

Service level Agreement

Terrascope services will be available 99% of the time every month. If Terrascope does not meet this guarantee, you will be eligible to receive a compensation as described below.

What is unavailability?

Terrascope services are considered to be unavailable when the API is inaccessible from any location. The duration of this unavailability is T_u .

Terrascope services may be unavailable due to planned maintenance as well. A planned maintenance service interruption will be announced at latest 5 days in advance. These maintenance service interruptions will only be planned to conduct necessary maintenance works to ensure functionality or to introduce new features. The duration of maintenance service interruption is T_m .

How do we calculate availability?

Availability is calculated per calendar month, using following formula:

$$A = \frac{T_{total} - T_m - T_u}{T_{total} - T_m}$$

Where T_{total} is the total duration of the calendar month

What if the availability level is not achieved?

If the availability in a calendar month is not achieved, then the Customer is eligible for a compensation, as follows

Availability	Compensation
$A > 99\%$	0 %
$99\% \geq A > 95\%$	10 %
$95\% \geq A$	25 %

This compensation can be claimed by contacting Terrascope at info@terrascope.be and including the dates and times of unavailability. If these are confirmed, then the compensation will be issued, provided the Customer complies with the provisions of the Service Agreement, in particular provided the Customer is not in arrears with any payment of fees.

The compensation is issued as a credit that will applied against future fee payments.

Exclusions

Terrascope cannot be held accountable for

1. circumstances beyond our reasonable control, in particular any force majeure event such as a war, strike, riot, crime, or an event described by the legal term Act of God (hurricane, flood, earthquake, volcanic eruption, etc.)

2. Failures or faults of the browser/software/networking or hardware under the Customer's control
3. Actions or omissions of the Customer
4. The use of the services in a manner contrary to the Agreement