

# What is the SLA of Leap GIO Public

## The SLA of Leap GIO Public

### A. Leap GIO Public SLA and responsibilities

- Uptime of Hypervisors running contracted virtual base servers, which includes the service facilities that runs the Hypervisors, is at least 99.99%. The following is required to run Hypervisors:
  - o Hypervisors must be able to provide power to virtual machines at all time

### Leap **GIO** Public Responsibilities

#### Leap GIO Cloud:

- Data Center Facilities
- Cloud Infrastructure: Server, Storage, Networking, High Availability and Backup
- Cloud Controller: Hypervisor, Cloud Controller and Cloud Access Control/Portal
- Internet Access

#### Customer:

- Customer Data
- Customer Application and Services
- Operating System
- Antivirus
- Network & Firewall, IPS/IDS, Load Balance and Web Application Firewall (WAF)
- Disaster Recovery and Scaling

### B. Leap GIO Public disclaimer

- The following circumstances are exempted from the SLA:
  - o Licenses that have been registered, but not paid
  - o Software such as operating systems, middleware, and applications installed on Virtual machines are down due to causes other than Hypervisors being down
  - o Virtual Machines that are down due to customer shutdowns of virtual machines' operating systems regardless of intention or negligence
  - o Customer Portal is down

- Unusual factors others than the above and that are beyond Leap Solutions Asia control

## C. Leap GIO Public Calculation

- If the SLA goes below 99.99% in a month, the calculation for the partial restitution to the customer would be done on a case by case basis. This is because investigation needs to be completed before the root cause can be determined.

**For additional information regarding Leap GIO Public SLA, please refer to the [Service Specifications](#).**

If you have any questions please check our FAQ section. If you still cannot find what you are looking for or believe that there is a careless mistake in this document, please contact our support at [support@leapsolutions.co.th](mailto:support@leapsolutions.co.th) or send us your inquiry through our [Inquiry Form](#) located on your Web Portal.