

The People. The Technology. The Solution.



Service Level Agreement [SLA]
EntityCloud™

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 EntityCloud™ instance is not reachable as a result of a failure in the network infrastructure.

SLA Credit for Network Downtime: 10% of the pre-paid subscription or PAYG usage fees for each 60 minutes of network downtime (or portion thereof), up to 100% of the monthly subscription/usage fee.

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 EntityCloud™ instance experiences a failure due to a malfunction of the EntityCloud™ platform.

SLA Credit for Data Centre Infrastructure Downtime: 10% of the pre-paid subscription or PAYG usage fees for each 60 minutes of data centre infrastructure downtime (or portion thereof), up to 100% of the monthly subscription/usage fee.

EntityCloud™ Cluster Nodes

We guarantee the functioning of the EntityCloud™ platform including node hypervisor and the ability for EntityCloud™ instances to automatically restart on alternate nodes in the event of node failure; maintaining availability above 99.999%

SLA Credit for EntityCloud™ Cluster Downtime: 10% of the pre-paid subscription or PAYG usage fees for each 60 minutes of cluster downtime (or portion thereof), up to 100% of the monthly subscription/usage fee.

Migration

If an EntityCloud™ instance migration is required because of a cluster 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 server data.

SLA Credit for Migration Downtime: 10% of the pre-paid subscription or PAYG usage fees for each 60 minutes of migration downtime (or portion thereof), up to 100% of the monthly subscription/usage fee.

