



GOPACKETS

Service Level Agreement



Service Level Agreement

GOPACKETS services provided on the GOPACKETS network shall comply with this Service Level Agreement (SLA) which is the sole remedy for any disruption in service as set forth herein.

Service Availability

GOPACKETS services are available with a 99.999% uptime, allowing for a monthly Acceptable Mean Disruption (AMD) of 100 seconds. Service disruptions exceeding the AMD within a monthly cycle and classifies as a Qualified Service Disruption (QSD) as set forth below qualify for remedies set forth in the section titled "Remedies".

Qualified Service Disruption

Service disruption due to core GoPackets network failure, core GoPackets routing application failure and/or core GoPackets billing application failure resulting in voice-related interruption.

Service Disruptions Excluded from SLA

Scheduled Maintenance, Internet Outages, Customer and/or customer authorized individuals/organizations inflicted outages, Carrier/Sub Carrier based outages due to weather, power, systems, network, cabling, network or any related issue affecting their ability to provide service inbound or outbound to the GoPackets network. Web Portal access and configuration disruptions that can be addressed by GoPackets technical support representatives.

Remedies

Service credits are available as a remedy to CUSTOMER for Qualified Service Disruptions exceeding the AMD set forth. CUSTOMER is eligible for a service discount for Qualified Service Disruptions that are reported to the GOPACKETS support center and verified as Qualified Service Disruptions. The total amount of compensation shall be calculated as follows:

GoPackets Outage Length:

5 to 30 Minutes	1 QSD
31 to 59 Minutes	2 QSD
60 to 119 Minutes	3 QSD
120 to 239 Minutes	5 QSD
240 to 479 Minutes	10 QSD
480 to 720 Minutes	15 QSD
1200 to 1440 Minutes	20 QSD (Maximum)

GoPackets Service Level Agreement and Policy

A QSD credit is equal to one day of affected network service for active monthly recurring products and excludes non-recurring, generic, DID and DID related services including listing, 911 registration, CNAM, T.38, WebFax or unrelated GoPackets products. QSD credits will be accumulated over one billing cycle and cannot exceed the maximum QSD. GoPackets is not liable for any additional QSD credits above 100% of the affected monthly recurring products.

CUSTOMER is responsible for requesting SLA credits and providing supporting documentation showing that a support incident was reported. SLA credits can be requested for incidents no more than 7 business days old.