

**SLA**

**Cumulative Downtime per PoP, per Month**

	Tier 1	Tier 2	Tier 3	Tier 4	Tier 5*
<b>Hardware replacement</b>	5%/hour	5%/hour	5%/hour	5%/hour	N/A
When does the SLA starts?	2 hours	8 hours	12 hours	24 hours	N/A
<b>Network failure</b>	5%/hour	5%/hour	5%/hour	5%/hour	N/A
When does the SLA starts?	1 hour	2 hours	4 hour	8 hours	N/A
<b>Extended scheduled maintenance</b>	5%/hour	5%/hour	5%/hour	5%/hour	N/A
When does the SLA starts?	1 hour	1 hour	2 hours	4 hours	N/A
<b>Act of God/Regional Instability</b>	0%	0%	0%	0%	0%
ie: Revolution in Egypt ie: Tsunami in Japan					

Tier 1 PoPs	Tier 2 PoPs	Tier 3 PoPs	Tier 4 PoPs	Tier 5 PoPs
Amsterdam	Austin	Ankara	Athens	Berlin
Atlanta	Baltimore	Antalya	Bruges	Buffalo
Brussels	Boston	Auckland	Changsha	Cairo
Bucharest	Bogota	Bangkok	Chongqing	Calgary
Budapest	Buenos Aires	Beijing	Columbus	Casablanca
Chicago	Bursa	Bratislava	Kiev	Detroit
Dallas	Dusseldorf	Brisbane	Macau	Edison
Denver	Helsinki	Cape Town	McLean	Halifax
Edinburgh	Hong Kong	Charlotte	St. Louis	Jakarta
Frankfurt	Istanbul	Chisinau	Tampa	Kansas City
Houston	Johannesburg	Copenhagen	Warsaw	Kingston
London	Kuala Lumpur	Dubai		Manila
Los Angeles	Las Vegas	Dublin		Nairobi
Luxembourg	Lisbon	Edmonton		Nassau
Madrid	Melbourne	Hanoi		Panama City
Manchester	Mexico City	Izmir		Philadelphia
Miami	Milan	Jerusalem		Portland
Montreal	Moscow	Ljubljana		Santiago
Munich	Redding	New Delhi		Tunis
New York	Riga	Perth		Wuxi
Nottingham	Rio de Janeiro	Phnom Penh		Zhejiang
Orlando	San Francisco	Reykjavik		
Oslo	Sapporo	Riyadh		
Paris	Seoul	Sacramento		
Phoenix	Singapore	Salt Lake City		
Prague	Sofia	San Diego		
Rome		Sao Paulo		
San Jose - CR		Shanghai		
San Jose - USA		Springfield		
Seattle		St Petersburg		
Seville		Stockholm		
Toronto		Sydney		
Vancouver		Taipei		
Washington		Tirana		
		Tripoli		
		Vilnius		
		Zagreb		

**Information**

The "%" for each Tier is the refund on the base montly fee per hour for a single server, up to 50% of your monthly bill.

**Time meaning:**

After BSN/OneProvider has *confirmed* a hardware failure. BSN/OneProvider has this \*time\* to proceed with the replacement. A reboot attempt has to be requested, and performed before concluding it's a hardware issue.

**Time meaning:**

It starts after the \*time\* of a *confirmed* network wide failure

**Time meaning:**

The \*time\* counts past the initial estimated and announced downtime, or for unscheduled and unannounced maintenance

ie: if BSN/OneProvider planned a 2 hours maintenance in Tier1, BSN/OneProvider is allowed to take an additional hour without having to issue compensation

**Tier 5\***

No SLA applies in these locations. This is often due to a location not being offered any more, or being one of our emerging markets. They may also be PoPs in which network, hardware and resolution standards are not up to par with the rest of the world.

**NB:**

Please note that this SLA does not reflect, or affect the ticket and phone support hours or E.T.A.'s, and is subject to change at BSN/OneProvider's sole discretion.

Last Update: Jul 1st 2016

**Update details:**

All PoPs have been re-evaluated from scratch as of July 1st 2016.