

Service level description

The availability commitment, how it is measured, and the operational service level indicators TestingBot reports.

Availability target

99.9% monthly availability of the TestingBot control plane (dashboard, REST API, test session intake), measured by an independent external prober as described below. The figure is published monthly and the prober's unmodified raw report is available on request.

Measurement method

Availability becomes meaningful through definition, so the definition is fixed here:

- **System of record:** an external monitoring vendor probes an HTTPS health endpoint from at least 3 geographic locations at 60-second intervals. The monthly figure is taken from the vendor's own report, not recomputed by TestingBot.
- **Failure definition:** the service counts as unavailable when at least 2 of 3 locations fail sustained for 5 minutes.
- **Exclusions:** only scheduled maintenance announced at least 5 days in advance. There are no other exclusions.

Operational service level indicators

Availability of the control plane is not what a CI pipeline feels; these indicators are, and they are what Art. 30(3)(a)'s "precise quantitative and qualitative targets" means for a testing grid:

INDICATOR	DEFINITION	TARGET
Session provisioning success rate	Sessions that reach a ready browser or device, as a share of valid session requests	≥ 99.5% monthly
Queue-to-start time	p95 time from session request to session start, within plan concurrency	Reported monthly
API error rate	5xx responses as a share of REST API requests	< 0.5% monthly

Reporting and review

Figures are published monthly. In-flight test sessions interrupted by an availability incident are re-runnable without consuming additional plan minutes; incident communication follows the Incident Notification Commitment document. This service level description is reviewed at least annually and versioned in the footer.

Effective from the first full calendar month after publication. Whether service credits attach to the 99.9% target is set in the Order Form.