

Service Level Agreement (SLA)

1 Service Level Agreement (SLA)

1 Definition and scope

This Service Level Agreement (SLA) describes the service level commitment performed by Carrier2 to customer in respect of the Services performed by Carrier2 to Customer under the master contract and service plans.

This SLA will be incorporated as an Annex to this service plan Agreement between Carrier2 and customer and forms an integral part thereof.

The terms below shall have the following meaning for the purpose of this SLA:

Customer: Customer that signed the agreement with Carrier2

End User: means an individual retail or business user of Customer's service

Carrier2: Carrier2, its officers, staff and its authorized agents

Service Levels: the services levels as specified in this SLA

Other terms with capitals shall have the meaning as defined in the Agreement.

2 Description

Carrier2 is in continuous process of enhancing its service availability along with providing enhanced features and capabilities across multiple countries.

The terms of the SLA will only be applicable once the monthly voice traffic of the customer will have reached a minimum monthly threshold of 2000 EUR. Any monthly voice traffic that will be below the minimum threshold will not be covered by the SLA.

Table 1: Service Level Summary matrix

Products and Services	Minimum Service Availability	Target Service Availability	Response & Resolution Time
SIP Trunking Service	99,90%	99,99%	As per Table 2: Repair Time SLA matrix
All other products and services	96%	99,99%	Best Effort

3 Fault reporting

All faults need to be reported, managed and modified through the Carrier2 Fault Contact Point. Carrier2 support team strives to provide regular updates to the tickets which are visible in near-real-time. Tickets are classified into one of the following categories:

Table 2: Repair Time SLA matrix

Priority	Description	Response Time	Resolution Time
P1	Network-wide Voice Platform Issue Customer Outage: Customer Trunk Offline (unable to Make / Receive Calls)	1 Hour	4 Clock Hours
P2	Partly Customer Outage One or more of Carrier2 provided Number Destinations are offline (unable to Make / Receive Calls through all the Numbers belonging to a destination)	2 Hours	8 Clock Hours
P3	Customer Service Degradation CLI Presentation Issues, Ringback Issues. One or more of BICS provided Numbers are offline in one or many destinations (unable to Make / Receive Calls)	4 Hours	48 Clock Hours
P4	Change Request Number Divert, Number Add Request, Destination Re-route	2 Days	N/A
P5	Request for information	5 Days	N/A

The priority level is determined by Carrier2, in consultation with the customer.

4 Planned Service Outages

Unless in case of emergency, Carrier2 will provide 5 Working Days notification of any scheduled or planned Service outage ("Planned Service Outages") to the customer. If a shorter notice is given or no notice is given at all the maintenance shall be deemed unplanned. Where practicable, Planned Service Outages will occur well outside normal business hours.

The process for notifying Carrier2 of Planned Service Outages will be as follows:

- Carrier2 may plan a Service outage to conduct necessary maintenance or upgrades to its network. Planned Service Outages may also originate from 3rd party carriers who are providing services to Carrier2
- Carrier2 will notify the customer via e-mail. The e-mail will include the details of the Planned Service Outage.
- The customer will notify its Customers of the Planned Service Outage.

5 Service Availability

"Service Availability" is defined as the percentage of the time each Service is available to C during the course of (1) month. The Service Availability is calculated in accordance with the following formula:

$$\text{Total hours for the period} = \frac{\text{Total hours for the period less Unavailable Hours} \times 100}{\text{Total Hours for the period}}$$

where **"Unavailable Hours"** is the total number of hours that the Service is unavailable due to any issue with the Service excluding planned service outages as defined in clause 5 of this SLA.

For the purpose of this clause, the Service includes any infrastructure, servers, gateways or hosted services owned or operated by Carrier2.

The Service does not include End User, customer or 3rd Party hardware or Internet connections.

If the Service is unavailable due to the actions of a customer or end user that violates its agreed traffic profile to the extent that the stability of the entire Carrier2 voice network is at risk, then the time that the Service is unavailable due to this traffic event will not be included in the Service Availability calculation for the period in question. Examples of such traffic impacting events include unannounced mass calling as a result of targeted promotions or advertisements.

For the purpose of clarity, the Service is deemed available if the Carrier2 voice switch infrastructure is capable of sending call requests to the customers switch. Carrier2 is not responsible for the availability of voice access from 3rd party operators, but Carrier2 will assist the customer to solve this problem with 3th party operators (best effort support).

The customers fault ticketing system will be the basis for determining times for Service Availability, unless Carrier2 has reasonable indications that its proper data are more accurate.

6 Redundant Setup

Both parties agree to have a full redundant interconnect in place (2 different POI). Setup can be in hot standby mode (1 active POP, 1 in standby), or via loadsharing. In case of failure, the traffic has to be rerouted automatically via the other available POI.

The details of this implementation will be discussed during technical design meetings, as soon as possible, but not later than 3 months after adoption of this Service Level Agreement.

Customer acknowledges that failure by customer to guarantee redundant setup causes an immediate suspension of the Service Level Agreement.