



SERVICE LEVEL AGREEMENT (SLA)

1. To meet the Service Levels, Hosting Systems may require that the User be onsite and that remote access to the Hosted Voice Select Service, or Equipment or system be available to allow remote diagnostics and maintenance.

2. Hosting Systems shall achieve the following Service Levels:

Severity 1 Critical Outage	Problems severely affecting the Hosted Voice Select Service, traffic, billing, and maintenance capabilities, which require immediate corrective action. Target response time is no greater than 1 clock hour for a response via email. Target restoration time is less than 6 clock hours. Response and restoration of Severity 1 fault tickets will be undertaken on a 24/7/365 basis.
Severity 2 Major Impact	Problems that cause conditions that seriously affect system operation (Portal and OSS), features and functions, maintenance, and administration, which require immediate attention. The urgency is less than in critical situations because of a lesser effect on system performance. Target response time is no greater than 1 clock hour for a response via email. Target restoration time is no greater than 12 Working Hours. Response and restoration of Severity 2 fault tickets will be undertaken during Working Hours.
Severity 3 Minor Impact	Problems do not significantly impair the functioning of the system and do not significantly affect the Hosted Voice Select Service. Target response time is no greater than 1 clock hour for a response via email. Target restoration time is no greater than 36 Working Hours. Response and restoration of Severity 3 tickets will be during Working Hours.
Severity 4 Informational	This Severity is restricted to "How To." Questions and therefore handled as non-service impacting. Target response time is no greater than 5 Working Days, during Working Hours.

3. SERVICE AVAILABILITY SERVICE LEVELS

3.1 Service availability Service Level are measured on a rolling 3 monthly basis.

3.2 The service availability Service Level for the Hosted Voice Select Services is 99.999%.

3.3 The service availability Service Level will be calculate as follows:

$$\frac{\text{Total Minutes and Total Hours downtime, in a rolling 3 months}}{\text{Total Minutes and Hours in rolling 3 months}} \times 100k$$

4 SERVICE CREDITS

4.1 Service Credits will only be payable against the service availability Service Level set out in paragraph 2.3 of this Schedule 3

4.2 If Hosting Systems fails to meet the Service Levels during the relevant Service Measurement Period (for the avoidance of doubt this period is 1 calendar month and the 3 month rolling average referred in paragraph 2.3.3 above shall not apply to the calculation of the Service Levels for the purpose of calculating the Service Credits), Service Credits will be allocated as detailed in the table below:

Service Level Achievement	SERVICE CREDITS (Calculated as a percentage of the Hosted Voice Services affected)
From 100% to 99.9%	0%
From 99.89% to 99.5%	1.25%
From 99.9% to 99.0	2.5%
From 98.99% to 98.0%	5%
Less than 98.0%	7.5%