

SLA IP Application Accelerator 1.5

AKAMAI IP APPLICATION ACCELERATION SERVICES SERVICE LEVEL AGREEMENT

Service Levels and Credits

Akamai agrees to provide a level of service demonstrating:

100% Uptime: The Akamai IP Application Acceleration Service will have no Outages (as defined below).

SLA Monitoring Methodology

The following methodology will be employed to measure IP Application Acceleration Service availability:

Agents and Polling Frequency

- (a) From six (6) geographically and network-diverse locations in major metropolitan areas, Akamai will simultaneously poll the domain identified on Akamai's network by the customer's URL.
- (b) The polling mechanism will perform a PING operation, sending a packet of data and waiting for a reply. Success of the PING operation is defined as a reply being received.
- (e.g.) PING appl.customer.com
- (c) Polling will occur at approximately 12-minute intervals.
- (d) Based on the PING operation described in II (b) above, the response will be assessed for the purpose of measuring Outages.
- (e) Customer origin must not be filtering or rate-limiting ICMP requests or responses.

Outages

An "Outage" is defined as a 12-minute period of consecutive failed attempts by all six agents to PING the ARL domain on the Akamai IP Application Acceleration network.

Remedies

If the Akamai IP Application Acceleration Service fails to meet service level set forth in Section I, the Customer will receive (as its sole remedy) a credit equal to Customer's or such domain's committed monthly service fee for the day in which the failure occurs, not to exceed 30 days of fees.

Miscellaneous

This SLA maybe superseded by other subsequent Akamai Service Level Agreements without prior written notice to Customer.