

Service Level Agreement

The offered Service Level Agreement (SLA) guarantees the following:

- General warranty for the period of operations
- Service availability more than 98% of the time every month
- 24/7 monitoring of the service with a response within business hours either on the same or latest on the following day of Austrian business days
- A capacity guaranteeing at least 8000 served WMTS or WMS requests of 256x256 pixels per minute
- A capacity guaranteeing at least 400 served WMS requests per minute with a maximum of 1024x1024 pixels

Note that the mentioned capacities are a minimum and typically observed ones are quite higher. Note also that EOX is committed to perform necessary investigations and corrections as needed if any performance issues are observed.