Service Levels

How available Momor Workflows and Momor Gateway are each month, what that rests on, what isn't counted, and the credits an organization gets when Momor falls short.

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- Momor's commitment is what the services it runs on commit to, combined: 99.74% a month for the API that runs Gateway calls and workflows, and 99.69% for Momor Workflows in a browser.
- Announced maintenance, a model provider being down when no other provider serves the model, and problems in an organization's own systems aren't counted.
- When Momor falls short, the organization gets 10%, 25% or 50% of that month's usage back as credits.

A summary only. The full text below is what applies.

1. Commitment

Each calendar month, Momor is available at least this much of the time:

What	Monthly availability
The API: Momor Gateway calls and Momor Workflows runs	99.74%
Momor Workflows, including Chat, in a browser	99.69%
A request that uploads or reads a file	99.59%

A minute counts as unavailable when requests in that minute fail with a server error or get no answer.

2. What the commitment rests on

Momor runs on these services. Each publishes its own monthly commitment. A request depends on every service in its path, so Momor's figure for that path is their commitments multiplied together.

Service	What it does for Momor	Its commitment
Azure Container Apps	Runs Momor's servers	99.95%
Azure Database for PostgreSQL	Stores Momor's data	99.9%
Azure Managed Redis	Holds the cache, rate limits and notifications	99.9%
Azure Key Vault	Keeps the key that protects Momor's own keys	99.99%
Azure Static Web Apps	Serves the website and the apps	99.95%
Cloudflare R2	Stores files	99.9%

The API's path runs through Container Apps, PostgreSQL, Redis and Key Vault. A browser adds Static Web Apps, and a file adds R2.

3. What isn't counted

- Maintenance Momor announces in advance.
- A model provider being unavailable when no other provider serves the model. When another provider serves it, Momor Gateway sends the request there.
- Problems caused by the organization's own systems, such as its own provider keys or a tool server it connects.

4. Service credits

When a month's availability falls below a commitment in section 1, the organization gets credits:

Monthly availability	Credit
Below the commitment	10% of the month's usage
Below 99.0%	25% of the month's usage
Below 95.0%	50% of the month's usage

Credits are added to the organization's wallet and are spent like any other credits. They aren't paid out as money. To receive them, the organization's owner or an admin writes to support@momor.ai, naming the month.

Questions about this document: support@momor.ai