

TEMPLOID

TEMPLOID — SLA Service Level Agreement

"8?>2>9 @53;0<5=B B5E=8G5A:>9 ?>445@6:8 8 >1A;C6

1. " " ' !" & "
- ; >:8@CNI89 (Blocker): 54>ABC?=>ABL ;;NG52KE DC=:F89 A8AB5<K.
@5<O @50:F88: 4> 15 <8=CB. @5<O @5H5=8O: 4> 2 G0A>2.
 - @8B8G5A:89 (Critical): 0@CH5=85 @01>BK >B45;L=KE <>4C;59.
@5<O @50:F88: 4> 30 <8=CB. @5<O @5H5=8O: 4> 4 G0A>2.
 - 1KG=K9 (Normal): >?@>AK ?> DC=:F8>=0;C 8 <5;;85 4>@01>B:8.
@5<O @50:F88: 4> 2 G0A>2. @5<O @5H5=8O: ?> A>3;0A>20=8N.

2. " "
- 0@0=B8@>20==K9 C@>25=L 4>ABC?=>AB8 A8AB5<K (Uptime): 99.9%
 - @C3;>ACB>G=K9 <>=8B>@8=3 A5@25@>2 8 :0=0;>2 A2O78

>43>B>2;5=> M:A?5@B0<8 TEMPLOID | info@temploid.ru | +7 (499) 380-67-1