entitydata®

Service Level Agreement (SLA) - Velocity - Standard

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.