

# SLA Edge DNS

## AKAMAI EDGE DNS and Shield NS53

### SERVICE LEVEL AGREEMENT

#### 1. Definitions

1. Customer - An organization with a current Akamai Account.

2. Methodology - A valid testing methodology must meet the following requirements:

1. 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.
  2. Each testing agent must have a polling frequency of five (5) minutes or less.
  3. Test results must be able to demonstrate whether each testing agent could resolve the root DNS servers for the DNS zone (e.g., .com, .net, .gov) in addition to whether the testing agent could resolve a Fast DNS zone.
  4. Any changes to zone record or policy data must propagate for at least 15 minutes before testing of that record begins.
3. Zone Delegation and Policy Configuration - For a valid Service Level Commitment, a customer must list with its registrar all Akamai nameserver delegations for the contract and configure those nameserver delegations in their zone's data.
4. 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.
5. Outage - Failed attempts to resolve a DNS record registered with zone data from multiple networks for at least five (5) minutes while resolutions for the root DNS servers for the zone succeed.
6. Uptime - The percentage of time the service provides an expected DNS response, as measured with a valid testing Methodology.

#### 2. Service Level Commitment

Akamai agrees to provide a zero second mitigation level of service demonstrating 100% Uptime for in-line traffic, as measured with a valid testing Methodology and Configuration.

#### 3. 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.

#### 4. 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.

#### 5. Monitoring Report

The Akamai Control Center provides a service availability report to help follow Uptime .