



# **Service Level Agreement (SLA)**

## **- Velocity - High Care**

## Network

We guarantee that our data centre network will be available 99.999% of the time in any given monthly billing period, excluding scheduled or emergency maintenance. Network downtime exists when an instance is not reachable as a result of a failure in the network infrastructure.

SLA Credit for Network Downtime: 10% of the service fees for each 60 minutes of network downtime (or portion thereof), up to 100% of the monthly service fees.

## Data Centre Infrastructure

We guarantee that data centre facilities and power will be operational 99.999% of the time in any given monthly billing period, excluding scheduled or emergency maintenance. Data centre infrastructure downtime exists when an instance experiences a failure due to a hypervisor or storage malfunction.

SLA Credit for Data Centre Infrastructure Downtime: 10% of the service fees for each 60 minutes of data centre infrastructure downtime (or portion thereof), up to 100% of the monthly service fees.

## Migration

If a migration of a Velocity instance is required because of a malfunction, and we cannot perform a live migration, we will notify you at least 24 hours in advance of beginning the migration, unless we determine in our reasonable judgment that we must begin the migration sooner to protect data integrity.

SLA Credit for Migration Downtime: 10% of the service fees for each 60 minutes of Migration downtime (or portion thereof), up to 100% of the monthly service fees.

## Load Balancers

We guarantee Load Balancers will be operational 99.999% of the time in any given monthly billing period, excluding scheduled or emergency maintenance. In the event of a Load Balancer failure, the system is designed to failover to a standby appliance with near immediate recovery.

SLA Credit for Load Balancer Downtime: 10% of the service fees (for instances receiving connections from Load Balancer only) for each 60 minutes of Load Balancer downtime (or portion thereof), up to 100% of the monthly service fees.

## Monitoring Service

Our monitoring service consists of a number of remote monitoring methods. This includes agent based monitoring that will continually check server health (i.e. CPU, Disk, & Memory) and will alert Entity Data support staff if configured usage thresholds are exceeded. Our monitoring service will also attempt to create an active connection to a maximum of two hosted web applications on the customer server at set intervals (usually every 60 seconds). In the case of two successive failed connection attempts, Entity Data support staff will be alerted.

We guarantee that in the case of an alert being received, we will open an urgent priority ticket (notifying the customer) and begin an investigation within 15 minutes (during business hours - 8.30am – 5.00pm AEST Mon through Fri) or within 45 minutes (after-hours).

SLA Credit for failure to meet this Service Level Guarantee: 2.5% of the service fees for each 15 minutes that we fail to respond (or portion thereof), up to 100% of the monthly service fees.

## Support

We guarantee that in the case of a support ticket being received (either by phone or E-ticket), the following Service Level Guarantee applies;

**Normal Priority ticket** – Within 6 business hours (8.30am – 5.00pm AEST Mon through Fri).

**High Priority ticket** – Within 4 hours (24/7/365).

**Urgent Priority ticket** – Within 15 minutes (8.30am – 5.00pm AEST Mon through Fri).

**Urgent Priority ticket** – Within 45 minutes (after-hours).

SLA Credit for failure to meet this Service Level Guarantee: 2.5% of the service fees for each 15 minutes that we fail to respond (or portion thereof), up to 100% of the monthly service fees.

**\*\* This Service Level Guarantee applies to the initial ticket response time only and does not apply to subsequent ticket updates \*\***

# Management Service

Entity Data provides basic management under the High Care SLA. For advanced server management please consider our Critical Care SLA available with Managed VMware Cloud. This Service Level Guarantee provides for basic management including health monitoring and periodic updates/patching (including the Operating System, built-in applications/services and any software licensed through Entity Data). Third-party software is not supported by this Service Level Guarantee.

Management Service (Basic) provides for both pro-active and re-active management tasks. Re-active management integrates with our Support services; in which we will action management tasks requested by the customer. Pro-active management includes primarily (but not exclusively) the following tasks;

- Installation of Operating System and application updates (performed quarterly).
- Immediate patching (when we become aware of a security vulnerability).
- Implement basic security controls, including Firewall configuration.
- Installation and management of Anti-Malware software.
- Monitoring system resources and performance.
- Monthly server health check.
- Backup management.

SLA Credit for failure to meet our obligations under this Service Level Guarantee is to be negotiated between the customer and the Entity Data Managing Director on a case by case basis (upon submission of an SLA Credit request form). Any credits paid shall not exceed the total service fees paid by the customer for the calendar month in which the request form is received. **Any credits paid under this Service Level Guarantee are at the sole discretion of Entity Data Pty Limited.**