

Oktawave standard Service Level Agreement for consumers

Effective from 14 February 2013

This standard Service Level Agreement includes the following services provided by the Oktawave infrastructure: Oktawave CloudInstance, Oktawave Volume Storage, Oktawave Cloud Storage, Oktawave Relational Database and Oktawave Private Network.

The level of service

Oktawave will use all commercially reasonable measures to guarantee the availability of services by 99.96% of the time in the year with the exception of scheduled maintenance work. Scheduled maintenance work will be carried out only between 23:00 - 4:00 geographical time zone for availability zone in which the Services are.

Availability is calculated according to the following algorithm.

$$\text{Availability} = \frac{Y - Uu - Smw}{Y - Smw}$$

where:

- Y is the calendar year,
- Uu - unplanned unavailability,
- SMW - scheduled maintenance work.

Availability zones:

- PL_Warszawa - time zone UTC +1 (winter), UTC +2 (summer)

Remedies

In the case of non-compliance with the above-mentioned service levels customer will be eligible to receive the Tariff Units, that can be activated for 30 days from the date of grant.

Tariff Units will be calculated as a percentage of operating fees for emergency services brought in the last month in which the failure occurred. Tariff Units will be calculated as follows: 0.5% fees for each started 30 minutes unavailability of services over its guaranteed availability, but not more than 100% of the fees.

To obtain the above-mentioned Tariff Units, please contact Customer Service by e-mail reklamacje@oktawave.com within 30 days from the date of the particular failure.

Definitions

- Scheduled maintenance work - this is the time period announced at least 5 working days in advance, in which maintenance work can be carried out and which do not exceed 45 minutes in the monthly calendar.
- Availability zone - the geographic region in which the Services data centers are located.
- Oktawave CloudInstance (OCI) - a logical unit functioning in the virtualized Oktawave data center resources, defined by the amount of RAM (defined in GB, gigabytes) and amount of processors with a specified computing power (expressed in GHz, gigahertz), which allows to run operating system. OCI is the logical equivalent of the server.
- Oktawave Volume Storage (OVS) - a logical unit functioning in the virtualized Oktawave data center resources, defined by the amount of disk space (expressed in GB, gigabytes) shared in internal storage network for data storage. OVS is the logical equivalent of a hard drive.
- Oktawave Cloud Storage (OCS) - a logical unit functioning in the virtualized Oktawave data center resources, defined by the amount of disk space (expressed in GB, gigabytes) made available to the public Internet. OCS is the logical equivalent of the network file system.
- Oktawave Relational Database (ORDB) - this is a relational database software acting as an extension of the functionality of OCI instance.
- Oktawave Private Network (OPN) - is a logical unit of Ethernet private network running in virtualized Oktawave data centers resources. OPN is the equivalent of VLAN.