

Cloud Service Levels

The provisions of this document apply to Cloud services marketed by Ar.

1.1 Concepts

Linear Hours (LH)	Consecutive hours
Working hours	Daily working hours between 9:00 a.m. and 6:00 p.m. from Monday to Friday, except public holidays
Working Hours (WH)	Hours that occur within working hours. For example, a time interval of 6 HU may correspond to more or fewer linear hours depending on the start time of the interval. Thus, if the interval starts at 09:30 on Tuesday, it will end at 15:30 and will last 6 linear hours; but if it starts at 17:00 on Tuesday, it will only end at 14:00 on Wednesday and will last 21 linear hours.
Availability	Annual percentage of operational hours of the service compared to the number of potential hours of correct operation, after deducting the number of hours of unavailability resulting from pre-programmed interruptions for the purpose of maintaining the Ar infrastructure. Maintenance work on the infrastructure may interfere with the operation of the services and will be carried out at the following times: Saturdays and Sundays from 00:00 to 08:00, in intervals of no more than 1 hour, and on other days from 04:00 to 08:00, in intervals of no more than 30 minutes.
Response time	The response time is calculated from the moment the incident/request is logged until the start of the technical intervention, which will be carried out continuously.
Resolution time	Resolution time for 90% of incidents/support requests. The calculation of the time begins after the report is registered and ends after the incident or request is resolved. In circumstances where confirmation from the customer that the incident is resolved is required, the customer's response time is not taken into account.
Maximum resolution time	Maximum time for resolving an incident/support request. The time is calculated from the moment the incident is logged until the moment it is resolved. In circumstances where customer confirmation that the incident is resolved is required, the customer's response time is not taken into account.
Priority	The degree of precedence with which an incident/request must be resolved in relation to other competing incidents/requests. Priority is given by combining the variables of impact and urgency, and is used to establish the appropriate order of resolution of incidents and requests, taking into account the effort required and the resources available. The customer determines the initial priority when creating the incident or request in accordance with the tables below. After the initial assessment of the problem/request, the priority may be changed by Ar provided that the customer approves.
Serious incident	P1 priority incident whose estimated resolution time, even if provisional, exceeds the SLA value by 4 working hours and/or whose resolution requires significant external assistance. The customer will be informed when an incident is promoted to Serious Incident.
KPI	Measure of service delivery. This indicator is calculated as the percentage of incidents in a monthly average whose response/resolution time is equal to or less than that contracted.
SLA	Agreed service level (Service Level Agreement) that includes the measured indicators (response time and resolution time) and a minimum value for its KPIs.

1.2 Prioritisation

Priority	Classification	Condition
P1	Incident	Total service unavailability with impact on customer activity
P2		Partial service unavailability with impact on customer activity
P3		No impact on customer activity
P1	Request	Tasks whose immediate non-execution has a high impact on the customer's business
P2		Tasks whose immediate non-execution has a low impact on the customer's business
P3		Tasks whose immediate non-execution has no impact on the customer's business
P4		Tasks that must be planned with the customer to be performed with a minimum of 16 working hours' notice

1.3 Service level 1 (NS1)

Service	Classification	Availability	Resolution time			Maximum resolution time		
			P1	P2	P3	P1	P2	P3
Colocation	Incident	24x7 every day	1HL	24 hours	24 hours	1HL	36 hours	36HU
Virtual Data Centre		9x5 business days	5HU	8HU	16HU	8U	16 business days	24HU
Data Protection		9x5 working days	5HU	8 business days	16 business hours	8HU	16HU	24HU
Dedicated Cloud		24x7 business days	4HL	8HU	business hours	8HL	12HU	16HU
Colocation	Order	24x7 every day	4HL	12HU	16HU	6HL	16HU	24HU
Virtual Data Centre		9x5 business days	8HU	12 business hours	24 hours	16U	24 hours	40HU
Data Protection		9x5 working days	8 hours	12 business hours	24 hours	16 hours	24 hours	40HU
Dedicated Cloud		9x5 business days	8 business hours	12 business hours	24 hours	16HU	24 hours	40HU

1.4 Service Level 2 (NS2)

Service	Classification	Availability	Resolution time			Maximum resolution time		
			P1	P2	P3	P1	P2	P3
Virtual Data Centre	Incident	24/7 every day	1HL	24 hours	16 hours	1HL	36 hours	24HU
		24x7 every day	2HL	6HL	8HU	4HL	10HL	12HU
		24/7 every day	2HL	6HL	8HU	4HL	10HL	12HU
Dedicated Cloud		24x7 every day	4HL	8HL	16HL	4HL	8HL	16HL
Colocation		24x7 every day	4HL	12HU	16HU	6HL	16CU	24HU
Virtual Data Centre	Order	24x7 every day	4HL	8HL	16U	6HL	12HL	24HU
Data Protection		24/7 every day	4HL	8HL	16 hours	6HL	12HL	24HU
Dedicated Cloud		24x7 every day	4HU	8HU	12HU	16HL	24HL	40HL

1.5 D availability

Service	Indicator	Availability	Notes
Colocation	Power supply	≥ 99.99%	Assumes correct use of redundant power circuits in customer equipment. It is your responsibility to ensure that your equipment is connected to both power circuits provided.
	Air conditioning		
Virtual Data Centre	Virtual servers and network interfaces	≥ 99.99%	
	Backup system	≥ 99.97%	
	Management portals	≥ 99.95%	
Data protection	Backup system	≥ 99.97%	
	Management portals	≥ 99.95%	
Dedicated Cloud	Physical server	≥ 99.95%	