

## **SERVICE LEVEL AGREEMENT**

**SERVICE LEVEL AGREEMENT ADDENDUM STORAGE BIT B.V. - VERSION 2021-10-13**

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## **I Definitions**

### **I.1 Service**

Storage on BIT's storage platform.

### **I.2 I/O Operations**

Reading and/or writing operations on and for the data stored on the service.

### **I.3 Storage Volume**

Hard disk space made available for the virtual machine(s) or resource pool(s).

### **I.4 Incident**

Unavailability of the service due to causes other than maintenance in a maintenance window, maintenance in consultation with the customer, or incorrect use by the customer themselves.

## **2 SLA**

This document is the addendum on the Framework SLA for the service 'Storage'.

## **3 Service Description**

### **3.1 General**

BIT manages a storage platform and provides customers with storage capacity on this platform. This SLA applies to service availability and to the total storage volume offered.

### **3.2 Storage Availability**

#### **3.2.1 Redundancy**

The storage systems are fully redundant across three geographically separate data centres. Data is synchronously written to all storage systems. Failure of the systems in one of the data centres is mitigated by the systems in the other data centres.

#### **3.2.2 Capacity**

BIT reserves and guarantees the availability of the storage volume purchased by the customer.

#### **3.2.3 Bandwidth**

The available amount of bandwidth to the storage systems within BIT's network is generously over-allocated.

#### **3.2.4 Throughput I/O Operations**

A minimum throughput of I/O operations is guaranteed.

#### **3.2.5 Number of I/O Operations**

A minimum number of I/O operations on the storage volume is guaranteed.

## 4 Incidents

BIT classifies incidents in three categories:

Priority	Description
1	The service is fully unavailable. <ul style="list-style-type: none"><li>• The storage volume is not available.</li></ul>
2	The service is available, but degraded. <ul style="list-style-type: none"><li>• The available bandwidth to storage systems within BIT's network is less than 100 Mbit/s.</li><li>• The available throughput of the reading operations is less than 250 Mbit/s.</li><li>• The available throughput of the writing operations is less than 100 Mbit/s.</li><li>• The available number of reading operations is less than 2500 per second.</li><li>• The available number of writing operations is less than 500 per second.</li></ul>
3	Incidents with little or no impact on the customer. <ul style="list-style-type: none"><li>• Reduced redundancy regarding storage.</li></ul>

## 5 Non-Performance Penalties

In the event of non-compliance with the defined availability, the customer is entitled to compensation according to the table below:

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 fee
1 & 2	8 hours or more	50% of the monthly fee
1 & 2	24 hours or more	100% of the monthly fee

The non-performance penalty is limited to 100% of the monthly fee of the relevant service. Only one non-performance penalty is paid per incident, even if this incident spread over two or more calendar months. This penalty is only paid upon request by the customer.