

## SLA

### Cumulative Downtime per City/Location per Month

					
	Platinum Tier 1	Gold Tier 2	Silver Tier 3	Bronze Tier 4	Best Effort* 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 hours	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> ie: Revolution in Egypt ie: Tsunami in Japan	0 %	0 %	0 %	0 %	0 %

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

## Information

The "%" for each Tier is the refund on the base monthly 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

### \*Best Effort/Tier 5

No SLA applies in these locations. This is often due to a location being one of our emerging markets, or locations 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: Nov 16th 2017