

# Redis Enterprise Cloud

## Service Level Agreement

Last updated: March 21, 2019

### General

This Service Level Agreement (“**SLA**”) applies to the use of our managed cloud-based services known as Redis Enterprise Cloud Essentials and Redis Enterprise Pro (referred collectively as “**Redis Enterprise Cloud**”) under the terms of the Redis Labs [Terms of Service](#) or other agreement with us governing your use of our products and services (the “**Agreement**”; “**Redis Labs**”, “**we**”, “**us**” or “**our**” means Redis Labs, Inc. and/or Redis Labs Ltd. and/or other Redis Labs affiliates with which you have contracted under the Agreement). This SLA applies only to Redis Enterprise Cloud database deployments with replication enabled that have been up for a minimum of 24 hours, and applies separately to each account using Redis Enterprise Cloud. It is clarified that this SLA is subject to the terms of the Agreement, and does not derogate therefrom (capitalized terms, unless otherwise indicated herein, have the meaning specified in the Agreement).

Redis Labs reserves the right to change the terms of this SLA by publishing updated terms on its website, such change to be effective as of the date of publication.

### Service Commitments

Redis Labs will use commercially reasonable efforts to maximize the availability of its Redis Enterprise Cloud Services (the “**Services**”), and provide Monthly Uptime Percentages (defined below) of (a) at least 99.999% if the Active-Active SLA (defined below) applies; (b) at least 99.99% if the Multi-AZ SLA (defined below) applies; or (c) at least 99.9% if the Standard SLA (defined below) applies (this entails our “**Service Commitment**”). In the event Redis Enterprise Cloud does not meet this Service Commitment, you will be eligible to receive a Service Credit as described below.

### Definitions

- “**Active-Active SLA**” applies to Active-Active database deployments
- “**Multi-AZ SLA**” applies to Multi-AZ database deployments that are not part of an Active-Active deployment
- “**Standard SLA**” applies to Standard database deployments that are not part of an Active-Active deployment

- **“Deployment Minutes”** is the total number of minutes that a given database has been deployed in Redis Enterprise Cloud during a billing month
- **"Maximum Available Minutes"** is the sum of all Deployment Minutes across all databases deployed by a Customer in a given Redis Enterprise Cloud subscription during a billing month
- **"Downtime"** is the total accumulated Deployment Minutes (across all databases deployed by a Customer in a given Redis Enterprise Cloud subscription) during which the database is unavailable. A minute is considered unavailable for a given database if all continuous attempts by a Customer to establish a connection to the Redis Enterprise Cloud database within that minute fail. However, for Active-Active SLAs, a minute is considered unavailable if all continuous attempts by a Customer to establish a connection to all the Redis Enterprise Cloud databases under Active-Active deployment within that minute fail. Furthermore, “Downtime” does not include scheduled downtime for maintenance or upgrades. It is clarified that partial minutes of unavailability will not be counted towards Downtime.
- **“Monthly Uptime Percentage”** for a database is calculated as the Maximum Available Minutes less Downtime divided by Maximum Available Minutes in a billing month for a given Redis Enterprise Cloud subscription. This Monthly Uptime Percentage is represented by the following formula:

$$\text{Monthly Uptime \%} = (\text{Maximum Available Minutes} - \text{Downtime}) / \text{Maximum Available Minutes}$$

## Service Credits

Service Credits are calculated as a percentage of the following monthly charges paid by you for a Redis Cloud Enterprise subscription that did not meet the applicable Service Commitment in a billing cycle in accordance with the schedule below:

	Monthly Uptime Percentage	Service Credit Percentage
Active-Active SLA	Less than 99.999%, but equal to or greater than 99%	10%
	Less than 99%	25%
Multi-AZ SLA	Less than 99.99%, but equal to or greater than 99%	10%
	Less than 99%	25%

Standard SLA	Less than 99.9%, but equal to or greater than 99%	10%
	Less than 99%	25%

We will only apply Service Credits against future Redis Enterprise Cloud payments. At our discretion, we may issue Service Credits to the credit card you used to pay for the billing cycle in which the failure to meet the Service Commitment occurred. Service Credits will not entitle you to any refund or other payment from Redis Labs. Service Credits may not be transferred or applied to any other account. Unless otherwise indicated in the Agreement, your sole and exclusive remedy for any unavailability, non-performance or other failure by us to provide Redis Enterprise Cloud in compliance with the Service Commitment or any other representation or warranty of ours is the receipt of Service Credits (if eligible) in accordance with the terms of this SLA.

## Credit Request and Payment Procedures

To receive a Service Credit, you must take all of the following actions: (1) log a support ticket with Redis Labs within 24 hours of first becoming aware of an event that has impacted service availability, and (2) submit to Redis Labs a credit request with respect to such event, including the information specified below and other related information which may be requested by us, by the end of the second billing cycle after which the incident occurred. For example, if the Downtime occurred on February 15th, we must receive a support ticket within 24 hours of you becoming aware of such Downtime, and a credit request and all required information by March 31<sup>st</sup>. The credit request must include at least:

- i. The words “SLA Credit Request” in the subject line;
- ii. the dates and times of each Downtime incident you are claiming;
- iii. the database(s) name, the cloud(s) name and regions of the affected database;
- iv. logs that document the errors and corroborate your claimed outage (any confidential or sensitive information in these logs should be removed or replaced with asterisks); and
- iiiv. descriptions of your attempts to resolve the events resulting in Downtime at the time of occurrence.

You must reasonably assist Redis Labs with any problem diagnosis and resolution.

If the Monthly Uptime Percentage of such credit request is confirmed by us and is less than the Service Commitment, we will issue the Service Credits to you within one billing cycle following the month in which the credit request occurred. Failure to provide the credit request and other required information above will disqualify you from receiving Service Credits. Furthermore, you must be in compliance with the Agreement in order to be eligible for a Service Credit (and will otherwise not be entitled, even if all other requirements hereunder are met).

## SLA Exclusions

Notwithstanding anything to the contrary herein, this SLA does not apply to any performance or availability issues (and such will not count towards any Downtime calculation):

- That result from a suspension described in Section 15 of the Redis Enterprise Cloud Terms of Service.
- That result from any voluntary actions or inactions from you or any third party (e.g. rebooting, shutting down or any access to a cloud instance that is part of Redis Enterprise Cluster; if Redis Enterprise Cloud is deployed on your VPC, these actions might include misconfiguring security groups, VPC configurations or credential settings, disabling encryption keys or making the encryption keys inaccessible, attempting to connect from an IP address that has not been confirmed and processed in the whitelist of approved IP addresses, attempting to connect when the number of connections is already at the connection limit, client-side DNS issues, etc.);
- Due to factors outside our reasonable control (for example, natural disasters, war, acts of terrorism, riots, government action or a network or device failure at your site or between your site and our Services);
- That result from the use of services, hardware or software provided by a third party, including issues resulting from inadequate bandwidth or related to third-party software or services, such as cloud platform services on which Redis Enterprise Cloud runs;
- Caused by your use of a Service after we advised you to modify your use of the Service, if you did not modify your use as advised;
- During or with respect to preview, pre-release, beta or trial versions of the Service, a faulty version of the Service that is still pending your approval in order to be upgraded to a better version, feature or software (as determined by us);
- That result from your unauthorized action or lack of action when required, or from your employees, agents, contractors or vendors, or anyone gaining access to our network by means of your passwords or equipment, or otherwise resulting from your failure to follow appropriate security practices;
- That result from your failure to adhere to any required configurations, use supported platforms, follow any policies for acceptable use, or your use of the Service in a manner inconsistent with the features and functionality of the Service (for example, attempts to perform operations that are not supported) or inconsistent with our published guidance;
- That result from faulty input, instructions or arguments (for example, a request to run a Lua script that runs in an infinite loop);
- That result from your attempts to perform operations that exceed prescribed quotas or that resulted from our throttling of suspected abusive behavior; or

- Arising from our suspension and termination of your right to use Redis Enterprise Cloud in accordance with the Agreement.

If availability is impacted by factors other than those explicitly used in our Monthly Uptime Percentage calculation, then we may at our sole discretion, decide to regardless consider such factors and issue a corresponding Service Credit.