

Service Level Agreement

VTSL's SLA's ARE DETAILED BELOW, OUTLINING RESPONSE AND FIX TIMES FOR FAULTS, ISSUES & REQUESTS

SERVICE LEVEL AGREEMENT

VTSL is committed to providing the highest levels of performance, reliability and survivability of its Hosted VoIP Telephony services. As one measure of our ongoing commitment to excellent customer service, VTSL provides a Service Level Agreement (SLA) covering our VoIP services and the ability for customers to determine adherence to these SLAs. If an Eligible Customer experiences performance that does not meet the applicable commitments set forth in this SLA, then VTSL will issue the Eligible Customer a Service Credit. This SLA describes VTSL's target network performance and service level metric for its VoIP services. This SLA does not apply to Internet connectivity provided by third parties or Access Network provided by VTSL, although failure of the same to perform will affect the VTSL Service.

Each of the following metrics and credits are on a per seat or per site basis

1.1 Service Level Commitments

1.1.1 Service Availability

1.1.2 Service Availability Commitment VTSL guarantees Service Availability of 99.9% of the total applicable time for each month, otherwise a Service Credit will be provided to the Eligible Customer

1.1.3 Service Availability Credit 100% of the billed monthly recurring charges for the VTSL VoIP service for the impacted month

1.2 Mean Time to Repair

1.2.1 Mean Time to Repair Commitment VTSL guarantees a Mean Time to Repair of 4 hours or less for trouble tickets classified as Priority 1, otherwise a Service Credit will be provided to the Eligible Customer.

1.2.2 Mean Time to Repair Credit

Service Credit equal to the applicable percentage set forth in Table 1 below:

Table 1 – Mean Time to Repair Service Credit

Mean Time to Repair	Service Credit
0 to 4 hours	None
4 hours to 6 hours	15% of Billed Monthly Recurring Charges
6 hours to 8 hours	30% of Billed Monthly Recurring Charges
Greater than 8 hours	50% Billed of Monthly Recurring Charges

11.3 Mean Time to Respond

16.3.1 Mean Time to Respond Commitment VTSL guarantees a Mean Time to respond of 30 minutes or less for trouble tickets classified as Priority 1 during business hours, otherwise a Service Credit will be provided to the Eligible Customer. Tickets classified as Priority 2 guarantees a response within 4 business hours. Outside business hours VTSL guarantee a Mean Time to Respond of 2 hours for trouble tickets classified as Priority 1. Trouble tickets classified as Priority 2 may only be handled outside of business hours at the discretion of the Duty Manager.

11.3.2 Mean Time to Respond Credit Service Credit equal to the applicable percentage set forth in Table 2 below:

Table 2 – Mean Time to Respond Service Credit

Mean Time to Respond	Service Credit
0 to 30 minutes	None
30 minutes to 60 minutes	15% of Billed Monthly Recurring Charges
60 minutes to 90 minutes	30% of Billed Monthly Recurring Charges
Greater than 90 minutes	50% Billed of Monthly Recurring Charges

1.4 Installation Interval

1.4.1. Installation Interval Commitment VTSL guarantees an Eligible Customer's installation will not exceed the installation of the Local Exchange Carrier's installation interval plus 11 business days.

1.4.2 Installation Interval Credit 50% of the Non Recurring Charges for the VTSL VoIP service charges for the impacted seat or site.

1.5 Qualifications

In order to receive a Service Credit as outlined in Section 2, the Eligible Customer must first open a Trouble Ticket, as described in Section 4, to report a Service Outage or a Service Affecting Issue, and then submit a written request for a credit to VTSL within 15 business days of closing said Trouble Ticket. For Installation Interval Credits, only the written request must be submitted. Such written requests shall be sent to 5 Nickols Walk, London, SW18 1BZ. The Eligible Customer must include the Trouble Ticket reference number when requesting the credit.

1.6 Trouble Ticket Creation

Customer may open a Trouble Ticket using one of the following methods:

- (a) Calling the support team on 0845 505 3200
- (b) Emailing the support team at support@vtsl.net. Please note that outside business hours, emails sent to this address will be picked up during the next working day. For urgent service affecting issues outside business hours please call 0845 505 3200

1.7 Credit Structure

The non-compliance credit structure is based on monthly billing calculation or non-recurring billing calculations, depending on the specific Service Credit. For any billing month in which VTSL fails to meet any one of the Service Level Commitments stated in Section 2, the credit structure outlined in this SLA will be applied to the net Monthly Recurring charges or Non-Recurring Charges as appropriate. Any decision made by VTSL concerning this SLA or associated credits will be final and binding and is within the sole discretion of VTSL. In no event will the cumulative total of the Service Credits for all Service Level Commitments exceed their respective Monthly Recurring Charge or Non-Recurring Charge. For the avoidance of doubt, the MRC does not include any usage-based charges for international dialling, Directory Enquiries, Operator Assisted Dialling, DIDs, Porting Charges or other usage based dialling services provided by the local exchange carrier. The MRC does not include access network provided by VTSL or any third party. Moreover, the combined cumulative total of Service Credits issued during a Contract Year under these SLAs will not exceed 15% of an Eligible Customer's total monthly recurring charges or non-recurring charges for the Contract Year.

1.8 Definitions

1.8.1. VTSL Business Hours: 08:30AM to 17:30 PM Monday through Friday

1.8.2. Contract Year: The 12-month billing period commencing on the first day of the month after the Eligible Customer's VTSL contract is effective and each successive 12-month billing period.

1.8.3 Eligible Customer: Any customer who has purchased VTSL VoIP services from VTSL or a VTSL partner with a minimum 1 year term commitment and is in full compliance with the terms of its VTSL VoIP service contract and meets any specific eligibility criteria set forth in the particular service commitment

1.8.4. Installation Interval: The total number of calendar days between the operational order entry date of a VTSL order, excluding network design and order preparation time, and the date the applicable seat, or site, is installed and available for use. This includes both the provisioning tasks of the Local Exchange Carrier and those of VTSL. The Installation Interval also assumes the customer passes automated credit check and does not require additional manual investigation

1.8.5 Mean Time to Repair: Monthly average of the clock time taken between opening an Eligible Customer's trouble tickets and restoring service for all Trouble Tickets designated as Priority 1.

1.8.6. Mean Time To Respond: Monthly average of the time taken for VTSL to initially respond via phone or email to a service

impacting Trouble Ticket logged by a customer.

1.8.7. VTSL Support team Hours: 08:30AM to 17:30 PM Monday through Friday. Outside of these hours Priority 1 calls will be passed to a Duty Manager. Priority 1 tickets can be reported 365 days per year, 7 days per week, 24 hours per day

1.8.8 Priority 1: Trouble ticket classification for issues in which an Eligible Customer's service is down or Inoperable for all users on a particular site.

1.8.9 Priority 2: Trouble ticket classification for issues when a customer's service is affected by an intermittent issue or a fault affecting additional services such as voicemail, mobile twinning or call coverage.

1.8.10 Service Affecting Issue: An unscheduled period during which the Service performs irregularly or otherwise not up to normal specifications.

1.8.11. Service Availability: Means the percentage of the time in a given month the Eligible Customer's VTSL service was available. Service Availability is calculated as the total amount of time in a calendar month (30 days x 24 hours x 60 minutes) minus the total amount of validated Service Outage Time as measured by VTSL trouble tickets, (excluding maintenance windows and planned outages) divided by the total amount of time in a calendar month and multiplied by 100.

1.8.12. Service Credit: A portion or total of the actual billed monthly recurring or nonrecurring charge for the affected site.

1.8.13. Service Outage: An unscheduled period during which a customer site is unable to send and receive VoIP calls. This does not include failure or malfunction of any cabling, switching or other equipment not provided by VTSL. To qualify for Service Outage credits, the Eligible Customer must open a Trouble Ticket classified as Priority 1.

1.8.14 Service Outage Time: The period beginning when the Customer opens a Priority 1 Trouble Ticket with VTSL for a Service Outage and continuing until the time such Trouble Ticket is cleared and the affected service is restored by VTSL.

1.8.15 Trouble Ticket: The tool by which an Eligible Customer reports a perceived fault issue to VTSL and the sole means by which Service Outage Time is calculated

1.9 Exclusions

1.9.1 All Availability, Mean Time to Respond or Mean Time to Repair measurements do not include periods of outages due in whole or in part to the following causes:

1.9.2. Any act or omission on the part of the Eligible customer, any third party contractor or vendor, or any other entity over which the Eligible Customer exercises control or has the right to exercise control

1.9.3. The Eligible Customer's applications, equipment or facilities.

1.9.4. VTSL Network's, its underlying carrier(s)' or the Customer's scheduled maintenance

1.9.5. Any event or occurrence that results in "No Fault Found" or "User Error" resolution to Trouble Tickets

1.9.6 Any event or outage lasting under 60 seconds in duration

1.9.7. Force majeure event beyond the reasonable control of VTSL including, but not limited to, acts of God, natural disasters, cable cuts, government acts and regulation and national emergency

1.9.8 Trouble Tickets associated with new installations within the first month of such installation

1.9.9 Interruptions associated with act or omission on the part of the Eligible customer or a third party, including, but not limited to, any local access provider, or an interruption where the Eligible Customer elects not to release the service for testing and repair and continues to use it on an impaired basis.

1.9.10 Interruptions during any period when VTSL or its agents are not allowed access to the Customer premises where affected access lines are terminated

1.9.11 Master Trouble tickets opened by VTSL or by a qualified third party on behalf of VTSL such as those in the case of a fibre cut.

1.9.12. Interruptions associated with a failure of equipment provided by the Eligible Customer or a third party, including, but not limited to, any local access provider, or an interruption where the Customer elects not to authorize access to the equipment for testing.

1.9.13. Any failure or issue associated with the Eligible Customer's underlying network connection.

1.9.14 Time attributed to Eligible Customer's delay in responding to VTSL's requests for assistance to repair an outage.

VTSL reserves the right to amend the SLA from time to time effective upon the posting of revised SLA metrics on this page.