

# Financial Backed SLA

INDIA

## Tata Communications Vayu Cloud Service Availability Target (“Service Availability Target” or “SLT”)

The Service Availability Target is **99.9%** when the Solution is configured with no single point of failure within the virtualised processing, physical memory and storage resource pool available to the OS, and with the only single point of failure being the OS. Where Customer purchases only unmanaged Services and manages its own applications, Supplier is only responsible for availability of the platform and the Service Availability Target of such platform is **99.5%**.

The Service is considered unavailable if Customer reports a fault to the Supplier’s Global Service Desk or identified by Supplier and is determined by Supplier to be Severity Level 1: Major Fault. Supplier calculates, on a monthly basis, the time of unavailability experienced by the Service. A month shall be deemed to begin at 12:00AM Greenwich Mean Time (“**GMT**”) on the first day of a calendar month and end 12:00AM GMT on the first day of the next calendar month (“**Month**”). For the purposes of this Service Schedule, the Parties agree that 99.9% or 99.5% Service Availability Target shall mean that the Services are unavailable for less than 44 mins. Such Service unavailability for more than 44 mins (beyond 99.9% or 99.5% as applicable) shall be used to determine any Service Credits to which the Customer shall be entitled (“**Qualifying Incident**”). The Service Credit is a percentage of the MRC for the Service(s) as set forth in the following table and applies only to, and is calculated individually for, the Service(s) and sites for which such credit was derived:

### Duration of service unavailability where the severity level 1 incident is attributable to failure of components in a redundant/HA configuration

### Service unavailability credit

|   |            |
|---|------------|
| From 0 to 44 Minutes                          | No Credit  |
| Over 44 Minutes but less than 9 Hours         | 5% of MRC  |
| Over 9 Hours but less than 12 Hours           | 10% of MRC |
| Over 12 Hours but less than 15 Hours          | 15% of MRC |
| Over 15 Hours but less than 24 Hours          | 20% of MRC |
| For each subsequent 24 Hour period thereafter | 3% of MRC  |