specifications or reduces the adverse effect of the Error. It may include a workaround, service update, or solution provided by the Provider.
- **Authorized Technical Contact (ATC):** A uniquely identified individual authorized by the Customer to access the Provider's Support Portal, submit support requests, and receive support-related communications, with appropriate professional and technical qualifications. Shared group accounts are not allowed.
- **Support:** The Provider's Support Organization responsible for delivering maintenance and support services to the Customer.
- **Support Portal:** The Provider's web-based support system that permits browsing and submitting support tickets.
- **Support Region:** The region of a customer is the region where that customer is located or has opted to define that region as their region. For example the region for an EMEA customer is EMEA, however an EMEA customer may opt for another region, say APJ, to be their default region. For Gold support, the region can be chosen per ATC.

INCIDENT CLASSIFICATION

Support will classify support tickets into three levels of severity according to the following:

- **Crisis Incidents:** Customer's problem has a severe business impact, such as production down. Customer is unable to use the Product, resulting in a major impact on Customer's operations. Work cannot reasonably continue.
- **Critical Incidents:** Customer's problem has a significant business impact; however, operations can continue in a restricted fashion. The Product is usable but severely limited. There is no acceptable workaround available. Customer is experiencing a significant loss of service.
- **Standard Incidents:** Customer's problem has some business impact. The Product is usable and causes only minor inconvenience. It may be a minor Error, documentation Error, or incorrect operation of the Product, which does not significantly impede the operation of the Product.

SUPPORT SERVICES

The services provided vary by support level as highlighted in the following table:

Service	Bronze	Silver	Gold
Support Portal access for ATCs	24/7	24/7	24/7
Crisis phone	9x5*	24/7	24/7
Number of ATCs	3	7	Unlimited
Prioritized queuing	No	No	Yes
Ticket escalation	No	Yes	Yes
Onboarding	Email	Email	Email and/or web meeting

* During Business Hours.

Response Times*	Bronze	Silver	Gold
Crisis - initially	1 Business Day	1 hour	30 minutes
- updates		Once per Business Hour	Once per hour

Response Times*	Bronze	Silver	Gold
Critical - initially	1 Business Day	4 Business Hours	2 hours
- updates		Once per Business Day	Once per Business Day
Standard - initially	1 Business Day	1 Business Day	1 day
- updates		Twice per week	Twice per week
Escalated Tickets	Not available	Once per Business Day	Once per Business day

* Provider and Customer can mutually agree on a different schedule on a per-ticket basis. This will generally happen after the initial investigations have been performed and a resolution is being implemented.

The services are defined as follows:

- **Crisis phone:** The support telephone number is available in the Support Portal. Telephone support is provided in English only.
- **Response times:** Customer will receive an initial human response to a new support ticket within the defined initial response times. Follow-up communication times of updates to existing support tickets are targeted but not guaranteed.
- **Resolution plan for Crisis:** For Silver and Gold customers, Provider aims to provide a concrete resolution plan within the first 4 hours, detailing the intended solution, a workaround, or a documented action plan with timelines.
- **Follow-the-sun:** For Gold customers, Provider actively hands over Crisis tickets between global regions (EMEA, APJ, AME) to ensure 24/7 progress.
- **Number of ATCs:** Restrictions to the number of ATCs apply per Customer, not per contract. Customer may contract for additional ATCs.
- **Prioritized queuing:** Support tickets are prioritized ahead of other support incidents of the same severity level but lower support level.
- **Ticket escalation:** If a support ticket requires extra attention due to a serious change in business impact (for example, an approaching deadline or increased severity), Customer can raise an escalation request via the Support Portal or email. Provider will review the new context and will ensure high visibility on its internal dashboards.
- **Onboarding:** Provider welcomes new ATCs and provides information about the Support Portal access, support ticket handling process and Support team.

PROCESSING CUSTOMER REQUESTS

General support processing

The following conditions apply to all support levels:

- Customer requests will be received by Support and will be documented in Support Portal for further processing. The Customer will be given a reference processing number for future reference.
- When reaching Support by telephone, Customer is to provide the incident/ticket number so that work on the incident can commence.
- Support has no obligation to solve the Customer's issue within the response or any other time frame.

CUSTOMER RESPONSIBILITIES

- Customer assigns Authorized Technical Contacts (ATCs) and communicates any changes to the list of ATCs to Provider.
- Customer's ATC is responsible for cooperating with Provider's Support and providing necessary information to reproduce, troubleshoot and resolve the experienced issue.
- When a support ticket is submitted by an ATC to Provider's Support Portal, Customer authorizes Provider, for the purposes of troubleshooting and resolving such issue, to access Customer's cloud environment for the duration of the submitted support ticket.
- Customer must explain the business impact in the Support ticket. Explaining why an issue is severe (for example, "Production line stopped", "Upcoming go-live at risk", "Data loss imminent") allows Provider to validate the priority and allocate the right resources immediately.
- Customer ensures availability of ATCs to answer support tickets. While Provider waiting for a response, Response Time counting is paused.

ADDITIONAL IT SERVICES

This agreement is made between Cumulocity ("Provider") and the Customer ("Customer") who utilizes one or more of the following additional IT services on Provider's cloud instances ("software-as-a-service", "SaaS").

- VPN and Direct Line services.
- Backup replication services.
- Status page services.

VPN AND DIRECT LINE SERVICES

Service description

Cumulocity VPN services connect Customer's existing infrastructure to Customer's dedicated Cumulocity SaaS instance through the internet using secure, encrypted connections. Cumulocity VPN service is based on [AWS Site-to-Site VPN](#) if the SaaS instance is hosted on Amazon Web Service. The VPN service is based on [Azure VPN Gateway](#) if the SaaS instance is hosted on Microsoft Azure.

Similarly, Cumulocity Direct Line services connect the infrastructure to Cumulocity SaaS through secure, encrypted connections, but bypassing the public internet. Cumulocity Direct Line service is based on [AWS Direct Connect](#) if the SaaS instance is hosted on Amazon Web Services. The Direct Line service is based on [Azure ExpressRoute](#) if the SaaS instance is hosted on Microsoft Azure.

Service features

Key features include:

- **Secure communication:** Encrypted tunnels protect sensitive data transmitted between Customer's on-premises and cloud networks.
- **High availability:** Redundant connections and failover mechanisms ensure business continuity and minimize downtime.
- **Integration:** Customer's on-premises systems and device networks are seamlessly connected to Cumulocity SaaS instances.

Customer responsibilities

To establish and maintain a secure site-to-site connection with Cumulocity, Customer is responsible for the following:

- **Customer internal coordination and compliance**
 - Managing all necessary internal approvals, including IT security, compliance, and risk management requirements.
 - Completing any internal documentation, approval forms, or security assessments required by Customer's organization.
 - Ensuring timely alignment with Customer internal IT teams to prevent delays in deployment.
- **Customer-side configuration**
 - Using a device compatible with Cumulocity specifications.
 - Configuring network and firewall on Customer side, such as providing a public IP address to the gateway, setting the necessary firewall rules for tunneled traffic, and defining and sharing the internal subnets to be routed over the connection with Cumulocity.
 - In case of a VPN: Aligning encryption, authentication and key exchange settings with Cumulocity specifications; generating and securely exchanging pre-shared keys or certificates.
 - Setting up routing as required and in accordance with Cumulocity requirements, ensuring proper DNS resolution where required.
- **Testing and troubleshooting**
 - Participating in the initial connectivity testing, potentially providing connection logs for troubleshooting connectivity issues, and verifying access to Cumulocity services over the connection in a timely manner.
- **Ongoing monitoring and maintenance**
 - Monitoring the VPN or Direct Line availability and resolving issues within Customer infrastructure.
 - Renewing pre-shared keys or certificates and communicating them to Cumulocity as required.

Failure to meet these responsibilities may impact the availability and performance of the VPN or Direct Line connection.

Limitations and constraints

Customer acknowledges the following limitations and constraints in using the VPN and Direct Line services.

- **Supported VPN types:** Only IPsec VPN tunnels can be used with the VPN service. Data for encryption and keys will be shared

via a secure channel between Customer and Cumulocity.

- **CIDR:** Cumulocity dedicated SaaS platforms usually use a private address space out of a subrange of 10.0.0.0/8 in IPv4. When using VPN services, the CIDR block for Cumulocity must not overlap with Customer network that the VPN connects to. CIDR blocks shall be agreed upon between Cumulocity and Customer before the VPN is set up.
- **Routing:** Only static routing is supported. Dynamic routing with protocols like BGP or OSPF is not supported. Cumulocity will supply the routing information to Customer who will then need to implement the static routing on their end of the VPN tunnel. Cumulocity will implement the routing to Customer networks according to the information about the CIDR information that has been agreed with Customer.

Availability

Cumulocity is committed to providing reliable service. The specific service availability targets are as follows:

- **Production environments:** 99.90% availability
- **Non-production environments:** 98.50% availability

Cumulocity monitors the availability according to the state (up, down) reported by the employed hyperscaler.

Support

- **Customer support:** Support is provided in accordance with the Customer's selected support plan (Bronze, Silver, or Gold), as detailed in a separate support agreement.
- **Pre-production environments:** For pre-production environments, Bronze-level support is generally provided, with support tickets handled at standard priority.

Cumulocity will not be able to provide logs or packet captures from the VPN or leased line data or signalling.

Maintenance

- Maintenance information from the used hyperscaler will be provided to Customer in due course, flagging potential requirements for maintenance windows

BACKUP REPLICATION

Service description

The backup replication service provides automated replication of your cloud virtual machine backups to a secondary geographical region for disaster recovery and business continuity. Cumulocity configures and manages the process, ensuring your backups are securely copied and readily available in another region should your primary region experience an outage. For Amazon Web Services, this includes setup of cross-region copy mechanisms and lifecycle management. For Azure, we leverage Azure Site Recovery or similar services for consistent replication. The service optionally includes testing to validate recoverability.

Service features

Key features include:

- **Automated Replication:** Automatically copies your virtual machine backups to a secondary geographical region.
- **Cross-platform support:** Works with both AWS and Azure.
- **Disaster recovery & business continuity:** Enables rapid recovery of your critical systems in a different region in case of a primary region outage.
- **Secure copying:** Ensures your backups are transferred and stored securely in the secondary region.
- **Lifecycle management:** Manages the lifecycle of your replicated backups, including retention policies and deletion of outdated backups.

Limitations and constraints

The second region is selected by Cumulocity.

Availability

The following SLA is valid for the service:

- Data durability: 99,999999999%

Recovery Time Objective (RTO) and Recovery Point Objective (RPO) are the same as for non-replicated backup.

STATUS PAGE

Service description

Cumulocity status page is a public web page reflecting the current status of a Cumulocity dedicated SaaS instance in realtime and any scheduled and unscheduled maintenance. The service is based on [Atlassian Statuspage](#).

Service features

Key features include:

- **Real-time status updates:** The service is with up-to-the-minute information on the health and availability of Cumulocity services from Cumulocity operations.
- **Incident communication:** Cumulocity operations provide information on ongoing incidents, including their impact and estimated resolution times.
- **Scheduled maintenance notifications:** Cumulocity operations provide information on planned maintenance activities in advance.
- **Email and SMS notifications:** Optionally, subscribe to receive notifications through email or SMS.

Limitations and constraints

Customer acknowledges the following limitations and constraints in using the status page service.

- The status page is public. Private status pages are currently not available.
- Customer's proprietary services can currently not be added to the status page.
- Availability management of the status page is carried out by Atlassian.

COMPATIBILITY POLICY

Cumulocity provides the highest possible level of compatibility to make sure that your investments into developing solutions with Cumulocity are maintained.

INFO

For details on the release types (such as GA release, Yearly release or Maintenance release) and their version labels see [Release types](#).

The current compatibility statements are described as follows.

API compatibility

Cumulocity's REST, SmartREST and MQTT APIs as documented in the product documentation are backwards compatible. You can find such documentation in:

- [Cumulocity OpenAPI Specification](#)
- [SmartREST 2.0](#)
- [MQTT](#)

Cumulocity is continually improving the user experience and product capabilities and may improve the API from time-to-time. In general, applications must always obey a few basic rules:

- Clients must only use documented API methods and documented behavior. Do not rely on undocumented but observed behavior.
- Clients must only rely on behavior that is explicitly described in the documentation. For instance, clients shall not rely on a sequence of results if no sort order is guaranteed, or on the order of properties in a JSON object.
- Clients can rely on a stable inventory API where they can manage their inventory objects. However, the data structures for objects owned by the Cumulocity platform can change.
- APIs will evolve within the boundaries of backward compatibility; as examples optional fields might be added in the request and APIs might return additional JSON fields. Therefore, clients must be written in a way that they ignore such changes and should not assume an upper limit on such changes.
- There is no forward compatibility specified for the Cumulocity APIs, therefore newer clients built against a newer API (or SDK) are not guaranteed to work with older Cumulocity APIs.

INFO

If changes result in breaking backward compatibility, to provide our customers with the time to change their solution, such changes will in general be announced at least 6 months ahead of the version in which the change becoming effective.

In some cases we may have to change an API due to external factors, for example in order to support a security enhancement or to achieve compliance with the underlying standard. Under these circumstances the change will also be announced, but based on an assessment of impact the announcement might not happen ahead of time.

Preview APIs

To maintain API and product quality we may, from time to time, hold back new APIs in a preview state to make sure that they are robust, properly documented, and provide the capability required. These APIs may change without a prior announcement. Please keep this in mind if you start using APIs that are documented as beta in our [API documentation](#).

Data model compatibility

While one of Cumulocity's strengths lies in handling complex, dynamic and evolving IoT data models, some limitations apply when evolving data models and managing multiple versions of a data model within a single tenant. This section outlines specific limitations and best practices to help you maintain compatibility for the data models you provide within Cumulocity.

When designing data models, we recommend you to start in a dedicated development tenant. Development and testing often involve experimentation with data structures, and a development environment allows for flexibility without the risks of compatibility issues or the accumulation of outdated data that might affect production workflows.

Your data model should extend the standard [Cumulocity data model](#). To avoid conflicts or compatibility issues between customers and vendors, we recommend to use vendor prefixes as described in the [naming conventions](#).

Remain within the cardinality limits specified in the [service quotas](#). Note that additional constraints apply when working with Cumulocity DataHub, which requires alignment between data modeling and offloading capabilities as detailed in the [DataHub documentation](#).

If your model uses the [fragment library](#), it's essential to ensure that data types in your model align with those specified in the library. For instance, the `c8y_Position` fragment requires coordinate data to be numeric; therefore, any location data you send should adhere to this numeric format rather than using, for example, string values. Likewise, if you configure properties in the [properties library](#), the data types of your properties must correspond to the predefined types.

Changes to data types for a given property — such as switching from a number to a text string, or from a text string to an array of strings — can invalidate property definitions, rules, offloading configurations, and other settings that depend on the original data type. Although certain areas of Cumulocity may still function with these changes, maintaining multiple data types for the same property within a single tenant is currently unsupported and can lead to unforeseen issues.

While Cumulocity does not strictly enforce adherence to these guidelines, following them is strongly recommended to ensure the proper processing of your data.

SDK and client library compatibility

Cumulocity developer libraries and SDKs (like Java, JavaScript) may be changed. The libraries and SDKs help developers to access the Cumulocity APIs in their custom implementation and are typically bundled with the custom implementation. The programming interfaces for Cumulocity developer libraries and SDKs might change with new versions, requiring the custom implementation using these libraries or SDKs to be changed. It is not required to upgrade the custom implementation since the underlying REST and MQTT APIs remain compatible as long as no breaking changes to the APIs happen (see [API compatibility](#)).

INFO

Regular upgrades to the latest SDK versions are strongly recommended to be able to benefit from new product features as well as the latest bug and security fixes. Changes are communicated as part of the Cumulocity release notes or change logs. Whenever possible, it is also strongly recommended to consider software updates for devices from the start.

Maintenance release

For clarification, maintenance releases for the same Yearly release contain only corrective functional changes but no breaking API changes.

Applications and microservices

In general, you can run an older application or microservice version against a newer Cumulocity backend, as long as the application or microservice uses documented APIs only. In the rare case of announced breaking changes it might be required to update the application or microservice with a more recent version of an SDK before the change becomes effective.

Cumulocity functionality

Cumulocity microservices and user interface features may be deprecated. In this case, the Cumulocity deprecation process provides an early indication to users of the features. Deprecation notices are included in the documentation and the change logs at least 6 months ahead of the version in which the change becomes effective.

RELEASE POLICY

INTRODUCTION

Cumulocity operates as a cloud service that is continuously maintained and upgraded in accordance with its service level agreements (SLAs). The maintenance process is designed to be seamless and generally unnoticed by customers, with the timing and content of upgrades managed by Cumulocity. Once new features and improvements have successfully passed Cumulocity's quality assurance, they are gradually rolled out to customers within their tenants.

This approach ensures that customers benefit from quick access to new functionality, as well as up-to-date security and bug fixes. Any new or updated functionality is communicated through the [change logs](#), and the timing of upgrades can be tracked via the [status pages](#). To ensure that connected devices and customer-developed functionality on Cumulocity remain operational, strict [API compatibility](#) is maintained and rigorously tested.

This document is provided as a courtesy to Cumulocity customers, acknowledging that:

- IoT hardware devices and legacy industry protocols can be highly sensitive to even compatible changes and may require thorough testing. For instance, IoT device security stacks often lag in adopting recent secure communication ciphers, which Cumulocity must support for security reasons.
- Customers who are not accustomed to cloud release models, or those operating in regulated industries, may need to closely monitor and report on changes.

To address these considerations, this document outlines the various upgrade models available and answers frequently asked questions. It begins with an overview of the standard Cumulocity continuous deployment model, explains how customers can integrate this model into their own continuous deployment processes, and describes the alternative annual deployment model.

CONTINUOUS DEPLOYMENT

Cumulocity's continuous deployment model enables cloud software upgrades to occur automatically, at any time, ensuring that customers receive the latest features, enhancements, and security improvements promptly. All cloud instances are under full support of Cumulocity's support services at any time according to the support service-level purchased by the customer.

Cloud instances are separated into *non-production* and *production* cloud instances to streamline upgrades and testing.

- Non-production instances include customer development and test instances, and the public instance at [eu-latest.cumulocity.com](#).
- Production instances cover both customer production environments and other public cloud production instances.

The upgrade process for instances follows a staged approach.

- After an upgrade has passed Cumulocity's internal quality assurance, it is first deployed to non-production instances.
- Following this initial deployment and based on the scope and complexity of the upgrade, production instances are then upgraded, typically two to three weeks after non-production deployment.

In rare circumstances, upgrades may be rolled back if significant issues are detected post-deployment.

Additionally, critical fixes, referred to as "hotfixes", may be applied as necessary to address, for example, security vulnerabilities. Hotfixes can be applied to any Cumulocity instance at any time, ensuring that high-priority concerns are addressed rapidly.

DEVICE INTEGRATION AND APPLICATION ENABLEMENT

Cumulocity's application enablement empowers customers to tailor the platform to their needs by connecting devices and building custom applications. To support these efforts, we encourage customers to adopt Cumulocity's tenancy and staging model within their own development processes, facilitating a smooth transition from development to production.

During development and testing phases, unexpected behavior may occur in devices, microservices, user interfaces, or automation rules due to the presence of bugs. To mitigate risks in production environments, these components should only be connected to designated development tenants and instances, such as [eu-latest.cumulocity.com](#).

To help ensure that applications built on Cumulocity continue to function seamlessly across cloud service updates, Cumulocity offers a [robust compatibility guarantee](#). Nonetheless, we strongly recommend that customers regularly perform scheduled continuous integration and deployment of their software against development tenants and instances, like [eu-latest.cumulocity.com](#), to identify and address potential compatibility issues before updates are applied to production environments.

ANNUAL DEPLOYMENT

For customers in particularly sensitive industries, Cumulocity offers an annual deployment model, designed to provide a predictable, stable upgrade cycle. Each year, Cumulocity designates one release as the annual release, which is deployed to customers following a carefully coordinated schedule, as outlined in the example below.

In the annual deployment model:

- A release candidate is made available in the first half of February for selected customers on non-production instances for a two-month period.
- The official release is published on the last day of March.
- Maintenance for each annual release ends three months after the next annual release becomes generally available (End of Maintenance, or EOM).
- After EOM, support will continue for up to three additional months (End of Sustained Support, or EOSS); however, no further fixes will be issued during this period. Customers are expected to complete upgrades within this timeframe and will receive dedicated support to facilitate this process.

Additional considerations:

- Bug fixes for annual releases under maintenance are deployed manually, not automatically, allowing for more controlled updates.
- Due to the accumulated changes in each annual release, these upgrades may take longer to complete and present a potentially higher risk compared to the continuous deployment model.

2025												2026												2027													
J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D		
2024 Release					Sustained Support																																
2025 Release Candidate		2025 Release																Sustained Support																			
												2026 Release Candidate		2026 Release														Sustained Support									

CUMULOCITY EDGE ANNUAL RELEASE CYCLE

Cumulocity Edge follows an annual release cycle, which is published on the last day of April, one month later than the [Cumulocity annual release](#). This ensures alignment with broader system updates while providing additional time for Edge-specific testing and stability improvements.

Unlike the standard Cumulocity annual deployment, Cumulocity Edge does not include a release candidate phase. Customers are expected to adopt the general availability release directly, ensuring they perform necessary validation in their environments before deployment.

Customers upgrading from older Edge versions should refer to the latest documentation for guidance on the upgrade process. Updates to the documentation will be made available in the Cumulocity Edge documentation.

2025												2026												2027																						
J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D											
10.18 Release							Sustained Support																																							
				2025 Edge Release														Sustained Support																												
																2026 Edge Release														Sustained Support																

FREQUENTLY ASKED QUESTIONS (FAQ)

Can I check when a particular change is available in my tenant?

Due to the staged upgrade process for Cumulocity continuous deployment instances, this is currently not generally possible. The change log indicates the time when a change is made available on the first deployment to eu-latest.cumulocity.com only.

For customers using the annual deployment model, release notes for the annual release will be provided.

Can I receive notifications when something is deployed?

You can subscribe to updates on the status page of your cloud instance (for example, status.cumulocity.com), which includes announcements for scheduled maintenance and other important updates.

Can I select specific changes to be applied to my tenant?

Individual changes cannot be selectively applied; all published changes are rolled out to all instances according to the selected deployment model (continuous or annual).

Can I request a rollback of changes?

Cumulocity manages rollbacks automatically if issues are detected in production environments. If you encounter any issues, please contact [Cumulocity Support](#) for assistance.

Am I eligible for annual deployment?

Annual deployment is a premium service available for customers in regulated industries. For more information, please contact your Cumulocity representative.

PREVIEWING FEATURES

Cumulocity offers a preview program allowing customers early access to new features before they become generally available (GA). The goal is to gather customer feedback to refine the features, identify bugs, evaluate usability, and ensure the features meet customer needs.

The program is divided into two stages: *Private Preview* and *Public Preview*. Once a feature successfully passes through the preview stages, it will be made generally available to all customers, at which point it will receive full support and documentation.

PRIVATE PREVIEW

- **Participation:** A limited group of selected customers is invited to participate. Activation of features is managed by Cumulocity.
- **Stability & testing:** Features in this stage have been tested in development, but they are still experimental. Functional changes are expected, and there is no guarantee of stability or backwards compatibility. Customers are advised to use the features only in development and testing.
- **Documentation:** Documentation is made specifically available only to the participants of the preview.
- **Support:** Limited support is provided. Customers can open support cases, file bugs and request feature enhancements. Standard service level agreements (SLAs) do not apply.
- **Feedback:** Feedback is actively collected by the Cumulocity R&D team working on the feature.

PUBLIC PREVIEW

- **Participation:** Any customer can opt into the Public Preview via the change log.
- **Stability & testing:** Additional testing has been done beyond the Private Preview stage, but the same limitations regarding stability and backwards compatibility apply. Customers are advised to use the features only in development and testing.
- **Documentation:** Documentation is publicly accessible and clearly marked as relevant to preview features. It will be integrated into the main documentation once the feature reaches GA.
- **Support:** Similar to Private Preview, limited support is provided, and SLAs do not apply.
- **Feedback:** Customers are encouraged to provide feedback through the customer support portal.

LICENSE METRICS

INTRODUCTION

In this section, the billable license metrics for each component of Cumulocity are defined. These metrics are used for billing purposes and represent how Cumulocity computes each unit during the billing period. License metrics are used to quantify resource consumption, system usage, and service utilization for accurate and transparent billing calculations. Customers should refer to these definitions to understand how their usage of Cumulocity services is measured and billed.

Each version of the license metrics will be written with an effective date range. License metrics will not be updated during the duration of an active contract, and the version that is used upon signature will persist even if there are additional versions released afterwards. The start date for a contract will be used as the effective date for license metrics, and the version which is active at the time of the contract start date will be used for the duration of the contract.

The license metrics contained within this section are valid for "Commit-to-Consume" contracts and are not applicable to other contract types. To identify if your contract is a "Commit-to-Consume" contract, please follow up with your Cumulocity contract or view the contract directly.

INFO

For the purposes of all license metrics, one "gibibyte" is defined as 1,073,741,824 bytes as is abbreviated 'GiB'. A gibibyte may be colloqually referred to as a gigabyte and these names should be treated as the same value.

VERSION 1

This agreement is made between Cumulocity ("Provider") and the customer ("Customer") who utilizes the Provider's hosted software solutions and services. The following license metrics define the usage measurements and calculations that form the basis for billing and invoicing of Cumulocity services.

These license metrics are valid for April 1st, 2025 onwards.

DEPLOYMENT

A unique instance of the hosted software ("Software") provided by the supplier ("Supplier") and made accessible to the Customer. Deployments can be "Dedicated Cloud" instances or "Public Cloud" instances.

- Dedicated Cloud deployments have dedicated resources provided for a single Customer.
- Public Cloud deployments have shared resources provided for Customers. A Public Cloud deployment will not have data shared between Customers.

Cumulocity Dedicated Cloud deployments can be used for development or testing ("Non-Production") purposes but are restricted in the scope of their usage. In this case, the Dedicated Cloud deployment may not be used for the processing of live production data or any purposes other than development or testing purposes only. A Non-Production Dedicated Cloud deployment may be subject to separate fees as written in the contract between Cumulocity and the Customer. Note that Cumulocity Public Cloud deployments are always rated at the same rate regardless of instance type.

MESSAGES

The messages usage metric for a given billing period (calendar month) is determined as the maximum of:

1. The total count of all data transactions to and in the Cumulocity platform, or
2. The total count of messages processed through the MQTT Service.

A data transaction is defined as any authenticated API request with the intention to create, update, or process data within the Cumulocity domain model, including inventory objects, operations, measurements, events, and alarms. Transactions are counted regardless of the processing mode, the details of which can be found in [HTTP usage](#). Transactions originate from both internal and external sources, including other Cumulocity applications, and are recorded via the platform's [Usage Statistics API](#).

The total count of MQTT messages is metered daily via the MQTT Service, with each day's count contributing to the cumulative total for the billing period.

All counted transactions and messages are subject to the quotes listed in [Service quotas](#). Usage that exceeds the listed limits may result in additional charges to ensure platform stability and prevent abuse.

For each billing period, the sum of daily MQTT message counts and the total count of data transactions are separately calculated. The greater of the two values is used as the final invoiced metric, rounded up to the nearest 100,000 units. In the case that one of the values is unable to be computed, the other value will be used for billing purposes.

Example

During a billing period, the sum of the daily values for each of the referenced components are as follows:

- Data transactions = **1,192,000**
 - Measurements created = 1,000,000
 - Events created = 20,000
 - Events updated = 5,000
 - Alarms created = 10,000
 - Alarms updated = 5,000
 - Operations created = 1,000
 - Operations updated = 1,000
 - Inventories created = 100,000
 - Inventories updated = 50,000
- MQTT messages = **200,000**

The total data transactions value is higher than that of the MQTT messages and therefore will be used as the final invoicing metric. To calculate the billable units, the total data transactions is rounded up to the nearest 100,000 units:

$$1,192,000 / 100,000 = 11.92$$

11.92 rounds up to **12 billable units** of messages for the billing period.

GIB FOR OPERATIONAL DATA STORE

The total volume of data stored in the Operational Data Store of the Cumulocity platform within a given billing period (calendar month). Data stored in the Operational Data Store is counted and exposed via the [Usage Statistics API](#) provided by the platform. The maximum daily value taken during the billing period will be used for invoicing purposes and is rounded up to the nearest gibibyte (GiB).

TENANT

Tenants are physically separated data spaces with a separate address (URL), with a specific set of users, a separate application management, and other individual functionality. Users in a single tenant share the same URL and the same data space. Add-ons that use the per-tenant billing metric will be invoiced based on the number of tenants that have the add-on deployed.

CUMULOCITY COMPUTE UNIT (CCU)

A Cumulocity Compute Unit (CCU) represents a standardized measure of computational resources consumed by microservices developed and deployed by the Customer, where 1 CCU is equivalent to 1 CPU core and 4 gibibytes (GiB) of memory. CCUs are calculated monthly by computing the daily average CPU resources allocated and daily average memory resources allocated (in bundles of 4 GiB) and taking the larger of the two values. This unit will be rounded up if fractional CPU cores or multiples of 4 GiB RAM are used. For example, 1.5 cores and 6 GiB RAM would be considered 2x compute units. Resource usage is first aggregated across all tenants before calculating the CCUs. A complete service description for Customer microservices can be found in the [Service terms section](#) of the Cumulocity documentation.

Example

The following aggregate metrics are calculated by summing up the daily resource limits for each custom microservice over the billing period (details on the [resources](#) field in the microservice manifest files can be found in the [Cumulocity documentation](#)). Custom microservices from all tenants across the Customer's deployments are included in this calculation. Cumulocity provided microservices are not counted as part of the custom CCU calculation.

- Aggregate CPU = 582,933
 - This metric is the total CPU time in millicores that is enabled for custom microservices. The metric is determined by the resource limits as written in the microservice manifest and the active subscription time of the microservice.
- Aggregate Memory = 596,951
 - This metric is the total RAM allocation in megabytes that is enabled for custom microservices, as determined by the resource limits in the microservice manifest.

To calculate the CCU billing metric, these values are converted to daily average. For the purposes of this example, the billing period has 30 days.

- $AvgCPU = (582,933 \text{ millicores} / 30 \text{ days}) = \mathbf{19,431.1 \text{ millicores/day}}$
- $AvgRAM = (596,951 \text{ MB} / 30 \text{ days}) = \mathbf{19,898.37 \text{ MB/day}}$

These daily average values are then put in the proper units aligned with the billable metric (CPU cores and GiB, respectively).

- $ccuCPU = (19,431.1 \text{ millicores/day}) / (1000 \text{ millicores}) = \mathbf{19.43 \text{ CPU/day}}$
 - where 1000 millicores = 1 core
- $ccuRAM = (19,898.37 \text{ MB/day}) / (4294.97 \text{ MB}) = \mathbf{4.63 \text{ 4GiB bundles/day}}$
 - where 1 Gibibyte (GiB) = 1024 Mebibytes (MiB) = 1073.74 Megabytes (MB)
 - 4 GiB = 4 * (1073.74 MB) = 4294.87 MB

Then, the larger of the two values is rounded up to form the CCU billable metric. $*ccuCPU = 19.43 > 4.63 = ccuRAM$

19.43 rounds up to **20 billable units** of CCUs in the billing period.

DATAHUB - GIB OF DATA QUERIED

Gibibyte (GiB) of data read from data lakes or other supported data sources by the licensed Software. Queries that fall below 10 MB will be rounded up to the minimum size of 10 MB. For invoicing purposes, any fractional values are rounded up to the nearest gibibyte.

DATAHUB - MEMORY UNIT

The total amount of memory available for use by DataHub nodes. A node is a physical or virtual machine or a container within the DataHub cluster that operates as either a co-ordinator node and/or an executor node. Both coordinator and executor nodes are required to run the DataHub add-on. A DataHub node must be deployed with no less than 16 GiB of memory. The memory allocation will be split between coordinator and executor nodes as determined necessary by the Cloud Services, with a minimum of 16 GiB for each node. The first unit will include 32 gibibytes (GiB) of memory. Subsequent units will be billed in increments of 16 GiB. For invoicing purposes, any fractional values are rounded up to the nearest 16 GiB unit.

VIRTUAL PRIVATE CONNECTION

Use by the Customer of the Cloud Services whose license metric is indicated as "Virtual Private Connection" above allows the creation of a total number of said connections via a redundant pair of site-to-site ("S2S") tunnels between the Customer and the Supplier which does not exceed the licensed number indicated above. The reference to "Virtual Private Connection" refers to the use of a single redundant virtual private connection into the underlying instance of the Cloud Services operated by the Supplier at its hosting partners.

DATABASE REPLICA SET

A Database replica set is for use with upscaling the Operational Store (database) of a single Cumulocity instance. A "replica set" includes up to 3 data-bearing nodes. A node can be deployed in a virtual machine, physical server, or container.

SERVICE QUOTAS

Your Cumulocity service includes so-called **quotas**. These quotas ensure that the service operates within the guarantees of the Cumulocity service-level agreements.

The following types of quotas are used:

- **Hard:** Services enforce this quota so that it cannot be exceeded.
- **Soft:** Services are guaranteed to operate within the specified service-level agreements as long as the quotas are not exceeded; however, exceeding the quotas may result in a degraded user experience and no assurance of meeting the service-level agreements.

The quotas listed here reflect the maximum values for the cloud subscriptions unless indicated otherwise. If you're unsure whether a specific cloud service quota is sufficient for your use case, we recommend reaching out to your sales contact to discuss your needs and explore potential options. Some quotas may be adjustable through professional services, depending on the system dimensioning and your specific requirements. For Edge deployments, consult the [Cumulocity Edge documentation](#).

PLATFORM

General

Quota	Type	Value
Tenant amount	Soft	2000

Microservices

Quota	Type	Value
Microservice name length	Hard	23
Microservice image size	Hard	500 MB
Threads in a microservice	Hard	10240
Retained log size	Hard	35 MB

DOMAIN MODEL

Quota	Type	Value
Document size	Hard	16 MB
Document size	Soft	1 MB
Array size within document	Soft	1000
Children of an inventory object	Soft	1000
Property size	Soft	32 KB

REST API

Quota	Type	Value
API request duration	Hard	5 minutes

REALTIME APIS

Quota	Type	Value
MQTT message size (Core MQTT)	Hard	16 KB
Notifications 2.0 message backlog	Hard	25 MiB
Notifications 2.0 time-to-live	Hard	36 hours
Microservice-based data broker message backlog	Hard	50 MiB
Microservice-based data broker time-to-live	Hard	36 hours

MQTT SERVICE

Quota	Type	Value
MQTT message size	Hard	128 KiB
Topics per tenant	Hard	300
Per-topic message backlog	Hard	25 MiB
Per-topic time-to-live	Hard	36 hours

APPLICATIONS AND SERVICES

Quota	Type	Value
Devices shown on the Cockpit home page map	Hard	100
Data points in a graph	Hard	5000

PROTOCOLS

Quota	Type	Value
File size for LWM2M bulk registration	Hard	10 MB
Concurrent pending LWM2M operations per device	Hard	10
Maximum number of Loriot devices that can be registered per deployment	Soft	40000
Maximum number of Loriot devices that can be registered per tenant	Soft	20000

DATAHUB

Quota	Type	Value
Number of tenants	Soft	250
Number of Dremio users per tenant	Soft	40
Number of active offloaders per tenant	Soft	100
Number of offloadings per tenant per hour	Soft	20
Offloading frequency	Hard	hourly
Offloaded leaf properties ¹	Soft	6400
Query time out	Soft	4 min
Query job retention	Hard	1 day
Rows in a query job	Hard	1000000
Rows in a high performance query	Soft	1000000
Parallel high performance queries per tenant	Hard	18

Additional [quotas from the Dremio engine](#) may apply for DataHub customers.

1. *Leaf properties* are properties with elementary types (text, number, boolean). The total count of leaf properties offloaded into the same table should not exceed the limit. [↩](#)

ACCESSIBILITY

It is at the core of Cumulocity's mission to make complex technology accessible to everyone by building solutions that adapt to each person's unique abilities, needs, and preferences. The company is committed to continuously invest in making its digital platform more flexible and accommodating – to empower all users.

Cumulocity's accessibility efforts are guided by the [Web Content Accessibility Guidelines \(WCAG\)](#) and [Revised 508 Standards](#). Our goal is to meet [WCAG 2.1 Level AA](#) standards as we regularly enhance our platform's accessibility.

Their progress and commitments are documented in Accessibility Conformance Reports (ACRs). These reports transparently communicate both our current accessibility features and areas for improvement.

The latest Accessibility Conformance Report can be downloaded here: [Accessibility Conformance Report](#).

Cumulocity values feedback. If you have questions or encounter any accessibility issues, please contact our accessibility team at accessibility@cumulocity.com.