



## Service Level Agreement

Unless otherwise specified in a specific Rider, UNICOM SOLUTIONS will provide the following Up-Time commitments:

*Core Services: 99.99%*

Core services include all mission critical capabilities of the UNICOM SOLUTIONS platform needed to maintain overall call processing, including the ability route calls from Subscribers to a provider of PSTN termination and the ability to receive originating calls from a DID origination provider and route them to a Subscriber's SIP device, or to Subscriber's voicemail or any other system prompt or action as configured by Customer.

*Supporting Services: 99%*

Supporting services includes all non-mission critical capabilities of the UNICOM SOLUTIONS platform including Management Portals, Device Provisioning capabilities, and other back office management systems.

Down-time is calculated from the time in which CUSTOMER notifies UNICOM SOLUTIONS of an outage, until the time at which the service is reestablished. Downtime does not include outages that occur as a result of scheduled maintenance events.

If Uptime is below the agreed level of Availability for the Service, the Customer is entitled to a credit in an amount equivalent to a percentage of the monthly recurring fee. The credit will be for the specific month for which the Service Level Goal was not met.

<b>Experienced Level of Service</b>	<b>Price reduction in % of monthly Fee</b>
95.1% - 95.9 %	5
Below 95%	10

To avoid losing the right to a price reduction the Customer shall submit a claim for a price reduction by no later than the end of the calendar month following the month for which the request is sent.

A customer is not entitled to receive a service credit in the following cases:

- If any downtime was caused by customer initiated actions whether implemented by customer or by UNICOM SOLUTIONS
- If any downtime was caused by misuse by the customer and not a failure on the underlying network and physical host infrastructure directly and solely managed by UNICOM SOLUTIONS
- If any downtime was due to Scheduled Maintenance and within the defined Maintenance Window announced
- If any downtime was due to a Force Majeure event
- If the customer had his account suspended for any day of the month under analysis caused by non-payment of the any fees
- Downtime due to the acts or omissions of the customer, its employees, agents, third party contractors or vendors
- If the downtime was caused by violations of the UNICOM SOLUTIONS Acceptable Use Policy.
- Any event or condition not wholly within the control of UNICOM SOLUTIONS.