

Content Delivery Network Service Level Agreement(Old Version) Product Documentation



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Service Level Agreement(Old Version)

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1. INTRODUCTION

This agreement forms part of, and is incorporated into, the Tencent Cloud Service Level Agreement between you and us, in relation to your use of Tencent Cloud.

2. SERVICE LEVELS

Separate Service Levels apply to the Global CDN Service and the Mainland China CDN Service.

A "**CDN Service Level**" is either the Global CDN Service Level or the Mainland China CDN Service Level (as applicable).

2.1 Global CDN Service Level

The following is the "**Global CDN Service Level**" for the Tencent Cloud Global Content Delivery Network service ("**Global CDN**").

Global CDN Service Level	Global CDN Availability is at least 99.90%.
Requirements/conditions for this Service Level	<p>"Availability" is calculated as the average result from five Tencent nominated major worldwide metropolitan backbone agents, geographically distributed across all active delivery regions (excluding Mainland China).</p> <p>See Section 3 below for detailed conditions.</p>
Service Credit	See Section 4 below.

2.2 Mainland China CDN Service Level

The following is the "**Mainland China CDN Service Level**" for the Tencent Cloud Mainland China Content Delivery Network service ("**Mainland China CDN**").

Mainland China CDN Service Level	Mainland China CDN Availability is at least 99.90%.
Requirements/conditions for this Service Level	<p>"Availability" is calculated as the average result from five Tencent nominated major metropolitan backbone agents, geographically distributed across all active</p>

	delivery regions within Mainland China. See Section 3 below for detailed conditions.
Service Credit	See Section 4 below.

3. 3. REQUIREMENTS & CONDITIONS FOR CDN SERVICE LEVEL

3.1 Calculation of Availability

For the purposes of each CDN Service Level, "**Availability**" means the amount of time (in a complete calendar month) that the CDN was available to Organisation.

Calculation of each CDN Service Level refers only to the content delivery itself, and excludes the Cloud Console, Application User Interfaces (or APIs), and other related services.

In calculating Availability:

(a) Unit time = 5 minute intervals. A service failure that returns to normal within less than 5 minutes will not be counted as service unavailability. Two or more continuous intervals (10 minutes or greater) of service unavailability shall be considered a failure. Any period of service unavailability that is less than 10 minutes is not considered a failure.

(b) "**Unavailable**" means that the relevant CDN Service is not available to be used by the end user in accordance with the relevant Specifications, only where such unavailability is caused by Tencent Cloud not operating in accordance with the relevant Specifications. The period of time where the service is unavailable is calculated from when the service failure begins through to when the service returns to normal, and excludes any unavailability caused by or in relation to any Exclusions.

(c) A service failure that returns to normal within less than 5 minutes will not be counted as service unavailability. The service unavailable time is a period of time from when the service failure begins through to when the service returns to normal, including the maintenance time.

For the purposes of calculating Availability for each of the CDN Service Levels:

(d) Tencent's tests for calculating Availability will meet all of the following criteria:

- (i) run equally from each agent, one or more times per hour
- (ii) use a HTTP GET based small test object (50KB-500KB)
- (iii) have "cache-control: public" (1 day) as the only test object TTL
- (iv) utilize high availability CDN accessible origin storage.

(e) All backbone “agent availability” problem samples will be trimmed from the pre-calculation final data.

(f) Organisation may also provide additional data from any third party, independent from Organisation and commercially operated monitoring services meeting these same criteria, for Tencent's consideration.

3.2 CDN Service Level-specific Exclusions

In addition to the Exclusions set out in Section 4 of the Tencent Cloud Service Levels Agreement, any non-Availability of any CDN Service caused by any of the following Exclusions will not be calculated for the purposes of calculating any CDN Service Level:

- (a) inaccessibility of Organisation's site source server(s) due to modification of source station equipment or acceleration of domain name(s) DNS configuration, without prior express agreement with Tencent; and
- (b) where Tencent has provided additional capacity for Organisation's relevant CDN due to a sudden increase in end user traffic to Organisation's site, without prior notice of such sudden increase from Organisation to Tencent.

4. SERVICE CREDITS

4.1 Introduction

Service Credits are calculated in accordance with the Tencent Cloud Service Level Agreement. As set out in Sections 2.2 and 2.3 of that Agreement:

- (a) All Service Levels will be calculated on a per-account, per-complete calendar month basis.
- (b) Service Credits are calculated as a percentage of the total Charges paid by Organisation to Tencent in respect of the relevant CDN Service provided during the relevant calendar month in which the Service Level was calculated.

4.2 Global CDN Service Level – Service Credit

Persistence	Service Credit
99.0% to < 99.90%	10%
95.0% to < 99.0%	25%
< 95.0%	50%

4.3 Mainland China CDN Service Level – Service Credit

Persistence	Service Credit
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Persistence	Service Credit
99.0% to < 99.90%	10%
95.0% to < 99.0%	25%
< 95.0%	50%

4.4 Example of how Service Credit for a CDN Service Level is calculated

(a) Fault Time = (incident resolution time) minus (failure starting time).

(b) Fault time is calculated per minute. Faults under 1 minute will be rounded up and deemed as one minute.