

## Customer Telecoms Service Level Agreement

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### Document Properties

|                        |                                    |
|------------------------|------------------------------------|
| Full Document Name:    | Sipcom SLA Standard Customer Model |
| Confidentiality Level: | Restricted                         |

### Document Revision History

| Revision Date | Author    | Version Number | Change description   |
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| 26/06/2012    | N Cooling | V1.0           | Various  |
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| 01/09/2020    | N Cooling | V8.0           | Major update to reflect new products                           |
| 19/10/2020    | N Cooling | V8.1           | Typos corrected  |
| 01/02/2021    | N Cooling | V8.2           | Clarifications made  |
| 07/02/2022    | N Cooling | V8.3           | Name & logo and front sheet changes                            |
| 16/05/2022    | N Cooling | V8.4           | Updated to match new master SLA                                |
| 29/10/2024    | D Hughes  | V8.5           | Document cleanse to bring nomenclature up to current practice. |

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This document will be distributed to all relevant parties. Changes to the document can only be made by Sipcom.

### **Purpose**

The purpose of this document is to explain the Sipcom practices and commitments in the management and performance measurement of service delivery to its Customers.

### **Scope**

The document covers the practices utilised by Sipcom in the operational phase of service lifecycle to its Customers.

## **1. Introduction**

This Addendum is incorporated in the terms and conditions of the Telecoms Service Agreement (the TSA) and applies to the provision of the Services set out on the TSA. These and other documents for the Contract.

## **2. Precedence**

If there is any conflict, inconsistency or ambiguity between this Schedule, any Statement of Work and the TSA, the following order of precedence in descending order shall apply to resolve any such conflict, inconsistency or ambiguity:

- {i} The Order Form
- {ii} This Service Level Addendum.
- {iii} Any other document included in the Contract.

## **3. Governance**

In order to provide the User with the best quality of service, it is important that the Customer and Sipcom develop a strong relationship and governance of this schedule.

Sipcom shall:

- Take part in preventative mediation to ensure relationships remain mutually beneficial and positive.

- Review performance.
- Initiate and monitor remedial action plans and continual service improvement (CSI) initiatives.
- Review and prioritise issues identified.
- Resolve issues or conflicts relating to the Services where these are escalated.
- Initiate and/or review proposed changes or additions to the Services.

Both Sipcom and the Customer shall confirm their respective key points of contact and these shall be confirmed prior to the operational phase of the service lifecycle, during the delivery phase. The key Sipcom stakeholders responsible for the delivery and support of the Services are set out below.

#### Sipcom contacts

| Name                  | Function                          | Email                            |
|-----------------------|-----------------------------------|----------------------------------|
| Robert Bastock        | Technology Director               | Rob.Bastock@Sipcom.com           |
| Michael Harvey        | Product Director                  | Mike.Harvey@Sipcom.com           |
| Kristy Hopkins        | Delivery Director                 | Kristy.Hopkins@Sipcom.com        |
| Dean Hughes           | Service Director                  | Dean.Hughes@Sipcom.com           |
| Patricija Nasirovaite | International Compliance Director | Patricija.Nasirovaite@Sipcom.com |
| Oliver Compton        | SVP of Sales                      | Oliver.Compton@Sipcom.com        |

## 4. Support

On completion of the delivery phase of the service lifecycle the Reseller shall hand over to the Supplier to commence the operational phase of the service lifecycle.

### 4.1. Training

The Reseller and the Supplier shall agree during the Delivery Phase the Reseller training requirements and this training shall be undertaken before the go-live date. This will enable the Reseller's personnel to supply First Level Support and Maintenance to the Reseller's Clients. All such training and support shall be provided online and include when applicable manufacturers or licensor videos and user guides. If face to face training is required this will be undertaken on the premises of the Supplier. Any face-to-face training or repeat training requested by the Reseller shall be chargeable by the Supplier. In all cases of training and support provided by the Supplier at any location the Reseller shall be responsible to pay its personnel's travel, hotel, and other similar expense.

### 4.2. Continual Service Improvement Plans

Whenever the delivery of the Services is deemed to be in jeopardy or not meeting the agreed service levels, the Supplier will be responsible for the management of any continual service improvement plan to bring the Service to a satisfactory level. When required this may be instigated following a request by the Reseller and will be managed by the Supplier Service Delivery Manager.

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### 4.3. Sipcom Halo Platform Service Performance

The availability of the Supplier Service is a monthly measurement of the availability of the service as a % of the Service Cover Period (“SCP”). The Sipcom Halo platform availability to the point where it connects to the WAN is estimated at 99.9% monthly.

$$\text{Platform Service Availability \%} = \frac{\text{SCP} - \sum D}{\text{SCP} \times 100}$$

SCP = the availability in hours that the platform should be available during the period i.e. 24h/day x number of days in the period, excluding Maintenance periods. This availability will apply only to the Sipcom Halo platform and the Sipcom Halo network and anything outside this environment {e.g. Connectivity, Customer MPLS, LAN networking etc} is not included in this calculation, see Service Demarcation Point.

D = Downtime in respect of the Service shall be the period of time within the SCP during which it is not available {see Incident Priority Level definitions}, excluding Maintenance periods, per individual platform to all Users on that platform.

### 4.4. Service Desk

The Supplier Service Desk is available to the Reseller. It can be reached by:

Telephone EMEA: +44 (0)203 328 5000

Telephone US: +1 (718) 766 7960

Email: support@service.sipcom.com

If the Reseller believes that an incident is a Priority 1 (P1) incident then the Reseller must, in the first instance, telephone the Supplier with details of the incident, and follow this up with an email. The Supplier Service Desk will provide English language support. The Reseller shall provide First Level diagnosis or resolution of basic incidents via the minimum data set requirements detailed in the incident management process. If the Reseller is unable to resolve the incident it shall escalate the issue to the Supplier Service Desk for further diagnosis and resolution. It is expected that the Incidents passed to the Supplier will require a higher level of understanding to resolve them. However, if the Reseller passes incidents to the Supplier and these could have been resolved using the training provided during the delivery phase, then the Supplier shall have the option to reject the Incident and refer it back to the Reseller. Additionally, if required the Reseller may ask the Supplier to deal with these basic incidents but this would be chargeable by the Supplier.

### 4.5. Upgrades and Maintenance

The Supplier will provide all upgrades/patches on a network wide basis, typically outside geographic Office Hours to provide minimal disruption to the User. The Supplier will notify the Reseller in advance of any planned Maintenance. From time to time, Maintenance work may be required that may cause the service to be interrupted and when necessary, would be undertaken during low usage periods that fall outside geographic Office Hours.

Emergency Maintenance, updates, and other procedures will be scheduled on a case-by-case basis. Notice will be given to the Reseller at the earliest opportunity to minimize any disruption to the Services.

#### 4.6. Event Management

The Supplier deploys a number of management and monitoring systems to provide a health check on its operational platforms and the services it deploys. These monitors are active 24/7 and are set up to alert key Supplier staff when appropriate and when required the Reseller will be notified.

### 5. Service Levels - Incidents and Requests

#### 7.1 Incident Priorities

The Sipcom incident priority levels are defined below.

| Incident Priority           | Definition  |
|-----------------------------|---|
| Priority 1<br>(Critical)    | Any service failure that causes the cessation of the customer operations or prevents all customer end users at multiple locations from operating;<br>Any service failure resulting in the customer being unable to manage real-time operations;<br>Any service failure that carries significant financial impact or reputational damage to the customer.  |
| Priority 2<br>(Significant) | Any service failure that negatively impacts, or limits the ability of, the customer operations or prevents all customer end users at a single location from operating;<br>Any service failure that negatively impacts, or limits the ability of, the customer to manage real-time operations;<br>Any service failure that carries moderate financial impact or reputational damage to the customer.                     |
| Priority 3<br>(Minor)       | Any service failure that negatively impacts, or limits the ability of, a single customer end user to conduct operations or prevents several customer end users from operating;<br>Any intermittent failure causing a degraded or disrupted service that impacts the customer's ability to manage real-time operations.<br>Any service failure that carries low financial impact or reputational damage to the customer. |
| Priority 4<br>(Low)         | Any intermittent service failure causing a degraded or disrupted service that does not impact on the customer's ability to manage real-time operations;<br>Any query or request for information related to the service or a service failure.<br>Any service failure that would carry no financial impact or reputational damage to the customer.  |

## 7.2 Incident Service Level Measurements

The service level measurements used by Sipcom with regards to Incident performance is detailed in the below table.

| Severity                       | Initial Response | Updates       | Restore  |
|--------------------------------|------------------|---------------|----------|
| Priority Level 1 – Critical    | 30 mins          | every 1 hour  | 4 hours  |
| Priority Level 2 – Significant | 1 hour           | every 1 hour  | 8 hours  |
| Priority Level 3 – Minor       | 4 hours          | every 8 hours | 20 hours |
| Priority Level 4 – Low         | 4 hours          | every 8 hours | 40 hours |

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## 7.3 Incident Service Restoration Time

Sipcom's performance in respect of Incident service restoration time will be calculated on a monthly basis.

$$\text{Incident Restoration Performance (\%)} = (\sum IR \times 100) / \sum IL$$

IL = Incidents logged in the month

IR = Incidents restored in the month

A failure by Sipcom to provide service restoration to an Incident within the contracted Incident service restoration time which is caused other than due to the Sipcom's default shall not be included in the above calculation, nor shall any aspect of the service that fails that is outside Sipcom's direct control; see Service Demarcation Point.

## 7.4 Service Credits

Sipcom shall aim to provide a restoration of 97% or greater of Incidents within the service levels as defined herein {Incidents Service Restoration Time} and achieve 98% or greater average Platform Service Availability.



If Sipcom fails to achieve the levels defined within either of the two service measurements for the Service Levels identified here, then the Customer has the right to claim Service Credits.

These Service Credits will be based on the total monthly reoccurring charge{s} applicable to the User{s} to which the failure was applicable (“Monthly Charge”) in line with service levels as indicated in the following table.

| Incident Restoration Performance % - in any given quarter | Service Credits (% of Monthly Charge) |
|---|---------------------------------------|
| Less than 97% but exceeding or equal to 94%               | 1                                     |
| Less than 94% but exceeding or equal to 93%               | 5                                     |
| Less than 93% but exceeding or equal to 90%               | 3                                     |
| 80% - 89%   | 5                                     |
| <80%  | 10                                    |

| Sipcom Halo Platform Service Availability % - in any given quarter | Service Credits (% of Monthly Charge) |
|--|---------------------------------------|
| Less than 98% but exceeding or equal to 97%                        | 1                                     |
| Less than 97% but exceeding or equal to 96%                        | 2                                     |
| Less than 96% but exceeding or equal to 90%                        | 3                                     |
| 85% - 89%  | 5                                     |
| <85%   | 10                                    |

Note:

1. Until the level of incidents logged in the month reach 10 the Incident Restoration Performance calculation would not be representative of the service performance and would not apply. However, this does not prevent all or any incident from being discussed or reported on.

### 7.5 Service Demarcation Point - Network

The Service Demarcation Point defines the limits of the Sipcom Halo network and is the point where Sipcom cannot directly manage or control the service and are no longer directly responsible for it and as such these elements are excluded from any Service Credit calculations. This includes but is not limited to.

- The Customer’s own LAN and internet or fixed line connectivity, and equipment, or;
- Any connectivity or application that Sipcom utilise that is supplied and managed by a third party {e.g. a network carrier partner like BT providing SIP, ADSL, FTTC, EFM, PSTN, fixed, mobile & Leased Lines etc} to deliver the Service.

### 7.6 Sipcom Key Performance Indicators (KPI)

Sipcom measure the standard of the service management using the metrics described and specified in this document for platform availability and performance in terms of fulfilment and incident

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management. Clearly other measures are important too, like the feedback at the Service Review Meetings, the use of the Complaints & Compliments capability. All these measurements are taken into consideration and reviewed as part of the Sipcom continual service improvement process.

## 6. Service Reports

The Supplier will provide monthly reports which describe the performance of the Services provided by the Supplier. The type and format of the reports must be agreed between the Supplier and the Reseller during the delivery phase of the service lifecycle. The reports may show:

- The total number of Incidents for a given time period by the status of the Incident. The details of the Incidents are also provided. This is an operational summary report used by operational managers and Incident desk analysts. It also can be used as a quick summary for Incident information.
- The trend of monthly Incident volume. The number of Incidents created in a month is shown along with the number of Incidents closed in that month.
- Reports for the Incidents closed with the following details: service affected, ticket ID, priority, incident start and end time, and SLA, indicating: “within SLA” or “out of SLA”; a column with the whole time between time of opening and closure of the ticket; a column with the average resolution time for each kind of priority; reason of incident, indicating if this is a repeat fault; a column describing at which technical level it was solved.
- Service availability data, this report will show the availability in the period for each service contracted by the Reseller.

## 7. Acceptable Use, Password Policy and Emergency Calling Policy

Third party supplier acceptable use policies and the Supplier Acceptable Use Policy and the Supplier Password Policy and Emergency Calling Policy are applicable to the Contract, and a copy of each is available on request.