

SERVICE LEVEL AGREEMENT (SLA)

SERVICE LEVEL AGREEMENT (SLA) – STANDARD (CITY CLOUD)

City Network understands that when your solution is mission critical - you need the correct guarantees. This SLA governs our contractual obligation in City Cloud.

City Network offers two different SLA's, Standard SLA and Extended SLA. Standard SLA is included by default, where Extended SLA is an added value service for mission critical services. All % availability are based on a monthly 30 day period.

City Network offers a generic monthly uptime guarantee of 99.95% for services in City Cloud and City Compliant Cloud.

Availability commitment on granular level, Standard SLA

CLASS OF SERVICE	AVAILABILITY COMMITMENT
Network	99.95%
Datacenter	99.95%
Hardware ¹	99.95%
OpenStack API	99%
OpenStack Public Cloud	99.95%
OpenStack Compliant Cloud	99.95%
OpenStack Block Storage	99.95%
OpenStack Object Storage ²	99.95%

¹ Dedicated, bare metal and co-location excluded

² Multiple sites required

INFRASTRUCTURE

Network

City Network guarantees that network access to your servers and services shall be available 99.95% of the time, excluding emergency and scheduled maintenance. This includes all devices we provide that participate in delivery of your services including but not limited to our Internet providers, routers, switches, cabling, firewalls, intrusion detection systems, intrusion prevention systems, web application firewalls and load balancers.

Datacenter

City Network guarantees 99.95% uptime on the power and HVAC services serving our technical platform. For dedicated/bare metal and co-location customers, redundant power supplies are mandatory to be covered by this guarantee. SLA only covers City Network facilities. Any external equipment owned by the customer is not covered by the SLA.

Hardware

City Network guarantees 99.95% availability of infrastructure hardware, including compute, network, control and storage nodes. Any hardware included in our core infrastructure is designed to be redundant. Dedicated/Bare metal servers and co-location is not included and are treated differently below.

Dedicated/Bare metal

For dedicated servers and bare metal hardware, we guarantee the functioning of all server hardware components we provide, and will replace any failed component at no cost. This includes, but is not limited to, servers, motherboard, memory, hard drives, raid controllers, NIC cards and firewalls. The replacement will be initiated as soon as hardware is determined to be the cause of the problem. The new hardware shall be in place within four hours. Colocated and customer provided equipment is excluded from the Dedicated/Bare metal SLA.

Co-location

City Networks offers the following terms for rack space provided to clients – referred to as “co-location”.

Client is responsible for hardware and will need to arrange for replacement, unless other has been agreed with City Network.

To be entitled to our network guarantee, a fully redundant solution is required on all containing elements.

PLATFORM

City Control Panel

City Network guarantees 99.5% uptime availability on City Control Panel. All % availability are based on a monthly 30 day period.

API

City Network guarantees 99.0% uptime availability on Openstack API.

Compute

City Network guarantees 99.95% uptime availability on Openstack Compute infrastructure. Burst capacity guaranteed:

Block Storage

City Network guarantees 99.95% uptime availability on Openstack Block Storage infrastructure.

Object Storage

City Network guarantees 99.95%¹ uptime availability on Openstack Object Storage.

¹ Multiple sites required.

SUPPORT

City Network includes support by email, phone and chat during business hours¹. First response time is activated when a support case is registered by the customer to City Network support. Support and response time only covers City Network provided services.

	BASIC	EXTENDED
Support Availability	Business Hours	24/7
First Response Time	4h	1h
Phone Support	✓	✓
VIP Phone Support		✓
E-mail Support	✓	✓
Social Media Support	✓	✓

¹ Business hours are business days 08.00 – 20.00 CET
(Additional availability is possible through a separate agreement)

For more information about the add on service extended SLA please contact our support.

EXCLUSION

The following exclusions apply to this Service Level Agreement:

- A. Features or services designated Alpha or Beta
- B. Errors resulted from Customer's software or hardware or third party software or hardware, or both.
- C. Errors resulted from misuse or other behaviors that violate City Network terms of service.
- D. Errors resulted from client intervention on any level.
- E. Errors resulted by environmental events beyond City Networks control.
- F. Unavailability due to force majeure events and scheduled maintenance. City Network have at least four scheduled maintenance windows per year.

COMPENSATION

Customer has to contact us in writing, no later than 7 days after noticing a disruption. To be eligible for reimbursement a customer has to be in good standing, which means no outstanding payments or for instance violations of the terms or contract.

At any one time a customer is only available for reimbursement for the effected service with the highest cost during the last month (30 days).

Reimbursement cannot be combined with other types for guarantees. Highest possible reimbursement is 30% of the total monthly fee, in which the disruption occurred and cannot exceed this value. Reimbursement is based per customer and the last 30 days.

Guarantee is not applicable when the disruption is caused by an operating system, software or code that is causing a disruption. It is also not applicable to disruption caused by other party than City Network. This applies to other operators that have caused your service being unavailable, for example DDOS. Any compensation approved will be applied as discount on next upcoming invoice. In the case of customer termination and/or the customer has terminated its user account before compensation has been completed, an uncredited final invoice will be sent to the customer.

Uptime is calculated according to ITIL standards. The formula is:

$$\text{Uptime calculation} = 100 \times \frac{(\text{Total time for measured period} - \text{Announced maintenance time}) - \text{Downtime}}{\text{Total time for measured period} - \text{Announced maintenance time}}$$

COMPENSATION METRICS

City Network takes upon us to determine availability on Infrastructure services, where continuous monthly uptime is monitored on a granular level. All % availability are based on a monthly 30 day period.

	BASIC	
Monthly Uptime	99.95% - 99.0%	<99.0%
Compensation	10%	30%