

Service Level Agreement

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1 General

Lagrange offers a Service Level Agreement (SLA) on our services that ensures a level of uptime/availability.

The SLA covers service outages, where the service is not available or severely degraded. SLA is given as a percentage of a period where the resource must be available. Lagrange considers this period to be 1 month (Assumed to be an average of 730 hours). So an SLA of 99.9% means the resource must be available for 729 hours, 16 minutes, and 12 seconds, and can have a downtime of 43 minutes and 48 seconds.

The SLA does not cover resources that are deleted.

2 Maintenance

The SLA does not cover planned maintenance. You will be notified of planned maintenance windows via the email address on your account with at least 48 hours' notice prior to the beginning of maintenance. There is no limit on how long maintenance can be.

3 Force Majeure

The SLA does not cover outages that arise out of any cause beyond our reasonable control. This includes but is not limited to, acts of God, acts of civil or military authority, fires, wars, riots, earthquakes, storms, typhoons, and floods.

In addition, the SLA does not cover outages that are solely caused by 3rd parties and are beyond the reasonable control or foresight of Lagrange.

4 Compensation

If the SLA is breached, we will, at our discretion, issue a credit note equivalent to the regular cost of your services prorated to the duration of the outage. If the outage is longer

than 12 hours, the credit note will be doubled. In the event of a catastrophic or unrecoverable outage (e.g. complete data loss), the credit note will be equivalent to 1 month of the cost of the affected services will be issued.

5 Instance SLA

The SLA for the uptime of compute instances is 99.99%. Uptime is considered to be the time an instance is running. The SLA does apply to stopped instances.

6 Network SLA

The SLA for network connectivity uptime is 99.9%. Uptime is considered to be the time where your resources can communicate with other resources and the wider internet.

7 Block storage SLA

The SLA for block storage uptime is 99.99%. Uptime is considered to be the time where I/O operations can be performed while the volume is attached to instances, or when the volume can be attached to an instance if it is not attached to an instance.