Contents

1   Definitions

1.1   Service

The load balancing service on BIT's shared load balancers.

1.2   Latency

Delay in data transfer between source and destination.

1.3   Packet Loss

A situation where part of the transmitted packets fail to reach their destination.

1.4   ICMP

ICMP stands for Internet Control Message Protocol. ICMP traffic is handled by the load balancers themselves and is not forwarded to the backend servers.

1.5   Incident

The unavailability of the service due to causes other than maintenance within a maintenance window, maintenance agreed with the customer, or incorrect usage by the customer themselves.

2 SLA

For the load balancing service, this document serves as an addendum to the Framework SLA.

3 Service Description

3.1 General

BIT manages load balancers and provides load balancing services. Through load balancing, the load of various internet protocols (e.g., HTTP or SMTP) can be distributed across multiple servers. A virtual IP address is configured on the load balancers, making the protocol to be load-balanced available.

3.2 Availability

3.2.1 Redundancy

BIT's load balancers are implemented redundantly in either an active-active or active-passive setup. They are monitored 24/7 by BIT engineers for availability and capacity. Therefore, the failure of a single load balancer does not result in service unavailability.

3.3 Bandwidth

The available bandwidth to the load balancers within BIT's network is significantly over-provisioned.

3.4 Data Delivery

3.4.1 IPv4 & IPv6

BIT provides a service with both IPv4 and IPv6 connectivity. This SLA applies to both protocols.

3.4.2 Packet Loss

The service is delivered without end-to-end packet loss within BIT's network. Any packet loss outside BIT's network (e.g., on the user's servers) falls outside the scope of this SLA.

4 Incidents

Incidents are classified by BIT into three categories:

Priority	Description
1	The service is fully unavailable: • The virtual IP is not reachable over ICMP or ICMPv6.
2	The service is available but degraded: • The available bandwidth to the load balancers within BIT's network is less than 100 megabits per second. • There is more than 10% packetloss within the BIT network to the virtual IP.
3	The service is available but degraded: • Reduced redundancy of load balancers.

5   Non-Performance Penalties

In the event of non-observance with the defined availability, the client is entitled to compensation according to the following table:

Priority	Time the service was unavailable	Non-performance penalty
1	43 minutes and 10 seconds or more (99,9% monthly availability)	25% of the monthly sum
1 & 2	8 hours or more	50% of the monthly sum
1 & 2	24 hours or more	100% of the monthly sum

The non-performance penalty is limited to 100% of the monthly sum of the service in question. The nonperformance penalty is limited to one penalty for a single incident case, even if the incident spreads over two calendar months or more. The penalty will only be rewarded upon customers request.