

MongoDB Atlas Service Level Agreement

Last updated: June 23, 2021. To see what has changed, [click here](#).

MongoDB will use commercially reasonable efforts to maximize the availability of MongoDB Atlas, and provides performance standards as detailed below. This Service Level Agreement ("SLA") applies only to MongoDB Atlas deployments at level M10 or above that have been up for a minimum of 24 hours, and does not apply to any other product offered by MongoDB. We will provide at least 90 days' advance notice for adverse changes to this SLA.

If we do not achieve and maintain the Monthly Uptime Percentages set forth in the table below, then you may be eligible for a Service Credit.

Monthly Uptime Percentage	Service Credit
< 99.995% but equal to or greater than 99.0%	10%
< 99.0%	25%
< 95.0%	100%

Definitions

As used herein, "month" refers to a calendar month.

"Applicable Monthly Service Fees" means the total fees paid by you for a given MongoDB Atlas cluster during the month in which Downtime occurred.

"Downtime" is calculated per MongoDB Atlas cluster on a monthly basis and is the total number of minutes during the month that the entire MongoDB Atlas cluster was unavailable. A minute is considered unavailable if all of your continuous attempts to establish a connection to the MongoDB Atlas cluster within the minute fail. Downtime does not include partial minutes of unavailability or scheduled downtime for maintenance and upgrades.

"Monthly Uptime Percentage" is calculated per MongoDB Atlas cluster on a monthly basis and is calculated as:

$$\frac{(\text{total minutes in month} - \text{Downtime})}{\text{total minutes in month}} \times 100$$

Any MongoDB Atlas cluster deployed for only part of the month is assumed to be 100% available for the portion of the month that it is not deployed.

"Service Credit" is the percentage of the Applicable Monthly Service Fees to be credited to you if MongoDB approves your claim, as set forth in the table above.

Customer Obligations

To be eligible for a Service Credit:

1. You must log a support ticket with MongoDB within 24 hours of first becoming aware of an event that impacts service availability.
2. You must submit your claim and all required information by the end of the month immediately following the month in which the Downtime occurred.
3. You must include all information necessary for MongoDB to validate your claim, including: (i) a detailed description of the events resulting in Downtime, including your request logs that document the errors and corroborate your claimed outage (with any confidential or sensitive information in the logs removed or replaced with asterisks); (ii) information regarding the time and duration of the Downtime; (iii) the number and location(s) of affected users (if applicable); and (iv) descriptions of your attempts to resolve the Downtime at the time of occurrence.
4. You must reasonably assist MongoDB in investigating the cause of the Downtime and processing your claim.
5. You must comply with your applicable MongoDB Atlas service agreement, applicable MongoDB Atlas documentation and any advice from our support team.

Service Credits

We will process claims within 45 days of receipt. If we determine that you have satisfied the customer obligations above and that none of the below limitations apply to your claim, we will grant you a Service Credit.

We will apply any Service Credit to a future invoice or payment for the MongoDB Atlas cluster that experienced the Downtime. Service Credits will not be applied to fees for any other MongoDB Atlas cluster.



Service Credits are your sole and exclusive remedy under this SLA.

Limitations

Downtime does not include, and you will not be eligible for a Service Credit for, any performance or availability issue that results from:

1. Factors outside of our reasonable control, such as natural disaster, war, acts of terrorism, riots, government action, or a network or device failure at your site or between your site and MongoDB Atlas;
2. Services, hardware, or software provided by a third party, such as cloud platform services on which MongoDB Atlas runs;
3. Use of your password or equipment to access our network
4. Your or any third party's (a) improper use, scaling or configuration of MongoDB Atlas, or (b) failure to follow appropriate security practices; or
5. MongoDB's Beta Offerings.



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