

Introduction

This Cloud Service Level Agreement (SLA) for offering virtual data center services is an element of your Cloud Terms of Service. The most current version of the SLA will apply on your renewal term when you renew your subscription. You will be notified 90 days' in advance of any changes to the content of this SLA.

Definitions

The following definitions shall apply to interpret this Cloud Service Level Agreement:

- **“Monthly Uptime Percentage”**: calculated by subtracting the number of Downtime minutes suffered during a month from the total number of minutes in that month and then dividing the result by the total number of minutes in that month.
- **“Downtime”**: loss of external connectivity and/or consistent disk access for all running Instances that are hosted across two or more zones in addition to the inability to launch replacement Instances in any zone (*does not include Scheduled Downtime*)
- **“Downtime Period”**: a period of five consecutive minutes of Downtime. Intermittent Downtime for a period of less than five minutes will not be counted towards any Downtime Periods.
- **“Instance”**: refers to a virtual machine that is deployed or can be deployed within STC cloud
- **“Scheduled Downtime”**: Downtime resulting from STC cloud performing maintenance on the Services during a Maintenance Window.
- **“Service Credit”**: the percentage of the Applicable Monthly Service Fees credited to you following STC cloud’s claim approval.

Service Commitments and credit

STC cloud will strive to maintain virtual machines uptime to 99.95% or more of the total time in every month of billing cycle (uptime target). In case STC cloud fails to meet the service uptime target, or fails to achieve and keep the Service Levels for each Service as presented in this SLA, the customer will be eligible to receive a Service Credit based on the table below, provided that the customer meets his obligations under this SLA.

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.95% but equal to or greater than 99.0%	10%
Less than 99.0%	30%

Service Credits Request

- Through your account manager
- Open a ticket with our support : cloudsupport@stcs.com.sa

Limitations and exclusions

This SLA and any applicable Service Levels will not be applied to any performance or availability issues:

- That result from a termination due to misuses or other behaviors that violate the Agreement
- That are caused by factors outside our reasonable control, which includes force majeure events, internet access disruptions or similar problems beyond the oversight limits of STC cloud
- That occur through any actions or inactions of you or any third party, including failure to acknowledge a recovery volume
- That result from your unauthorized action or lack of action when required, or from your employees, agents, contractors, or vendors, or anyone gaining access to our network by means of your passwords or equipment, or otherwise resulting from your failure to follow proper security practices
- That manifest from your software or any other technology outside our direct control
- That are caused by your use of a Service against our advice
- That result from failures of individual instances or volumes not attributable to Region Unavailability
- That feature designated Alpha or Beta
- That resulted from quotas applied by the system and/or listed in the Admin Console