

Alibaba Cloud Elasticsearch

Agreements

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Document conventions

Style	Description	Example
	A danger notice indicates a situation that will cause major system changes, faults, physical injuries, and other adverse results.	 Danger: Resetting will result in the loss of user configuration data.
	A warning notice indicates a situation that may cause major system changes, faults, physical injuries, and other adverse results.	 Warning: Restarting will cause business interruption. About 10 minutes are required to restart an instance.
	A caution notice indicates warning information, supplementary instructions, and other content that the user must understand.	 Notice: If the weight is set to 0, the server no longer receives new requests.
	A note indicates supplemental instructions, best practices, tips, and other content.	 Note: You can use Ctrl + A to select all files.
>	Closing angle brackets are used to indicate a multi-level menu cascade.	Click Settings > Network > Set network type.
Bold	Bold formatting is used for buttons, menus, page names, and other UI elements.	Click OK .
Courier font	Courier font is used for commands.	Run the <code>cd /d C:/window</code> command to enter the Windows system folder.
<i>Italic</i>	Italic formatting is used for parameters and variables.	<code>bae log list --instanceid</code> <i>Instance_ID</i>
[] or [a b]	This format is used for an optional value, where only one item can be selected.	<code>ipconfig [-all -t]</code>

Style	Description	Example
{} or {a b}	This format is used for a required value, where only one item can be selected.	switch { <i>active</i> <i>stand</i> }

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1 Terms of data migration

Alibaba Cloud Elasticsearch provides the data migration service for you to migrate the data stored on data nodes before you scale in the data nodes in an Alibaba Cloud Elasticsearch cluster. During the data migration process, some issues may occur. Before you use the data migration service, make sure that you understand the entire process and potential consequences, and that you have read and agree to the terms of data migration.

1. Due to the features of Alibaba Cloud Elasticsearch clusters, features of data nodes, and instability of network transmission, the data migration process may be affected by the status of the cluster, the data storage status on the source nodes, or other factors. If the cluster status is unhealthy or the data migration process is interrupted, the data migration service may fail. This may cause data loss of or inconsistent data on the source and destination nodes.
2. Alibaba Cloud Elasticsearch only provides the cluster scale-in service for you to downgrade data nodes. Alibaba Cloud is not responsible for any issues that occur during the data migration process, such as data migration interruption, data migration failure, or inconsistent data. You are responsible for the data migration operation and all consequences resulting from the data migration operation.
3. Alibaba Cloud reminds you to learn the entire data migration process before you scale in data nodes. Make sure that all prerequisites are met and solutions are provided to prevent data loss, including but not limited to data backup. Do not delete the backup before you can ensure that the data migration process is complete and the data on the source and destination nodes are consistent.

2 Service Level Agreement

This Alibaba Cloud Elasticsearch Service Level Agreement (SLA) applies to your purchase and use of the Alibaba Cloud Elasticsearch service (hereinafter referred to as the "Service"). This SLA defines the levels of service availability and provides the corresponding compensation schemes.

Definitions

- **Service cycle:** a calendar month. If you have used an Elasticsearch instance for less than one month, the accumulated use time in the month is taken as the service cycle.
- **Service cycle in minutes:** the total number of minutes in a service cycle, which can be calculated by using the following formula: $\text{Service cycle in minutes} = \text{Total number of days in a service cycle} \times 24 \text{ hours} \times 60 \text{ minutes}$. If you have used an Elasticsearch instance for less than one month, the accumulated number of minutes in the month is taken as the service cycle in minutes.
- **Service downtime in minutes:** the total number of minutes in a service cycle when the specified Elasticsearch instance is unavailable. During the service downtime, you cannot perform any operations, such as data writing or query, on the specified Elasticsearch instance. Each minute can be counted only once, regardless of the number of operations that fail in this minute.
- **Monthly service fee:** the total amount of the service fee you pay for an Elasticsearch instance in a calendar month. If you have paid the service fee for multiple months in a lump sum, the monthly service fee equals to the lump-sum payment divided by the number of months.

Service availability agreement

The service availability of each instance is calculated in compliance with the following formula. For more information about the definition of each operand in the formula, see [Definitions](#).

$$\text{Service availability} = (\text{Service cycle in minutes} - \text{Service downtime in minutes}) / \text{Service cycle in minutes} * 100\%$$

Alibaba Cloud shall use commercially reasonable endeavors to provide a service availability of no less than 99.90% each calendar month in connection with your use of the Service (hereinafter referred to as the "Service Guarantee"). If Alibaba Cloud fails to meet the Service Guarantee, you shall be entitled to a compensation in accordance with the compensation schemes. For more information, see [Compensation schemes](#). The Service Guarantee does not apply to any of the following events where the Service becomes unavailable:

- System maintenance operations performed by Alibaba Cloud with prior notice, including cutovers, repairs, upgrades, and failure simulation drills.
- Faults or configuration changes on networks or devices that are not provided by Alibaba Cloud.
- Hacking of your applications or data.
- Loss or leakage of information, such as data, tokens, and passwords, due to your improper maintenance or confidentiality.
- Your negligence or authorized operations.
- Your failure to comply with the user guides or recommendations for Alibaba Cloud services. For example, you frequently read, write, or modify data when the status of your Elasticsearch cluster is abnormal or the CPU usage, memory load, or disk usage is higher than the recommended threshold of 50%.
- Local disk failures where the data in the local disk is erased. In this case, the Service becomes unavailable because it depends on the local disk and the data in the local disk at startup.
- Change-triggered or forced restart of the Elasticsearch instance.
- Your manual configurations or operations on the Elasticsearch instance.
- Force majeure.

Compensation schemes

Compensation standards

Based on the monthly service availability of each Elasticsearch instance, the amount of compensation is calculated in accordance with the standards listed in the following table. As a compensation, Alibaba Cloud shall provide you with a service credit that can be used to purchase Elasticsearch products only. The service credit is calculated as a percentage of your monthly service fee (excluding the fee deducted by using a service credit) in the month when the Service Guarantee for

service availability is not met. For more information about how to calculate the service availability, see [Service availability agreement](#).

Monthly service availability	Service credit percentage
Less than 99.90% but greater than or equal to 99.00%	15%
Less than 99.00% but greater than or equal to 95.00%	30%
Less than 95.00%	100%

Time limit for claiming compensation

If you believe that the Service Guarantee in connection with your use of the Service is not met in any calendar month, you may file a claim for the affected instance after the fifth (5th) workday in the next calendar month.

Your claim for a service credit must be filed within two (2) months after the last day of the calendar month of occurrence of the event giving rise to the claim. Your failure to submit the claim within this time limit will be deemed to be an irrevocable waiver of your right to claim and receive such service credit.

Miscellaneous

Alibaba Cloud reserves the right to modify the terms of this SLA. Alibaba Cloud shall notify you of any amendment to the terms of this SLA 30 days in advance through website announcement or email. If you do not agree to the amended SLA, you have the right to stop using the Service. Your continued use of the Service after the publishing of the amended SLA shall be deemed as your acceptance of the amended SLA.