# Uptime Practice

| RDS Server(s) | | RAM (Memory) | Data |
|---|---|---|---|
| **Users in Plan** | **Virtual Servers (Instances)** | **Total RAM Pool** | **Total Storage Pool (System + General storage)** |
| 3  Users | 1 Server | 4 GB | 300 GB |
| 4 - 6  Users | 1 Server | 6 GB | 500 GB |
| 7 - 9  Users | 1 Server | 10 GB | 700 GB |
| 10 - 15  Users | 1 Server | 15 GB | 1000 GB |
| 16 - 20  Users | 1 Server | 18 GB | 1200 GB |
| 21 - 25  Users | 1 Server | 22 GB | 1500 GB |
| 26 - 30  Users | 1 Server | 24 GB | 1700 GB |
| 31 - 35  Users | 1 Server | 26 GB | 2000 GB |
| 36 - 40  Users | 1 Server | 30 GB | 2000 GB |

## Additional Entitlements (All Plans)

All Entitlements subject to change without notice.  See Uptime Master Service Agreement & Flywire SLA for terms & conditions.

## Definitions

**Users & RAM**

RAM (memory, not to be confused with disk storage) is the primary metric that affects system performance and therefore the end-user experience.  The more users working in your server, the more RAM an RDS server requires to continue to run smoothly.  Because of this, the amount of RAM we allocate to your virtual server is directly proportionate to the number of users in your plan.  In some cases your applications or environment may require additional RAM.

**Bandwidth**

Bandwidth costs money.  Fortunately RDP (remote desktop) consumes very little bandwidth.  We allocate 15 GB of bandwidth (total monthly transfer) per user in your plan, a metric based on normal use of Uptime Practice.  If you consume more bandwidth than allocated (which is rare if you're not doing anything out of the ordinary) we'll simply charge you the pro-rated overage rate of $2 per GB.

**Processor Cores**

Servers are allocated CPU cores up to a maximum of 4 cores, as necessary for optimal performance at Uptime's sole discretion.  If you have a software application that requires a certain number of or additional cores, or if you desire to have a higher number of cores, you must subscribe to a custom configuration pack (namely those outlined for Copitrak).  Custom configuration packs are the only way to obtain a guaranteed or specifically requested number of cores.

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Practice Service Level Agreement for terms & conditions.

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