

Service level agreement (SLA)

Service level agreement (SLA) – Standard (Cleura Cloud)

Cleura understands that when your solution is mission critical - you need the correct guarantees. This SLA governs our contractual obligation in Cleura Cloud.

Cleura offers two different SLA's, Standard SLA and Extended SLA. Standard SLA is included by default and Extended SLA is an added value service for mission critical services. For more information about Extended SLA please contact our support. All % availability are based on a monthly 30 day period.

Cleura offers a generic monthly uptime guarantee of 99.95% for services in Public Cloud and Compliant Cloud.

Availability commitment on granular level, Standard SLA

CLASS OF SERVICE	AVAILABILITY COMMITMENT
Network	99.95%
Datacenter	99.95%
Hardware ¹	99.95%
OpenStack API	99%
OpenStack Public Cloud	99.95%
OpenStack Compliant Cloud	99.95%
OpenStack Block Storage	99.95%
OpenStack Object Storage ²	99.95%

¹ Dedicated, bare metal and co-location excluded

² Multiple sites required

Infrastructure

Network

Cleura guarantees that network access to your servers and services shall be available 99.95% of the time, excluding emergency and scheduled maintenance. This includes all devices we provide that participate in delivery of your services including but not limited to our Internet providers, routers, switches, cabling, firewalls, intrusion detection systems, intrusion prevention systems, web application firewalls and load balancers.

Datacenter

Cleura guarantees 99.95% uptime on the power and HVAC services serving our technical platform. For dedicated/bare metal and co-location customers, redundant power supplies are mandatory to be covered by this guarantee. SLA only covers Cleura facilities. Any external equipment owned by the customer is not covered by the SLA.

Hardware

Cleura guarantees 99.95% availability of infrastructure hardware, including compute, network, control and storage nodes. Any hardware included in our core infrastructure is designed to be redundant. Dedicated/Bare metal servers and co-location is not included and are treated differently below.

Dedicated/Bare metal

For dedicated servers and bare metal hardware, we guarantee the functioning of all server hardware components we provide, and will replace any failed component at no cost. This includes, but is not limited to, servers, motherboard, memory, hard drives, raid controllers, NIC cards and firewalls. The replacement will be initiated as soon as hardware is determined to be the cause of the problem. The new hardware shall be in place within four hours. Colocated and customer provided equipment is excluded from the Dedicated/Bare metal SLA.

Co-location

Cleura offers the following terms for rack space provided to clients – referred to as “co-location”. Client is responsible for hardware and will need to arrange for replacement, unless other has been agreed with Cleura. To be entitled to our network guarantee, a fully redundant solution is required on all containing elements.

Platform

Cleura Cloud Control Panel

Cleura guarantees 99.5% uptime availability on Cleura Cloud Control Panel. All % availability are based on a monthly 30 day period.

API

Cleura guarantees 99.0% uptime availability on Openstack API.

Compute

Cleura guarantees 99.95% uptime availability on Openstack Compute infrastructure. Burst capacity guaranteed:

Block Storage

Cleura guarantees 99.95% uptime availability on Openstack Block Storage infrastructure.

Object Storage

Cleura guarantees 99.95%¹ uptime availability on Openstack Object Storage.

¹ Multiple sites required.

Compensation

Any customer seeking compensation for must contact us in writing, no later than 7 days after noticing a disruption. To be eligible for reimbursement a customer has to be in good standing, which means no outstanding payments or for instance violations of the terms or contract.

At any one time a customer is only available for reimbursement for the affected service with the highest cost during the last month (30 days).

The reimbursement cannot be combined with other types for guarantees. The highest possible reimbursement is 30% of the total monthly fee, during the month in which the disruption occurred, and cannot exceed this value. Reimbursement is calculated per customer and 30 days.

Our guarantees are not applicable if the disruption is caused by a customers operating system, software, application or code. Further more, they are not applicable for disruptions caused by other parties than Cleura. This applies to other operators that have caused disruptions to your service, for example DDOS. Any compensation approved will be applied as discount on your next invoice. In the case of customer termination and/or the customer has terminated its user account before compensation has been completed, an uncredited final invoice will be sent to the customer.

Uptime is calculated according to ITIL standards. The formula is:

$$\text{Uptime calculation} = 100 \times \frac{(\text{Total time for measured period} - \text{Announced maintenance time}) - \text{Downtime}}{\text{Total time for measured period} - \text{Announced maintenance time}}$$

Compensation Metrics

Cleura determines availability on Infrastructure services, where continuous monthly uptime is monitored, on a granular level. All % availability are based on a monthly 30 day period.

	BASIC	
Monthly Uptime	99.95% - 99.0%	<99.0%
Compensation	10%	30%