

Service Description

AppAgile, Managed Azure Service for Cognitive Service Language Understanding Intelligent Service (LUIS)

1 Introduction

- 1.1 This specific service description complements the service description of AppAgile concerning Managed Service for the product Azure Language Understanding Intelligent Service (LUIS)
- 1.2 The cognitive Service Azure Language Understanding Intelligent Service understand language contextually, so the app communicates with people in the way they speak. A detailed service description can be found at <https://azure.microsoft.com/en-us/services/cognitive-services/language-understanding-intelligent-service/>.

2 Services provided by Telekom.

- 2.1 Telekom provides Azure Language Understanding Intelligent Service as a native Azure service for the customer in addition to the AppAgile platform, managed by Telekom.

2.2 Managed Service

The Managed Azure LUIS includes following services:

- Changes of existing configurations and technical parameters on request (change request).
- Recording and administration of error lists, analysis of the error lists, and rotation of lists.
- Implementation of the Deutsche Telekom Group's security policies.
- Monitoring of the Language Understanding Intelligent Service instances regarding system-relevant events and service level.
- Informing customer if an underlying Azure Service is not available, which could have effect of the stability of the customer application.
- Steering of communication to Microsoft 3rd level support (Premier Support).

2.3 Operating times

- Operating time (uptime) refers to the period of time in which the services are available. Operating times are 24/7 as standard.
- Attended operation time (AOT) refers to the period in which technical support is accessible, and in which faults that may affect system availability are processed. Customers with the Flex and Committed editions can order AOT as OFFICE TIME or FULL TIME.
- Attended operation times for OFFICE TIME are from 8.00 am to 6.00 pm, Monday to Friday, excluding national holidays.
- The attended operation time for FULL TIME is 7 x 24 hours.

2.4 Availability

- The minimum availability of the service is defined by Microsoft and depending the chosen Service tier (Free Tier has no SLA). Depending on configuration, Microsoft guarantee for Basic tier at least 99.9% availability. Detail information can be found at https://azure.microsoft.com/en-us/support/legal/sla/cognitive-services/v1_1/.

2.5 Maintenance

- Maintenance work which could impair the availability of the cloud service will be announced to the customer at the beginning of the maintenance planning. Standard maintenance windows are not included as unplanned downtimes in calculating the availability.

2.6 Backup, recovery and restore

- Backup is done on Azure Service level and provided by Microsoft.

2.7 High-Availability and failover

- High availability is done on Azure Service and provided by Microsoft.

2.8 Integration into logging and metrics collection

- If the customer orders additional logging and metrics services by AppAgile, Telekom will integrate all necessary logs and metrics to the central collection services to be accessible by the customer.

3 Optional services

The customer may order the services specified below separately; they are not included in Telekom's standard services. All corresponding services by Telekom shall be billed on a time and materials basis in accordance with the Price Sheet.

- Configuration of Language Understanding Intelligent Service according T-Systems standards
- Capacity planning, performance tuning and configuration optimizations.
- Recording and administration of additional diagnostics, metrics or traces (change).
- Periodic reporting of infrastructure consumptions and performance.