Apigee Edge Cloud Service Level Availability Expansion Pack

Description

Apigee Edge Service Level Availability Expansion Pack entitles 99.99% availability for the Apigee Edge Cloud service.

Key Features

- 99.99% service level availability commitment

Deployment

- Hosted multi-tenant cloud

Limitations

- API calls made to Edge Management APIs do not count against the Service Availability Commitment.

Service Level Availability Commitment (Supersedes Apigee Edge Service Availability Commitment)

Apigee commits to at least a 99.99% Service Level Availability Commitment ("SLA") during each calendar. In the event Apigee does not meet the SLA, the Customer will be eligible to receive a Service Credit as described below.

Definitions

System Users -- Defined as individuals with a unique account ID and authorization credentials that are used to access any of the Org/Env combinations either via the Apigee Edge Cloud UI or APIs. System Users may not share their credentials with any other individuals or systems at any time.

Unsuccessful API Request -- Any Customer-initiated API request (excluding requests to Apigee platform API) that is processed by Apigee Edge Cloud and returns an HTTP status code in the 5xx family due to an Apigee error.

Apigee Error Rate -- The total number of Unsuccessful API Requests divided by the total number of API requests during that five minute period. Apigee calculates the Apigee Error Rate for each Customer account as a percentage for each five minute period in the calendar month.

Service Availability -- Is calculated on a monthly basis by subtracting from 100% the average of the Apigee Error Rates from each five minute period in the calendar month for all API Calls

processed by the Apigee Edge Cloud, and do not include API Calls processed by hybrid deployments of Microgateway instances.

Total API requests -- The total number of successful and Unsuccessful API Requests (excluding requests to Apigee Management API calls) that are processed by the Apigee Edge Cloud.

Service Credits

The SLA by Apigee is 99.99%. If the actual measured SLA for a particular month is less than 99.99%, and if Customer has fulfilled all of its obligations under the Agreement and this SLA, Apigee will provide Customer a Service Credit for the month in which the failure to meet this SLA has occurred. The Service Credit is calculated on the pro-rata monthly Apigee Edge Cloud subscription fees (inclusive of System User, entitlement tiers, and add-on option fees) attributed to the corresponding month in which the failure to meet this SLA has occurred ("Service Credit"). The Service Credit is provided on a validated claim attributable to the failure to meet this SLA and based on the percentage identified in the table below.

Apigee Edge Cloud Availability per Calendar Month	Service Credit
Equal to or greater than 99% but less than **99.99%**	10%
Less than 99%	25%

A Validated Service Credit shall be credited and applied to future invoices or refunded if Customer has paid Apigee in advance. Unless otherwise provided in your agreement with Apigee covering the Apigee Edge Cloud, your sole and exclusive remedy for any unavailability, non-performance, or other failure by us to provide the Apigee Edge Cloud SLA is the receipt of a Service Credit (if eligible) in accordance with the terms of this document.

Customer must notify Apigee via email at servicecredits@apigee.com within five (5) calendar days of the month end that the incident occurred to receive a Service Credit under the SLA.

The above represents current Apigee Edge specifications, and Apigee reserves the right to change features and functionality and the corresponding specifications in this sheet. The latest spec sheet may be found at http://apigee.com/about/documents/apigee-specification-sheet-current, and any updated specifications will be deemed substituted for the above upon their being posted/made accessible at the foregoing location.

Performance throughput will vary based on different API proxy processing factors.

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