

## SERVICE LEVELS FOR EDGE PLATFORM SERVICES

**Updated:** January 22, 2019

### 1 Service Levels

Edge Gravity reserves the right to modify these Service Levels at any time and any such modification is effective when posted on <https://edgegravity.ericsson.com/legal/>.

Edge Gravity will use commercially reasonable efforts to make the Edge Platform Services available with a Monthly Uptime Percentage of at least 99.95%, in each case during any monthly billing cycle.

- "Monthly Uptime Percentage" is calculated by subtracting from 100% the percentage of minutes during the month in which the Edge Platform Service was in the state of "Unavailable."
- "Unavailable" is the total accrued minutes in a month Customer identifies that the provided Edge Platform Service is unavailable due to a service disruption where instances are unavailable and lose Internet connectivity. It is measured from the time of a validated outage affecting the identified service until the time such service is available, as validated by Edge Gravity support or system records.

### 2 Service Level Failure Reporting

Any Service Level violation must be reported by Customer within 3 business days on the incident specifying the nature of the violation and time period in which the alleged infraction occurred. Customer shall identify the affected service type, IP address, dates and times of the outage period, any error messages received, contact information, and a full description of the service loss, including logs, if applicable. Customer shall notify Edge Gravity by written notice, including through [support@edgegravity.ericsson.com](mailto:support@edgegravity.ericsson.com).