Microsoft Azure Storage

Service Level Agreement (SLA)

1. Standard terms applicable to all Service Levels outlined herein:
   a. Definitions
      i. “Claim” means a claim submitted by Customer to Microsoft pursuant to this SLA that a Service Level has not been met and that a Service Credit may be due to Customer.
      ii. “Customer” refers to the organization that has signed an agreement (“Agreement”) with Microsoft under which it has purchased Microsoft Azure Storage services from Microsoft.
      iii. “Customer Support” means the services by which Microsoft may provide assistance to Customer to resolve issues with the Services.
      iv. “Geo Replication Lag” for GRS and RA-GRS Accounts is the time it takes for data stored in the Primary Region of the storage account to replicate to the Secondary Region of the storage account. Because GRS and RA-GRS Accounts are replicated asynchronously to the Secondary Region, data written to the Primary Region of the storage account will not be immediately available in the Secondary Region. Customers can query the Geo Replication Lag for a storage account, but Microsoft does not provide any guarantees as to the length of any Geo Replication Lag under this SLA.
      v. “Geographically Redundant Storage (GRS) Account” is a storage account for which data is replicated synchronously within a Primary Region and then replicated asynchronously to a Secondary Region. Customers cannot directly read data from or write data to the Secondary Region associated with GRS Accounts.
      vi. “Incident” means any set of circumstances resulting in a failure to meet a Service Level.
      vii. “Locally Redundant Storage (LRS) Account” is a storage account for which data is replicated synchronously only within a Primary Region.
      viii. “Microsoft” means the Microsoft entity that signed Customer’s Agreement.
      ix. “Preview” refers to a preview, beta, or other pre-release version of a service or software offered by Microsoft to obtain customer feedback.
      x. “Primary Region” is a geographical region in which data within a storage account is located, as selected by Customer when creating the storage account. Customers may execute write requests only against data stored within the Primary Region associated with storage accounts.
      xi. “Read Access Geographically Redundant Storage (RA-GRS) Account” is a storage account for which data is replicated synchronously within a Primary Region and then replicated asynchronously to a Secondary Region. Customers can directly read data from, but cannot write data to, the Secondary Region associated with RA-GRS Accounts.
xii. “Secondary Region” is a geographical region in which data within a GRS or RA-GRS Account is replicated and stored, as assigned by Microsoft Azure based on the Primary Region associated with the storage account. Customers cannot specify the Secondary Region associated with storage accounts.

xiii. “Service” or “Services” refers to the Storage service provided to Customer pursuant to the Agreement.

xiv. “Service Credit” is the percentage of the monthly service fees for the Service that is credited to Customer for a validated Claim.

xv. “Service Level” means standards Microsoft chooses to adhere to and by which it measures the level of service it provides as specifically set forth below.

xvi. “Zone Redundant Storage (ZRS) Account” is a storage account for which data is replicated across multiple facilities. These facilities may be within the same geographical region or across two geographical regions.

b. Service Credit Claims
i. Microsoft provides this SLA subject to the following terms. These terms will be fixed for the duration of the initial term of the subscription. If a subscription is renewed, the version of this SLA that is current at the time the renewal term commences will apply throughout the renewal term. Microsoft will provide at least 90 days’ notice for adverse material changes to this SLA. Customer can review the most current version of the SLA and related terms at any time by visiting http://go.microsoft.com/fwlink/p/?linkid=159705.

ii. To submit a Claim, Customer must contact Customer Support and provide notice of its intention to submit a Claim. Customer must provide to Customer Support all reasonable details regarding the Claim, including but not limited to detailed descriptions of the Incident(s), the duration of the Incidents, and any attempts made by Customer to resolve the Incident. For claims involving lack of connectivity, network traceroutes supporting the period(s) lacking connectivity must be provided.

iii. In order for Microsoft to consider a Claim, Customer must submit the Claim, including sufficient evidence to support the Claim, within two months of the end of the billing month in which the Incident that is the subject of the Claim occurs.

iv. Microsoft will use all information reasonably available to it to validate Claims and make a good faith judgment on whether the SLA and Service Levels apply to the Claim.

v. In the event that more than one Service Level is not met because of the same Incident, Customer must choose only one Service Level under which a Claim may be made based on that Incident, and no other Claim under any other Service Level will be accepted for that Incident.

c. SLA Exclusions
i. This SLA and any applicable Service Levels do not apply to any performance or availability issues:
1. Due to factors outside Microsoft’s reasonable control (for example, a network or device failure external to Microsoft’s data centers);
2. That resulted from Customer’s use of hardware, software, or services not provided by Microsoft in connection with Microsoft Azure services (for example, third-party services purchased from the Azure Store);
3. Due to Customer’s use of the Service in a manner inconsistent with Microsoft’s published documentation or guidance;
4. Caused by Customer’s use of the Service after Microsoft advised Customer to modify its use of the Service, if Customer did not modify its use as advised;
5. During or with respect to Previews (as determined by Microsoft); or
6. Attributable to acts by persons gaining unauthorized access to Microsoft’s Service by means of Customer’s passwords or equipment or otherwise resulting from Customer’s failure to follow appropriate security practices.

d. Service Credits
   i. The amount and method of calculation of Service Credits is described below in connection with each Service Level description.
   ii. Service Credits are Customer’s sole and exclusive remedy for any failure by Microsoft to meet any Service Level.
   iii. The Service Credits awarded in any billing month with respect to the Service shall not, under any circumstance, exceed Customer’s monthly Service fees for that Service in the billing month.
   iv. For Services purchased as part of a suite, the Service Credit will be based on the pro-rata portion of the cost of the Service, as determined by Microsoft in its reasonable discretion. In cases where Customer has purchased Services from a reseller, the Service Credit will be based on the estimated retail price for the applicable Service, as determined by Microsoft in its reasonable discretion.
   v. Service Credits for this SLA will only be calculated against monthly fees associated with Storage.

2. Service Levels
   a. Monthly Storage Service Level (Uptime Percentage)
      i. Definitions
         1. “Total Storage Transactions” is the set of all storage transactions, other than Excluded Transactions, attempted within a one-hour interval across all storage accounts in a given subscription.
         2. “Excluded Transactions” are storage transactions that do not count toward either Total Storage Transactions or Failed Storage Transactions. Excluded Transactions include pre-authentication failures; transactions that are throttled based on suspicion of abusive behavior; authentication failures; attempted transactions for storage accounts over their prescribed quotas; creation or
deletion of containers, tables, or queues; and clearing of queues; and copying blobs between storage accounts.

3. “Failed Storage Transactions” is the set of all storage transactions within Total Storage Transactions that are not completed within the Maximum Processing Time associated with their respective transaction type, as specified in the table below. Maximum Processing Time includes only the time spent processing a transaction request within the Service and does not include any time spent transferring the request to or from the Service.

<table>
<thead>
<tr>
<th>Transaction Type</th>
<th>Maximum Processing Time*</th>
</tr>
</thead>
<tbody>
<tr>
<td>• PutBlob and GetBlob (includes blocks and pages)</td>
<td>Two (2) seconds multiplied by the number of MBs transferred in the course of processing the request</td>
</tr>
<tr>
<td>• Get Valid Page Blob Ranges</td>
<td>Ninety (90) seconds (where the source and destination blobs are within the same storage account)</td>
</tr>
<tr>
<td>• Copy Blob</td>
<td>Ninety (90) seconds (where the source and destination blobs are within the same storage account)</td>
</tr>
<tr>
<td>• PutBlockList</td>
<td>Sixty (60) seconds</td>
</tr>
<tr>
<td>• GetBlockList</td>
<td>Sixty (60) seconds</td>
</tr>
<tr>
<td>• Table Query</td>
<td>Ten (10) seconds (to complete processing or return a continuation)</td>
</tr>
<tr>
<td>• List Operations</td>
<td>Ten (10) seconds (to complete processing or return a continuation)</td>
</tr>
<tr>
<td>• Batch Table Operations</td>
<td>Thirty (30) seconds</td>
</tr>
<tr>
<td>• All Single Entity Table Operations</td>
<td>Two (2) seconds</td>
</tr>
<tr>
<td>• All other Blob and Message Operations</td>
<td>Two (2) seconds</td>
</tr>
</tbody>
</table>

*These figures represent maximum processing times. Actual and average times are expected to be much lower.

Failed Storage Transactions does not include:

a. Transaction requests that are throttled by the Service due to a failure to obey appropriate back-off principles.

b. Transaction requests having timeouts set lower than the respective Maximum Processing Times specified above.

c. Read transactions requests to RA-GRS Accounts for which Customer did not attempt to execute the request against Secondary Region associated with the storage account if the request to the Primary Region was not successful.
d. Read transaction requests to RA-GRS Accounts that fail due to Geo-Replication Lag.

4. “Error Rate” is the total number of Failed Storage Transactions divided by the Total Storage Transactions during a given one-hour interval. If the Total Storage Transactions in a given one-hour interval is zero, the error rate for that interval is 0%.

5. “Monthly Uptime Percentage” for a specific Microsoft Azure subscription in a given billing month is calculated by subtracting from 100% the Average Error Rate for the billing month. The “Average Error Rate” for a billing month is the sum of Error Rates for each hour in the billing month divided by the total number of hours in the billing month. Monthly Uptime Percentage is represented by the following formula:

\[
\text{Monthly Uptime} \% = 100\% - \text{Average Error Rate}
\]

ii. Monthly Storage Service Levels

For all qualified transaction requests for LRS, ZRS, and GRS Accounts and write transaction requests for RA-GRS Accounts:

<table>
<thead>
<tr>
<th>Monthly Uptime Percentage</th>
<th>Service Credit*</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;99.9%</td>
<td>10%</td>
</tr>
<tr>
<td>&lt;99%</td>
<td>25%</td>
</tr>
</tbody>
</table>

For qualified read transaction requests for RA-GRS Accounts:

<table>
<thead>
<tr>
<th>Monthly Uptime Percentage</th>
<th>Service Credit*</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;99.99%</td>
<td>10%</td>
</tr>
<tr>
<td>&lt;99%</td>
<td>25%</td>
</tr>
</tbody>
</table>

*Service credit applies only to monthly usage charges for Storage services (i.e., it does not apply to charges for other features, such as Microsoft Azure Cloud Services)