



Technical parameters and SLA for the Atman EcoServer service

This document defines technical parameters as well as standards and guarantees of quality (Service Level Agreement) applicable to the provision of the service.

Definitions

The documentation for the Atman EcoServer service uses the following definitions:

- *EcoServer* – a service consisting in a lease of a server dedicated to the Customer and in making available for the exclusive use of the Customer a server located in the ATM server room whose proper operation is ensured by ATM and which remains the property of ATM. The server is connected to the Internet via the EcoInternet line.
- *EcoInternet* – a guaranteed IP service in the Atman network for users of the Atman EcoServer service, including full transit of Internet traffic, using static routing, with a monthly data transfer limit or a settlement based on data transfer.
- *Monthly data transfer limit* – the value of a monthly data transfer specified in *terabytes (TB)*. If the agreed TB limit covered by the subscription fee is exceeded and the User uses all the additional transfer packages available to the User, the bandwidth will be limited to 10 Mbps. Full bandwidth will be restored at the beginning of the next billing month or when the User purchases an additional transfer package. A billing month starts on the day of the month in which the service was activated.
- *Additional transfer package* – if the User wishes to use the full speed of the connection after the monthly transfer limit is exceeded, he may purchase additional transfer packages. In each billing month the monthly transfer limit is used first and afterwards additional transfer packages purchased by the User are used. Packages must be used within 3 months from the purchase date. Packages are used in the order they were purchased.
- *Atman Network* – telecommunications network operated by ATM S.A. under which services, including services described below, are provided.
- *Atman Data Center (Atman DC)* – the Atman brand is used to offer colocation services in 3 data centers in Poland:
 - Atman DC Warsaw-1 (WAW-1) located at Grochowska street no. 21a in Warsaw
 - Atman DC Warsaw-2 (WAW-2) located at Konstruktorska street no. 5 in Warsaw
 - Atman DC Katowice (KTW-1) located at Uniwersytecka street no. 13 in KatowiceEach Atman Data Center offers technical space with guaranteed primary power supply, emergency power supply and backup power supply UPS, air conditioning, physical access security, IT security, fire prevention and protection and round-the-clock monitoring and support services.
- *Dedicated server* – a computer located in the ATM server room, designed for exclusive use by the Customer.
- *Customer Portal* – EcoServer User's Portal provided by ATM at <http://eco.atman.pl> which allows authorised customers to manage, configure and monitor their services.



Technical parameters

ATM provides to the User the Atman EcoSerwer service. Technical parameters of the server are selected by the User during the registration procedure.

ATM provides to the User an EcoInternet connection with the speed of 100Mbps on the port.

By default, the EcoInternet service is restricted by the Monthly Data Transfer Limit, which may be increased by purchasing Additional Transfer Packages.

As part of the Service, ATM provides to the User a Customer Portal which enables monitoring and management of the server, services, billing and payments.

Quality standards

In order to ensure the highest quality of services, ATM maintains and develops Atman network resources, in accordance with strict standards of availability, bandwidth and the lowest acceptable level of delays and losses.

These standards are determined by the following parameters:

No	Parameter	Description
1.	IP packet losses in the Atman network backbone	0% (Zero-Packet-Loss)
2.	IP packet losses in the access layer (minor deviations permitted, depending on the technology used and bandwidth)	0% - 0.05%
3.	Average IP packet delays in the urban backbone of the Atman network	Not more than 5 ms
4.	Average IP packet delays in the nation-wide backbone of the Atman network	Not more than 15 ms
5.	Average IP packet delays in the access layer	Not more than 15 ms
6.	Line repair time (physical works, including repair of the fibre-optic cable, power line)	24 h
7.	Repair time of physical damage to active devices in the WAW-1 and WAW-2	4 h
8.	Repair time of physical damage to devices in the Atman network backbone	4 h
9.	Time of repair or replacement of servers dedicated to Users of the Atman EcoSerwer service	24 h
10.	Time of repair or replacement of servers dedicated to Users of the Atman EcoSerwer service who purchased the "Enhanced SLA 4h" package	4 h

Contractual obligations

SLA parameters and contractual penalties are defined and settled for each service separately.

The following tables provide a summary of SLA parameters for the Atman EcoSerwer service:

Colocation and hosting services in the WAW-1 and WAW-2:

No	Parameter	Description
Technical infrastructure of WAW-1 and WAW-2		
1.	Access to the Internet	99.98% on an annual basis
2.	Power supply for devices	99.999% on an annual basis
3.	Maintenance of temperature in rooms ensuring proper operation of equipment	99.98% on an annual basis
4.	Response time	15 min
Hosting infrastructure of WAW-1 and WAW-2 (EcoSerwer servers)		
5.	Availability of EcoSerwer systems	We guarantee a replacement of damaged servers within 24h.
6.	Response time	30 min
7.	Contractual penalties	200% of fees for each period of failure, after the availability guarantee is exceeded



Final provisions

Each hour of a failure for a particular service causes a reduction of a fee payable for the next billing period. The amount of fee reduction for a particular service constitutes a contractual penalty which is equal to a double fee for the period of a failure for a particular service. This amount is calculated on the basis of a monthly fee paid by the Customer for a particular service (monthly subscription). The constant number of 30 days in the month and 24 hours per day (720 hours per month) is used for the above calculations. Each period of failure exceeding 15 minutes is rounded up to a full hour.

ATM reserves the right to two maintenance breaks per year, with a duration of no more than 4 hours. The Customer will be notified by e-mail of maintenance breaks at least 7 days in advance. The service downtime related to notified maintenance breaks is not included in the total pool of time of the unavailability of services.

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