

# Unavailability

## 2023 (SLA: 99.94%)

**Programmed maintenance:** 50 min (datacenter migration)

**Incidents:**

- 2023-09-29: 24 min of unavailable service
- 2023-09-20: 7 min of unavailable service (network error)
- 2023-07-17: 216 min of degraded service
- 2023-05-02: 13 min of degraded service
- 2023-03-21: 77 min of degraded service

## 2022 (SLA > 99.99%)

**Programmed maintenance:** 0 min

**Incidents:** 20 min of degraded service

## 2021 (SLA > 99.99%)

**Programmed maintenance:** 0 min

**Incidents:** < 1 min

## 2020 (SLA > 99.99%)

**Programmed maintenance:** 0 min

**Incidents:** < 1 min

## 2019 (SLA > 99.99%)

**Programmed maintenance:** 0 min

**Incidents:** < 1 min

## 2018 (SLA > 99.99%)

**Programmed maintenance:** 24 min

**Incidents:** < 1 min

## 2017 (SLA > 99.99%)

**Programmed maintenance:** 58 min

**Incidents:** < 1 min

## 2016 (SLA > 99.99%)

**Programmed maintenance:** 68 min

**Incidents:** < 1 min

## 2015 (SLA = 99.98%)

**Programmed maintenance:** 120 min

**Incidents:** 124 min

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