

Global Traffic Management SLA

AKAMAI GLOBAL TRAFFIC MANAGEMENT (GTM)

SERVICE LEVEL AGREEMENT

- **Definitions**

1. Customer - An organization with a current Akamai Account.
2. Methodology - A valid testing methodology must meet the following requirements:
 - i. A minimum of five (5) testing agents using a recursive resolver in diverse geographic and network locations. The resolver must utilize standard delegation retry configuration that follows delegation chains and attempts authoritative queries against multiple delegations.
 - ii. Each testing agent must have a polling frequency of five (5) minutes or less.
 - iii. Test results must demonstrate whether each testing agent can resolve the root DNS servers for the domain (e.g., .com, .net, .gov) in addition to whether the testing agent could resolve GTM domain and property.
 - iv. Any changes to the domain which affect the property must propagate for at least 15 minutes before the property is tested.
3. Successful Resolution - A NOERROR response for a configured record in a customer domain or an NXDOMAIN response for a nonexistent record in a customer domain.
4. Outage - Failed attempts to resolve a DNS query to a GTM domain and property with a registered Customer IP address or CNAME for at least five (5) minutes, while resolutions for the root DNS servers for the domain succeed.
5. Uptime - The percentage of time the service provides an expected response, as measured with a valid testing Methodology.

- **Service Level Commitment**

Akamai agrees to provide a level of service demonstrating 100% Uptime, as measured with a valid testing Methodology.

- **Credits**

For failure to meet applicable Service Level Commitment, Akamai shall provide a Credit equal to fees for the day in which the Outage occurs, not to exceed 30 days of fees.

- **Procedures**

To be eligible for Credits, Customer must submit a ticket with Akamai customer support at the time observing the problem and send a request, within five (5) calendar days after the perceived service Outage, to Akamai for service Credits with recent, relevant details (i.e., data from tests using a valid Methodology) sufficient for Akamai to validate the request. Upon validation, Akamai shall apply the appropriate Credit to the Customer's account. Credits shall be applied to invoices for payment periods subsequent to the current or previous period in which the SLA failure giving rise to the

Credit(s) occurred only. In no event shall Akamai provide refunds or cash payments of Credits. A Customer must be current in its payments in order for service Credits to be applied to its account.

- **Monitoring Report**

The Akamai Control Center provides a service availability report to help follow Uptime and provide a useful indication that additional testing for availability might be appropriate.