

Amentum API Service Level Agreement (SLA)

Service Commitment

During the Term of the agreement under which Amentum Pty Ltd (a company incorporated in Australia and referred to herein as “Amentum”) has agreed to provide API services to the Customer.

The API Service will be provided to the Customer according to the following Service Level Objectives (SLO):

Monthly Availability

Service Credit: percentage of monthly bill for the API Service that does not meet the SLO credited to future monthly bill of the Customer.

Less than 99.98 % and greater than or equal to 99.00 %

10%

Less than 99.00 % and greater than or equal to 95.00 %

25%

Less than 95%

100%

If Amentum does not meet the SLO, and if the Customer meets its obligations under this SLA, the Customer will be eligible to receive the Service Credits described above. This SLA states the Customer’s sole and exclusive remedy for any failure by Amentum to meet the SLO.

Definitions

The following definitions apply to the SLA:

API Error Rate - the number of unsuccessful API requests divided by the total API requests during a 5 minute period.

Total API Requests - total number of Customer initiated API requests including Unsuccessful API Requests.

Unsuccessful API Requests - any Customer initiated API requests that are received by the API Service and returned an HTTP status code in the 5XX category due to an Amentum API error.

API Service - Any of Amentum’s APIs subscribed to under a paid Commercial Plan but excluding APIs subscribed to under a free Research Plan.

Availability - calculated by subtracting from 100% the average of the API Error Rates from a 5 minute period.

Monthly Availability - average of Availability for all 5 minute intervals in a monthly billing cycle, excluding any lack of availability directly or indirectly occurring due to any API SLA Exclusions.

Service Credit Request and Payment

The Customer must submit a Service Credit Request by sending an email to team@amentum.space

- Within (7) calendar days of the end of the month in which the Customer becomes eligible to obtain a Service Credit. Failure to do so forfeits the Customer's right to receive the Service Credit.
- The words "SLA Credit Request" in the subject line.
- The name of the affected API Service for which the SLOs were not met.
- The billing cycle for which Service Credits are being requested.
- Logs of the errors to support the claimed outage (all confidential or sensitive information in logs should be redacted with the letter 'x').

If the Monthly Availability is confirmed by us, we will issue the Service Credit in accordance with the above SLOs. Service Credits will be made in the form of a monetary credit applied to future use of the API Service and will be applied within 60 days after request of Service Credit, or refunded if the Customer has paid Amentum in advance.

API SLA Exclusions

The SLA does not apply to:

- Any services subscribed to under a free Research Plan.
- Deprecated features or services.
- Errors caused by factors beyond the reasonable control of Amentum.
- Errors caused by any of the Customer's software or hardware or third party software or hardware.
- Resulting from abuse or behaviours violating the Terms and Conditions of Amentum's API services.
- Resulting from quotas listed in the documentation.

Acceptance

Proceeding with this transaction indicates acceptance of the agreement.

Last updated: 30 April 2021