

2k20 MSc Service Level Agreement

Group b

March 2020

1 Service Level Commitment

During the Subscription Term for which 2k20 MSc group has agreed to provide a relevant Cloud Product to you, we will use reasonable efforts to provide following features

Uptime	The uptime of the running application must not go below 98.3% of the observed period.
Mean Response Time	The mean time for all http requests must not be above 500ms.
Mean Time To Recover	Must not be above 4 hours.
Errors/Time	At most 5 % out of total requests over period of time

2 Exclusions

The Service Level Commitment will not include unavailability to the extent due to:

1. If your use of the Cloud Product is not within its purpose.
2. Force majeure events or other factors outside of our reasonable control including Internet access or related problems.
3. Your equipment, software, network connections or other infrastructure.
4. Your Data or Your Materials.

5. Third-party equipment, apps, add-ons, software or technology. We don't have our own facilities or equipment, thus we rely on third party companies such as Digital Ocean and GitHub.
6. Routine scheduled maintenance or reasonable emergency maintenance.

3 Definitions

Covered services means the listed services for the relevant Cloud Product set forth here:

Monthly Uptime Percentage means 100 %minus the percentage of Downtime minutes out of the total minutes in the relevant calendar month.

Downtime occurs when any Covered Service has an Error Rate greater than 5 %.

Error Rate means, over a given 1-minute period, the percentage of your requests to a Covered Service resulting in an error out of your total requests to that Covered Service. For cases in which we confirm a Covered Service was completely inoperable or unable to receive your requests, the Error Rate for that minute is 100 %.If you attempted no requests to a Covered Service over a minute, the Error Rate is 0 %.

Mean Response Time is the mean time between every received request and it's response issuing.

Mean Time To Recover is the mean time between point where service stopped working(Downtime) and the point when it's fully operational again.