

# Service Level Agreement

## Flexible Engine

### 1. Definitions

Complementary to the definitions as per General Terms, Cloud Specific Terms and “Flexible Engine” Service Description, the following specific definitions shall apply with respect to this Service Level Agreement.

**Availability Rate**, unless otherwise stated for a specific Feature, refers to the rate defined by the following formula:

$$\text{Availability Rate} = \frac{(t_{month} - t_{downtime} + t_{exclusion})}{t_{month}}$$

where:

- $t_{month}$  is the time during which the concerned Feature is subscribed for the month involved
- $t_{downtime}$  is the Downtime of the concerned Feature for the month involved
- $t_{exclusion}$  is the Downtime of the concerned Feature for the month involved during which quality-of-service commitments of the Provider are not applicable as per contractual provisions.

Availability Rates are measured on a calendar month basis.

**Computing Services** refers to the following Features: Elastic Cloud Service (ECS) and Elastic Volume Service (EVS).

**Downtime** refers to the period(s) during which an incident causes a significant malfunction of the Service or Feature concerned, affecting all Users. Calculating the duration of the unavailability obeys specific criteria for each Service or Feature.

**Object Storage Services** refers to the following Feature: Object Storage Service (OBS).

### 2. Purpose of the document

The purpose of the present Service Level Agreement is to set forth the conditions on which the Provider commits on quality-of-service for the “Flexible Engine” Service, in application of General Terms and Cloud Specific Terms.

### 3. Conditions of application

**3.1.** The quality-of-service commitments described in article « Commitments and penalties » of the present document apply in accordance with General Terms.

**3.2.** Limitations specific to each Feature, if any, are specified in article « Commitments and penalties »

## 4. Commitments and penalties

### 4.1 Computing Services

4.1.1. For Computing Services: the Provider commits to achieve an Availability Rate of 99.99% for each Region.

4.1.2. Downtime for the Computing Services of a Region is characterized by the simultaneous occurrence of the following conditions:

- loss of external connectivity and/or permanent loss of access to the whole set of instances and disk volumes attached to the instances in the concerned Tenant in the concerned Region, and
- creation of new instances and new volumes is possible on no Availability Zone of the Region.

4.1.3. If for a given month the Availability Rate of the Computing Services of a Customer's Tenant is strictly inferior to 99.99%, the Provider shall issue a Service Credit equal to the percentage indicated in the table below of the total amount, net of taxes, consumed for Computing Services on the concerned Tenant and in the concerned Region, for the given month.

Availability Rate	Service Credit Percentage
99,99% ou greater	0%
from 99% included to 99,99% excluded	10%
strictly less than 99%	25%

### 4.2 Object Storage Services

4.2.1. For Object Storage Services: the Provider commits to achieve an Availability Rate of 99.9%.

4.2.2. The Availability Rate of the Object Storage Services is defined by the following formula:

$$\text{Availability Rate for Storage Services} = 100\% - \text{Average on all 5 minutes timeslots} \left( \frac{nb_{errors}}{nb_{queries}} \right)$$

where:

- $nb_{errors}$  is the number of type http 50x errors for well-formed queries for all Customers of the Object Storage Services in a given 5-minutes timeslot
- $nb_{queries}$  is the number of well-formed queries for all Customers of the Object Storage Services in a given 5-minutes timeslot

The queries are considered well-formed when they comply to the specifications of the Provider object storage APIs as documented and do not return an error code.

At all events, if no query is sent or in the cases described in article 3.1, the Object Storage Services are deemed available for the concerned timeslots.

4.2.3. If for a given month the Availability Rate of the Object Storage Services of a Customer's Tenant is strictly inferior to 99.9%, the Provider shall issue a Service Credit equal to the percentage indicated in the table below of the total amount, net of taxes, consumed for Object Storage Services on the concerned Tenant, for the given month.

Availability Rate	Service Credit Percentage
99,9% ou greater	0%
from 99% included to 99,9% excluded	10%
strictly less than 99%	25%