

Service Level Agreement: *rasdaman Datacube Service*

rasdaman GmbH

1. The Service

This document applies in conjunction with a contract (the *Contract*) made between an entity (the *Customer*, “you”) and rasdaman GmbH (“we”, “us”) as the provider of a datacube service (the *Service*) on some deployment specified in the *Contract*.

This document represents a Service Level Agreement (the *SLA*) between the *Customer* and the *Service* provider.

The following categories are offered by the *Service*:

- *Direct Access*: OGC WMS 1.3, WCS 2.0, and WCPS 1.0 access to Mundi data, specifically: its Sentinel archive, via the rasdaman dashboard and a series of 3rd party clients, including Leaflet, NASA WorldWind, Microsoft Cesium, python, and R.
- *Federation*: Transparent integration of the EarthServer Federation¹. This can be contracted as an add-on to the *Service* OGC API access.

2. Service Availability

Direct Access is available 24h per day, 365 days per year with a target availability of 99% on a monthly basis. Software maintenance periods, which are kept as short as technically possible, do not count towards this.

For *Federation*, availability is determined by the 3rd party services offered via federation. From our side, best effort will be undertaken to have *Federation*, as far as contracted, available anytime.

3. Data Availability

The *Service* is based on data made available by the *Archive*; *Service* and *Archive* operators are not in any way affiliated. Consequently, no guarantee whatsoever is made by *Service* operator that any particular data are available in the *Archive* or available via the *Service*.

¹ Some providers in this federation may require additional service contracting, potentially associated with extra costs, independently from this *Service*.

4. Support and Helpdesk

For the *Service* competent user support is offered to ensure optimal utilization. Support requests can be sent to support@rasdaman.com. Registered users will get first response normally within the same or next working day, but latest three working days following receipt of the support request email, based on the Central European time zone.

Further support levels are available on request.

In order to allow processing a support request must contain the complete API request under discussion, as it was sent to the *Service* together with the date and time it was sent and the user name under which it was sent. In case a client was used to generate the request under discussion, this client with its version number must be indicated as well.

5. Concluding Regulations

This *SLA* always is valid in the most recent version published on the location communicated to you.

No responsibility or guarantee whatsoever is taken for any service or support capability not expressly stated in this *SLA*.

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