# Service Level Agreements (SLAs) for an Edge controller

## Introduction

## Parties

## Periodic Review

## Service Definition

## Service Agreement

- Agreed VM characteristics: CPU, memory, network bandwidth (e.g. CPU:

3GHz, memory: 4GB, network bandwidth: 54 Mbit/s)

- Network bandwidth between the edges (e.g. 600 Mbit/s)

- Mean time to recover from failure [9]

MTTR = totalDownTimeCausedByFailure

numberOfBreakdowns (3)

- Latency (e.g. 70ms)

- Availability of your infrastructure (e.g. > 99.95%)

availability = uptime

uptime + downtime (4)

## Service Management

## Exclusions

## Responsibilities

## Measurements and Penalties

## Right of Termination