

Definition of Availability

- 1) The Availability is measured at the Node that connects the YOOCHOOSE Web Server Software to data networks not legally linked to and controlled by YOOCHOOSE; especially the Internet.
- 2) YOOCHOOSE will react on alerts of non-responsiveness in order to maintain an availability of **99,7% per month**.
- 3) Non-responsiveness means each API call that is closed unexpected, timed out or is not responding for more than 5 seconds.
- 4) Availability for all customers are calculated using the formula:

$$A = (S_t - (B_t - E_h)) / S_t * 100 \%$$

- S_t** Service Time = period during which reporting takes place
- B_t** Cumulative amount of all unavailability during the Service Time
- E_h** Cumulative amount of in advance accepted Maintenance Breaks, unavailability caused by Customer or third parties

Default reporting time span of Availability **A** is one (1) calendar month.

Definition of Maintenance Windows

- 1) To keep the service up and running and in line with its SLA, updates and other maintenance tasks are to take place during the below defined Maintenance Windows. All such maintenance will always be communicated to the Customer beforehand in e-mail (e-mail contact from the customer self-service portal), with notice periods as stated below.
- 2) Two kinds of Maintenance Windows are defined:
 - a) recurrent Maintenance Windows, and
 - b) separately agreed Maintenance Windows.

The duration of the Maintenance Window and the maximum length of the actual maintenance operation within a single Maintenance Window are stated in the table below.

Maintenance Window	Notice period	Maximum duration of the maintenance	Maximum recurrence of Maintenance Window
Recurrent 23:00 – 05:00 UTC	1 week	1 hour	Every Tuesday
Separately agreed 23:00 – 05:00 UTC	2 weeks	2 hours	Once within a month