



Service Level Agreement QoS Telecom Services

This Service Level Assurance covers the local transport area to the QoS Telecom demarcation point.

Mean Time To Repair

- QoS Telecom's objective is a four (4) hour mean-time-to-repair (MTTR) for On-net Service.

Outages

- In the event of an outage not caused by the customer's equipment. QoS Telecom will credit, as the sole and exclusive remedy for Interruption of service, the customer's monthly recurring charges for the circuit experiencing the outage as follows:

Outage Duration

Credit of Monthly Charges

Less than 30 minutes	none
30 minutes up to but not including 3 hrs	1/10 of a day
3 hrs up to but not including 6 hrs	1/5 of a day
6 hrs up to but not including 9 hrs	2/5 of a day
9 hrs up to but not including 12 hrs	3/5 of a day
12 hrs up to but not including 15 hrs	4/5 of a day
15 hrs up to but not including 24 hrs	One day
Over 24 hours	2 days for each full 24-hour period

Credits

- An interruption period begins when the Customer reports a circuit to our Customer Service Center at 866-306-7835, opens a valid trouble ticket and releases it for testing and repair.
- An interruption period ends when the circuit is operative. If the Customer reports a circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.
- Customer must request a credit and reference the date of the ticket within 30 calendar days of interruption.
- For calculating credit allowances, every month is considered to have 30 days.
- A credit allowance is applied on a pro rata basis against the monthly recurring charge for the affected circuit and is dependent upon the length of the interruption.

Limitations:

- Total credits in a given month shall not exceed one hundred percent (100%) of the monthly recurring charge for the affected Circuit in that month.
- **No credit allowance will be made for:**
 - Interruptions caused by the negligence of the Customer or others authorized by the Customer to use the Customer's Circuit.
 - Interruptions due to the failure of power, equipment, systems or connections not provided by QoS Telecom under this Order.
 - Interruptions due to Customer premises equipment.
 - Interruptions during any period when the Customer has released the Circuit for planned maintenance or rearrangement purposes, or for the implementation of a Customer order.
 - Interruptions, which continue because of the Customer's failure to authorize replacement of any element of special construction.
 - Interruptions due to Force Majeure events.
 - No trouble found.