

CONTENTS

- 1 Introduction2**
- 2 Availability Service Level Objective Calculation.....2**
- 3 Compute Platform on VDC2**
 - 3.1 Availability Service Level 2
- 4 Storage Platform on VDC3**
 - 4.1 Availability Service Level 3
 - 4.2. Snapshot Recovery Service Level 3
 - 4.2.1. Recovery Time Objective 3
 - 4.2.2. Calculation of Service Credits 3
- 5. Dedicated Equipment4**
 - 5.1. Limits of Service Credits 4
 - 5.2. Availability Service Level 4
- 6. Managed Service4**
 - 6.1. Limits of Service Credits 4
 - 6.2. Operating System Availability Service Level 4
 - 6.3. Response Time Service Level 5
 - 6.4. Patching and Anti-Virus Service Level 5
 - 6.5. Backup Service Level 6
 - 6.6. Backup Recovery Service Level 6

1 INTRODUCTION

This Service Level Agreement for Interoute Hosting Services (“SLA”) is provided by Interoute in connection with, and is a part of, the Agreement. This SLA applies to the following component Services:

- a. compute platform;
- b. storage platform;
- c. Dedicated Equipment;
- d. Managed Service.

2 AVAILABILITY SERVICE LEVEL OBJECTIVE CALCULATION

Interoute uses the following formula to calculate monthly Availability:

$$Availability\ in\ \% = \frac{(Minutes\ in\ Monthly\ Review\ Period - Service\ Unavailability)}{Minutes\ in\ Monthly\ Review\ Period}$$

For the purpose of Availability measurement, Service Unavailability excludes any Planned Outage.

This formula shall be used for all Availability calculations in this Annex.

3 COMPUTE PLATFORM ON VDC

3.1 Availability Service Level

4.1.1. Availability Objectives

Service	Availability SLO
Compute platform Availability	99.99%

3.1.1 Service Unavailability

The compute platform component Service is considered to be Unavailable where bi-directional network traffic over supported protocols such as UDP and TCP cannot be established between compute platform Virtual Machines in two Zones and network IP addresses outside of those two Zones.

3.1.2 Calculation of Service Credits

Service Credits are calculated for the Monthly Review Period according to the following calculation:

$$Service\ Credit = affected\ Service\ Resource\ quantity * number\ of\ hours\ Service\ Unavailability\ below\ target\ (full\ or\ part) * 300\%$$

Where the Service Level falls below the SLO target, Service Credits will be offered in the form of usage of Service Resources for the affected VDC component Service to be utilised in the following month without charge.

4 STORAGE PLATFORM ON VDC

4.1 Availability Service Level

4.1.1. EBS storage Availability Objectives

Service	Availability SLO
EBS storage	99.99%
EBS storage with local snapshots	99.99%
EBS storage with replicated snapshots	99.99%

4.1.2. EBS storage Service Unavailability

The EBS storage component Service is considered to be Unavailable where Data cannot be read from or written to the EBS storage platform by Virtual Machines in two Zones.

4.1.3. Object storage Availability Objectives

Service	Availability SLO
Object storage in dual Zones	99.99%

4.1.4. Object storage Service Unavailability

The Object storage Service is considered to be Unavailable where Data cannot be read from or written to the Object storage platform.

4.1.5. Calculation of Service Credits

Service Credits are calculated for the Monthly Review Period according to the following calculation:

Service Credit =

*affected Service Resource quantity * number of hours outage (full or part) * 300%*

Where the Service Level falls below the SLO target, Service Credits will be offered in the form of usage of Service Resources for the affected VDC component Service to be utilised in the following month without charge.

4.2. Snapshot Recovery Service Level

4.2.1. Recovery Time Objective

In the event that a service needs an emergency recovery of a retained snapshot, the service will have the following Recovery Time Objective.

EBS Snapshots	Recovery Time SLO
EBS storage	Not applicable/None
EBS storage with local snapshots	4 hours
EBS storage with replicated snapshots	4 hours

4.2.2. Calculation of Service Credits

Service Credits are calculated for the Monthly Review Period according to the following calculation:

Service Credit =

*affected Service Resource quantity * number of hours taken to restore retained snapshot*

Where the Service Level falls below the SLO target, Service Credits will be offered in the form of usage of Service Resources for the affected VDC component Service to be utilised in the following month without charge.

5. DEDICATED EQUIPMENT

5.1. Limits of Service Credits

Service Credits for a Service on a Dedicated Equipment will be limited to a maximum of 50% of Fixed Rate Charge per month for the Dedicated Equipment component Service and 25% of the annual Fixed Rate Charges in aggregate for the Dedicated Equipment Service (whichever is the lowest).

5.2. Availability Service Level

5.2.1. Availability Objectives

Service	Availability SLO
Dedicated Equipment Availability	99.5%

5.2.2. Service Unavailability

The Dedicated Equipment component Service is considered to be Unavailable where bi-directional network traffic over supported protocols such as UDP and TCP cannot be established between the Dedicated Equipment and any network source outside of the VDC Zone in which it is operating.

5.2.3. Calculation of Service Credits

In the event that Interoute fails to achieve the SLO, Customer will be entitled to a Service Credit equal to 10% the Dedicated Equipment Charge (as specified on the Purchase Order) for a single Device associated with the failed SLO for the Monthly Review Period for each hour or part thereof of Unavailability past the failed SLO.

6. MANAGED SERVICE

6.1. Limits of Service Credits

Service Credits for a Managed Service hosted solely on the VDC Platform are limited to 50% of the monthly Charges for the VDC Managed Service.

6.2. Operating System Availability Service Level

6.2.1. Availability Objectives

Service	Availability SLO
managed Operating System	99.9%

6.2.2. Service Unavailability

A managed Operating System is considered to be Unavailable where bi-directional network traffic over supported protocols such as UDP and TCP cannot be established between the managed Virtual Machine's Operating System and network IP addresses of other Devices.

6.2.3. Calculation of Service Credits

In the event that Interoute fails to achieve the SLO, Customer will be entitled to a Service Credit equal to 10% of the Charges for the equivalent VDC Managed rate (as specified on the Purchase

Order) for a single Virtual Machine Operating System associated with the failed SLO for the Monthly Review Period for each hour or part thereof of Unavailability past the failed SLO.

6.3. Response Time Service Level

Interoute shall respond to all Tickets in accordance with the response times specified in the table set out below:

6.3.1. Response Time Objectives

Priority	Response Time SLO
Priority 1 (Critical)	1 hour
Priority 2 (Major)	2 hours
Priority 3 (Minor)	4 hours
Priority 4 (Requests)	2 Working Days

6.3.2. Response Time Failure

The Response Time Objective is considered breached where the Customer Contact Centre has not contacted the Customer or taken action against an Incident within the SLO.

6.3.3. Calculation of Service Credits

Service Credits are calculated on a monthly basis. In the event that Interoute fails to achieve the SLO, Customer will be entitled to a Service Credit equal to a percentage of the Charges for the equivalent VDC Managed rate (as specified on the Purchase Order) for a single VM associated with the failed SLO for the Monthly Review Period:

Priority	Credits
Priority 1 (Critical)	30%
Priority 2 (Major)	20%
Priority 3 (Minor)	10%
Priority 4 (Requests)	5%

6.4. Patching and Anti-Virus Service Level

The following Service Level Objectives apply for the patching and anti-virus updates to any applicable Operating System(s), as set out within the SOW:

6.4.1. Patching and Anti-Virus Objectives

Patching and Anti-Virus Item	SLO
Patch Management Process instigated for the software vendor's published and relevant patches	2 weeks
Anti-Virus signatures compliant with the software vendor's published and relevant signatures	72 hours

6.4.2. SLO Failure

The SLO is considered breached where the Service is not compliant with the target.

6.4.3. Calculation of Service Credits

Service Credits are calculated on a monthly basis. In the event that Interoute fails to achieve the SLO, Customer will be entitled to a Service Credit equal to a percentage of the Charges for the equivalent VDC Managed rate (as specified on the Purchase Order) for each VM associated with the failed SLO for the Monthly Review Period:

Patching and Anti-Virus Item	Credits
Patch Management Process instigated for the software vendor's published and relevant patches	10%
Anti-Virus signatures compliant with the software vendor's published and relevant signatures	10%

6.5. Backup Service Level

6.5.1. Backup Objective

Backup Service	Successful Backup Completion SLO
Standard Backup	95%

6.5.2. Recovery Time Failure

The Backup is considered successful where the monthly backup report showing the number of successful and unsuccessful backups states it as such.

Should a scheduled backup be restarted for any reason, this restarted backup will count towards the percentage if successful, but will not count if unsuccessful.

6.5.3. Calculation of Service Credits

Service Credits are calculated on a monthly basis. In the event that Interoute fails to achieve the SLO, Customer will be entitled to a Service Credit equal to the equivalent Utility backup storage volume for the Virtual Machine associated with the failed SLO for the Monthly Review Period.

6.6. Backup Recovery Service Level

6.6.1. Recovery Time Objective

In the event that a service needs an emergency restore from backup, the service will have the following Recovery Time Objective.

Backup Service	Recovery Time SLO
Standard Backup	2 hours + 1 hour per 50 GB recovered

6.6.2. Recovery Time Failure

The Recovery Time Objective is considered breached where Interoute fails to restore a retained, successfully completed backup within the RTO.

6.6.3. Calculation of Service Credits

Service Credits are calculated on a monthly basis. In the event that Interoute fails to achieve the SLO, Customer will be entitled to a Service Credit equal to the equivalent Utility backup storage volume associated with the failed SLO for the Monthly Review Period.