

AIWave Cognitive platform Service Level Agreement

Included services, definitions and exceptions

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Document History

Author	Date - Version	Description
A. Alfonsi	0.1	First draft
V.Sciacca	0.1	First draft
R. Romagnoli	1.0	Reviewer

Acronyms

Acronym	Description
SLA	Service Level Agreement
SLO	Service Level Objective


References

Ref. Number	Description
Ref[1]	SLA_AIW_SUPPORT_1.1

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1 Overview

Throughout the duration of the agreement in which Almage has committed to supplying the AIWave Cognitive platform to the Customer (as applicable, referred to as the "Agreement"), the "included services" will provide the Customer with a tentative commitment of Monthly Uptime Percentage according to the following criteria, which is termed the "Service Level Objective" or "SLO":

Included Services	Monthly Uptime Percentage
Comprehension	>= 99.5%
Conversations Studio	>= 99.5%
Conversations exchange	>= 99.5%
Conversations Analytics	>= 99.5%
Discovery	>= 99.5%

To learn more about AIWave product support see the document "Product Support Management" (SLA_AIW_COGNITIVE_PLATFORM_1.0).

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2 Main Definitions

The SLA includes the following definitions:

- "Back-off Requirements": This refers to the obligation for the Customer to wait for a specific duration after an error occurs before making another request. This entails an initial minimum back-off interval of 10 second following the first error, and for each subsequent error, the back-off interval increases exponentially, reaching up to 60 seconds.
- "Downtime": Downtime is defined as an Error Rate exceeding 10%. The measurement of Downtime is based on the server-side Error Rate.
- "Downtime Period": This refers to a continuous span of one or more minutes with Downtime. Instances of partial minutes or brief, intermittent Downtime lasting less than one minute will not be counted towards any Downtime Periods.
- "Error Rate": It represents the ratio of Valid Requests resulting in a response with HTTP Status 500 and Code "Internal Error" to the total number of Valid Requests within a specified period. Repeated identical requests are excluded from the Error Rate calculation unless they adhere to the Back-off Requirements.
- "Monthly Uptime Percentage": This is calculated as the total number of minutes in a month, minus the sum of minutes spent in Downtime across all Downtime Periods in that month, divided by the total number of minutes in that month.
- "Valid Requests" are defined as requests that adhere to the Documentation and are expected to yield a non-error response under normal circumstances.

3 SLA exclusion

The SLA has exceptions that do not apply to:

- Features labeled as Alpha or Beta (unless otherwise specified in the accompanying Documentation).
- Features explicitly excluded from the SLA (as outlined in the associated Documentation).
- Errors that fall into any of the following categories:
 - Those triggered by factors beyond the reasonable control of Almaxwave.
 - Errors resulting from the use of Customer's software, hardware, or third-party software or hardware, or a combination of these.
 - Errors resulting by abusive or non-compliant behaviors violating the Agreement.
 - Errors resulting by Customer utilization of the Included services inconsistent with the Documentation, including but not limited to invalid request fields, unauthorized users, or inaccessible data.





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