



R&R Service Level Agreement

Definition of Fault and Unavailability. The R&R Telecom service is unavailable if the Service is out of order due to problems in the IP network or with the switching facilities or other problem within the purview and control of R&R Telecom. Every sequence of unavailability is considered to be a fault. The service is unavailable if no service is available to Customer.

Outages caused by any of the following are not considered as unavailability or faults:

- Planned work
- The Customer's equipment, network, power supply or environmental conditions
- The Customer's acting or handling
- Force majeure

Fault Time Calculation

The fault time is calculated as the time between the opening and closure of the trouble-ticket reduced by the following:

- Delay of fault repair caused by the Customer not giving access to its premises to the providers of local tails.
- Delay of the closure of the trouble-ticket due to R&R Telecom not being able to reach the Customer
- Other delays caused by the Customer

Planned Work.

R&R Telecom or any of its subcontractors will from time-to-time have to carry out routine maintenance, upgrades or improvements to the network or network equipment. These works are defined as planned work, and can cause service outages. Planned work will not be considered as unavailability.

Planned Work Notification

R&R Telecom shall notify the Customer in writing of any planned work that will cause service outage or other problems for the Customer with a minimum of 5 Business Days in advance. The notification shall include time and date, duration and description of any such work. All communication between R&R Telecom and the Customer regarding planned work shall be in English.

Facility Owner Liability.

R&R Telecom will be liable for Service Outages including but not limited to Sonus switch fault, IP network fault. The following penalties will apply to R&R Telecom monthly minimum payment as a result of violation of SLA.

<99.9%	10% discount
<99%	20% discount
<95%	50% discount
<90%	100% discount

Service Availability.

R&R Telecom guarantees 99.95% Service Availability on a monthly basis. The availability is calculated as follows:

$$Availability = \frac{TotalTime - \Sigma(FaultTime_n)}{TotalTime} * 100 \%$$

where *TotalTime* = the total time during the month period

and $\Sigma(FaultTime_n)$ = the sum of all fault times of the faults that occurred during the measurement period

IP network availability, latency and packet loss. R&R Telecom is using RCN backbone to connect to the Internet cloud. We have guaranteed 45MB delivered directly from RCN with optional bursting up to OC-12 via Fiber interface.

Voice codec usage. R&R Telecom is using ITU recommended voice codecs, such as g.729ar8, g.723br. Payload on these codecs will never exceed 40 bytes for G.729 ar8 and 48 bytes for G723.1 to ensure better quality and compliance with ITU recommendations. Please refer to ITU specifications for average delay and quality MOS for particular codec used.

Change in IP. Facility Owner is responsible to notify Licensee for change in IP bandwidth, change of IP service provider or change of IP address.

Network Security. Facility Owner will design and implement an appropriate strategy to allow the customer/vendor to interconnect to Facility Owner's managed VoIP Service platform for termination purposes but to prevent any unauthorized access to the managed VoIP Service Platform for any other purpose. Facility Owner will provide and manage appropriate firewall and security technologies to protect access to the infrastructure Facility Owner manages on behalf of Licensee. The firewall and other technology will isolate the Licensee's customers/vendors TDM switches, voice gateways, and VoIP termination partners from the public internet. Subject to standard contractual limitations of liability, Facility Owner will be responsible for any unauthorized usage of Licensee and Licensee's customers/vendors' voice network that results from a breach of the firewall and other security technologies provided by and managed by Facility Owner.