

Service Level Agreement (SLA).

Network Availability.

Downtime.

The period when rented virtual machines are unavailable to the client via the network.

Downtime.

The total duration of downtime during a period (1 month), excluding downtime caused by:

- Scheduled maintenance window activities;
- Failure of communication channels and equipment that are outside the responsibility/control of CENTURY DYNAMICS LLC;
- Client applications or components that are not controlled or managed by CENTURY DYNAMICS LLC and which caused the inability to provide the service;
- Negative activities by the Client, their employees, partners, customers, etc., that led to negative impacts on the service components (spam, spoofing, violation of service usage rules, etc.);
- Other uncontrollable events classified as force majeure circumstances.

Agreed Uptime (AU).

The time during which the service should function properly. In MaCloud, the agreed uptime (AU) is 24×7.

% availability.

The ratio of the time the service was available to the agreed uptime (AU).

$$\% \text{ availability} = 100\% * (\text{AU} - \text{Downtime}) / \text{AU}$$

For example, if the downtime in November was 1 hour, then

$$\% \text{ availability} = 100\% * (60 * 24 * 30 - 1 * 60) / (60 * 24 * 30) = 99.86(1)$$

Parameter.	Target value.
% availability of the rented virtual machine.	99,9%

SAN performance

IOPS (Input/Output Operations Per Second)

The number of input/output operations performed by the storage system (SAN) per second.

Latency.

Latency – The maximum response time of the storage subsystem when performing input/output operations.

Parameter	Target value
Guaranteed number of IOPS for the storage system (SAN).	30 IOPS на 1 GB SSD 0.1 IOPS на 1 GB SATA for read-write blocks of 32 kilobytes.
Latency	40 ms

Note: In case the guaranteed number of IOPS is exceeded, a deviation from the target value of the Latency parameter is allowed. This situation is not considered a violation of the SLA.

Technical support.

User request.

A MaCloud client's request to the technical support service through the built-in user account ticketing and issue tracking system.

Standard request.

A user request, the resolution of which is formalized in internal instructions for 1st line support (ServiceDesk) staff of the MaCloud service, does not require the involvement of 2nd and 3rd line support staff, and is not related to the unavailability or significant degradation of service quality.

Non-standard request.

A user request, the resolution of which is not formalized in the ServiceDesk internal instructions or requires the involvement of 2nd or 3rd line support staff, but is not related to the unavailability or significant degradation of service quality.

Incident.

A user request related to the unavailability or significant degradation of the provided service quality. This type of request has the highest priority during processing.

Response time to a request.

The allowable delay between the registration of a request and the start of its processing (determining the type of request, beginning of work / escalation of the request to 2nd or 3rd level support).

Modes of handling user requests.

TYPE OF USER REQUEST	PROCESSING MODE
Incident	24×7
Standard request	24×7
Not standard request	8×5 (Mon-Fri from 10.00 to 18.00 UTC/GMT +5 hours)

Response time to a user request.

TYPE OF USER REQUEST	PROCESSING MODE
Incident	20 minutes
Standard request	30 minutes
Not standard request	1 Hour

Scheduled maintenance.

Maintenance windows.

TYPE OF WORK	MAINTENANCE WINDOWS
Scheduled	The first and third Fridays of each month from 06:00 to 08:00 (UTC/GMT +5 hours).
Urgent	As needed, with a notification at least 2 hours in advance

Financial guarantees.

In case of SLA violation regarding the % availability of rented virtual machines, the client is entitled to compensation as per the following table:

% AVAILABILITY OF THE VIRTUAL MACHINE (D).	COMPENSATION AMOUNT (% OF THE MONTHLY RENTAL COST OF THE VIRTUAL MACHINE)
$D \geq 99,9$	0%, SLA target indicator
$99,9 > D \geq 99,72$	5%
$99,72 > D \geq 99,45$	10%
$99,45 > D \geq 98,90$	15%
$98,90 > D \geq 96,71$	20%
$96,71 > D \geq 76,98$	50%
$76,98 > D$	100%