

**Annexure 01 - Uptime
For Control Plane & Data Plane**

Plane	Service Level Uptime	Measurement	Planned Maintenance	Key Exclusions
Control Plane (Managed Console)	99.92%	Inability to receive a response to any valid requests submitted to the managed console after 10 re-tries in any consecutive 10 minutes' period.		
Data Plane (Instances)	99.95%	Inability to deploy/re-instantiate an instance via managed console at the same time as an existing Instance failing.	Excluded	Fault within application and tenant