

SLA SIA Enterprise Essentials

I. Service Levels and Credits

Akamai agrees to provide a level of service demonstrating:

- (a) 100% Uptime: Every client request through the Akamai SIA Enterprise service will be directed to a live Customer server 100% of the time.
- (b) Credits: If the Akamai SIA Enterprise service fails to meet the above service level, the Customer will receive (as its sole remedy) a credit equal to fees for the day in which the failure occurs

II. SLA Monitoring Methodology

The following methodology will be employed to measure SIA Enterprise service availability:

Agents and Polling Frequency

- (a) Customer may perform a service availability test by performing DNS lookups or HTTP requests from at least five (5) geographically and network-diverse locations in major metropolitan areas. Availability testing occurs at a customer-specified frequency of not to exceed one request every five (5) minutes per testing agent.
- (b) DNS Tests should be performed against a valid internet hostname and DNS record type that is specified as part of the customer's configuration. This hostname will be pre-cached by the SIA Enterprise service to eliminate failures due to authoritative DNS server failures.
- (c) HTTP Tests should be performed against a valid internet hostname and URL that is specified as part of the customer's configuration. This hostname will be set to block by the SIA Enterprise service to eliminate failures due to origin server failures.
- (d) One service availability hostname will be set up per customer.

III. Outages

An "Outage" is defined as a failed attempt by the SIA Enterprise service to resolve the name of the customer's configured service availability hostname across all testing agents for a period of at least 10 minutes. If an Outage is identified by this method, the customer will receive (as its sole remedy) a credit equivalent to the fees for the day in which the outage occurred.

For any Customer using DNS Proxy with the SIA Enterprise service, if the Customer implements a service configuration other than as suggested by Akamai, and if such configuration results in downtime of the SIA Enterprise service, such downtime will not be considered an Outage and the Customer shall not be entitled to receive any credit from Akamai for such downtime.

For users within China who connect to any SIA Enterprise service, the above SLAs are suspended.