Service Levels for Cloud Services

The provisions of this document shall apply to the Cloud services marketed by Ar Telecom.

1.1 Concepts

Linear Hours (HL)	Consecutive hours
Business hours	Daily working hours between 9:00 and 18:00 from Monday to Friday, except public holidays
Working Hours (HU)	Hours that occur within the Working Hours. For example, a time interval of 6 HU may have linear hours depending on the start time of the interval. So, if the break starts at 09:30 on Tuesday it will end at 15:30 and will last 6 linear hours; but if it starts at 17:00 on Tuesday it will only end at 14:00 on Wednesday and will last 21 linear hours
Availability	Annual percentage of operational hours of the service compared to the potential number of hours of correct operation, after discounting the number of unavailable hours resulting from pre-programmed interruptions for maintenance purposes of Ar Telecom's infrastructure. The maintenance interventions on the infrastructure may interfere with the operation of the services and will be carried out at the following times: Saturdays and Sundays from 00h00 to 08h00, in time intervals not exceeding 1 hour and on other days from 04h00 to 08h00, in time intervals not exceeding 30 minutes
Response time	The calculation of the response time begins after the incident/request is registered and ends with the start of the technical intervention, which will occur in a continuous effort.
Resolution time	Resolution time for 90% of the incidents/support requests. The calculation of the time starts after registration of the report and ends after the resolution of the incident or request. In circumstances where confirmation from the client is required that the incident has been resolved, the client's response time is not considered.
Maximum resolution time	Maximum time for the resolution of an incident/support request. The calculation of the time starts after registration of the report and ends after the resolution of the incident or request. In circumstances where confirmation from the client is required that the incident has been resolved, the client's response time is not considered.
Priority	Degree of precedence with which an incident/request should be resolved in relation to other competing incidents/requests. The priority is given by the combination of the variables impact and urgency and is used to establish the appropriate order of resolution of the incidents and requests, considering the required effort and existing resources. The customer determines the initial priority when creating the incident or request according to the stipulations in the tables below. After the initial assessment of the problem/request, the priority may be changed by Ar Telecom provided the customer approves it.
Serious Incident	Incident of priority P1 whose estimated resolution time, even if provisional, exceeds the SLA value by 4 working hours and/or whose resolution requires appreciable external help. The customer will be informed when an incident is promoted to a Serious Incident
KPI	Measure of service provision. This indicator is calculated as the percentage of incidents in a monthly average, whose response/resolution time is equal to or less than that contracted.
SLA	Agreed service level (Service Level Agreement) and which contemplates the measured indicators (response time and resolution time) and a minimum value for its KPIs.

1.2   Prioritisation

Priority	Typification	Condition
P1	Incident	Total unavailability of service with impact on customer activity
P2		Partial unavailability of service with impact on customer activity
P3		No impact on customer activity
P1	Request	Tasks whose non-immediate execution has a high impact on the client's business
P2		Tasks whose non-immediate execution has a low impact on the client's business
P3		Tasks whose non-immediate execution has no impact on the client's business
P4		Tasks that must be planned with the client to be carried out with a minimum of 16 working hours' notice

1.3   Service level 1 (NS1)

Service	Typification	Availability	Resolution time			Maximum resolution time		
			P1	P2	P3	P1	P2	P3
Housing	Incident	24x7 every day	1HL	24HU	24HU	1HL	36HU	36HU
Virtual Data Center		9x5 working days	5HU	8HU	16HU	8HU	16HU	24HU
Data Protection		9x5 working days	5HU	8HU	16HU	8HU	16HU	24HU
Dedicated cloud		24x7 working days	4HL	8HU	16HU	8HL	12HU	16HU
Housing	Request	24x7 every day	4HL	12HU	16HU	6HL	16HU	24HU
Virtual Data Center		9x5 working days	8HU	12HU	24HU	16HU	24HU	40HU
Data Protection		9x5 working days	8HU	12HU	24HU	16HU	24HU	40HU
Dedicated cloud		9x5 working days	8HU	12HU	24HU	16HU	24HU	40HU

1.4   Service level 2 (NS2)

Service	Typification	Availability	Resolution time			Maximum resolution time		
			P1	P2	P3	P1	P2	P3
Housing	Incident	24x7 every day	1HL	24HU	16HU	1HL	36HU	24HU
Virtual Data Center		24x7 every day	2HL	6HL	8HU	4HL	10HL	12HU
Data Protection		24x7 every day	2HL	6HL	8HU	4HL	10HL	12HU
Dedicated cloud		24x7 every day	4HL	8HL	16HL	4HL	8HL	16HL
Housing	Request	24x7 every day	4HL	12HU	16HU	6HL	16HU	24HU
Virtual Data Center		24x7 every day	4HL	8HL	16HU	6HL	12HL	24HU
Data Protection		24x7 every day	4HL	8HL	16HU	6HL	12HL	24HU
Dedicated cloud		24x7 every day	4HU	8HU	12HU	16HL	24HL	40HL

1.5   Availability

Service	Indicator	Availability	Notes
Housing	Power supply	>= 99,99%	It assumes the correct use of the redundant power circuits in the customer's equipment. It is your responsibility to ensure that your equipment is connected to both power circuits provided.
	Climate		
Virtual Data Center	Virtual servers and network interfaces	>= 99,99%	
	Backup system	>= 99,97%	
	Management portals	>= 99,95%	
Data Protection	Backup system	>= 99,97%	
	Management portals	>= 99,95%	
Dedicated cloud	Physical server	>= 99,95%	