

Apigee Service Level Agreement (SLA)

Last modified: August 26, 2019

During the term of Customer's agreement for the Covered Service (the "Agreement"), the Covered Service will provide a Monthly Uptime Percentage to Customer as follows (the "Service Level Objective" or "SLO").

Covered Service	Monthly Uptime Percentage
Apigee Standard	99%
Apigee Enterprise	99.9%*
Apigee Enterprise Plus	99.99%

**With purchase of Additional Region / Distributed Network, the SLA for the Enterprise subscription increases to 99.99%.*

If Google does not meet the SLO, and if Customer meets its obligations under this SLA, Customer will be eligible to receive the corresponding Financial Credits described below. This SLA states Customer's sole and exclusive remedy for any failure by Google to meet the SLO. Capitalized terms used, but not defined, in this SLA have the meaning set forth in the Agreement.

Definitions

The following definitions apply to the SLA.

- **"Apigee Error Rate"** means the total number of Unsuccessful API Requests divided by the Total API Requests during that five minute period. Google calculates the Apigee Error Rate for each Customer account as a percentage for each five minute period in the calendar month.
- **"Covered Service"** means Apigee.
- **"Financial Credit"** means the following for the Covered Service (except as otherwise set forth below):

Monthly Uptime Percentage	Percentage of monthly bill which does not meet SLO that will be credited to future monthly bills of Customer
Apigee Standard	
Equal to or greater than 98% but less than 99%	10%
Less than 98%	25%
Apigee Enterprise*	
Equal to or greater than 99.0% but less than 99.9%	10%
Less than 99.0%	25%
Apigee Enterprise Plus	
Equal to or greater than 99.0% but less than 99.99%	10%
Less than 99.0%	25%

**With purchase of Additional Region / Distributed Network, the SLA for the Enterprise subscription increases to 99.99%.*

- **"Monthly Uptime Percentage"** 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, and do not include API calls processed by hybrid deployments of Microgateway and Apigee Istio adapter instances.
- **"Total API Requests"** means the total number of successful Customer initiated API requests (excluding requests to Covered Service management APIs) and Unsuccessful API Requests that are processed by the Covered.
- **"Unsuccessful API Request"** means any Customer initiated API request (excluding requests to Covered Service management APIs) that is processed by the Covered Service and returns an HTTP status code in the 5xx family due to a Google error.

Customer Must Request Financial Credit

In order to receive any of the Financial Credits described above, Customer must notify Google at edge.servicecredits@google.com within five (5) calendar days of the end of the month in which Customer becomes eligible to receive a Financial Credit. Failure to comply with this requirement will forfeit Customer's right to receive a Financial Credit.

Maximum Financial Credit

The aggregate maximum number of Financial Credits to be issued by Google to Customer for any and all Downtime Periods that occur in a single billing month will not exceed 25% of the amount due by Customer for the applicable Covered Service for the applicable month. Financial Credits will be made in the form of a monetary credit applied to future use of the Covered Service and will be applied within 60 days after the Financial Credit was requested, or refunded if Customer has paid Google in advance.

SLA Exclusions

The SLA does not apply to any: (a) features or Services designated Alpha or Beta (unless otherwise set forth in the associated Documentation), (b) features or Services excluded from the SLA (in the associated Documentation), (c) features or Services that have been deprecated, or (d) errors: (i) caused by factors outside of Google's reasonable control; (ii) that resulted from Customer's software or hardware or third party software or hardware, or both; (iii) that resulted from abuses or other behaviors that violate the Agreement; or (iv) that resulted from quotas listed in the Documentation.