Schedule to Data Products Service Appendix Service Level Agreement

This Service Level Agreement (SLA) is a Schedule to the iTel Networks Service Appendix (Appendices) for Data Services and is incorporated into and forms part thereof.

Data Services

iTel Networks Data Services include Transparent LAN Service (TLS), Virtual Private LAN Service (VPLS), Ethernet Virtual Private Line (EVPL), Ethernet Private Line (EPL) and Private Line (PL).

The above services have a 4 hour MTTR (Mean Time to Repair).

Service Deliverables

Service Metric	Service Deliverables										
	TLS	**VPLS**				**EVPL**				**EPL**	**PL**
Availability	100%	100%				100%				100%	100%
Latency		Real Time	Priority	Standard	Best Effort	Real Time	Priority	Standard	Best Effort		
Metro (<100km)	85ms	3ms	5ms	7ms	N/A	3ms	5ms	7ms	N/A	10ms	N/A
Provincial (<1000km)	85ms	36ms	38ms	40ms	N/A	36ms	38ms	40ms	N/A	36ms	N/A
Regional (<2000km)	85ms	43ms	50ms	60ms	N/A	43ms	50ms	60ms	N/A	43ms	N/A
National (<3000km)	85ms	62ms	70ms	80ms	N/A	62ms	70ms	80ms	N/A	62ms	N/A
(<4000kms)	N/A	77ms	85ms	100ms	N/A	77ms	85ms	100ms	N/A	77ms	N/A
Jitter	N/A	5ms	10ms	N/A	N/A	5ms	10ms	10m	N/A	10m	N/A
Packet Delivery	N/A	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%	N/A

Table 1

[1] Private Line is a synchronous transport service. Jitter is applicable only to packet based networks.
[2] Distance is measured between iTel Networks core Ethernet facilities.

Customer Initials _____

iTel Initials _____

itel.com | info@itel.com | 1.888.899.4835

Measurements and Remedy

Availability

Measure	Remedy
Network **Availability** is defined as the minutes of uptime over the calendar month during which the iTel Networks provided Data Services are available to transport packets. Outage shall be defined as an interruption to availability by fault of ITel Networks. If the service does not meet or exceed the service deliverable specified in Table 1, this will be considered an Outage. $$Availabilty = \frac{(Total\ Minutes\ in\ Month - Total\ M\ inutes\ of\ Outage)}{Total\ Minutes\ in\ Month}$$	• Customers will be credited to their account a percentage of their monthly recurring charge for the month in which the outage occurred in accordance with the tables below. Credits apply to only that portion of the customer's bill that relates to the affected service. • In no month shall customers be credited more than the MRC for the affected services (inclusive of any other credits). • If customer refuses to let ITel Networks take the circuit down for testing purposes, the services will be deemed available and as such not eligible for a credit.

Latency

Measure	Remedy
Latency shall be defined as the mean roundtrip time delay between any two ITel Networks core Ethernet facilities. Latency applies to Data Services as per Table 1. $$Latency = \frac{\sum(ICMP\ Received\ Timestamps - ICMP\ Sent\ Timestamps)}{Total\ Number\ of\ ICMP\ Packets}$$	• If average latency exceeds the value specified in table 1, circuits will be considered unavailable, and credits will be applied according to Customer Outage Credit Schedule for ITel Networks Data Services. • In no month shall customers be credited more than the MRC for the affected services (inclusive of any other credits).

Latency Testing Procedures:

Baseline latency will be established via RFC 2544 testing during Customer network turn-up and acceptance. Results will be shared with the customer at their request. If, at any time, the customer feels that latency is exceeding this baseline, latency testing can be requested.

As latency testing is intrusive, the customer circuit(s) in question will need to be made unavailable to facilitate the testing. When customer requests latency testing, credits will be applied to the customer if testing shows latency outside of the objective.

itel.com   info@itel.com   1.888.899.4835

Packet Delivery

Measure	Remedy
Packet Delivery shall be defined as the ratio between packets delivered and packets sent from ITel Networks core Ethernet facilities' and the customer facing interfaces. Packet Delivery applies to Data Services as per table 1. $Packet\ Delivery = (1 - \dfrac{numer\ of\ frames\ lost}{number\ of\ frames\ sent}) * 100\%$	• If Packet Delivery falls below the value specified in table 1, circuits will be considered unavailable, and credits will be applied according to Customer Outage Credit Schedule. • In no month shall customers be credited more than the MRC for the affected services (inclusive of any other credits).

Packet Delivery Testing Procedures:

As packet delivery testing is intrusive, the customer circuit(s) in question will need to be made unavailable to facilitate the testing. When customer requests packet delivery testing, credits will be applied to the customer if testing shows packet delivery ratios outside of the objective. If after testing ITel Networks finds packet delivery figures acceptable as outlined in this SLA, no credits will apply and customer may be subject to testing charges as per the ITel Networks Service Operations Standards.

Jitter

Measure	Remedy
Jitter shall be defined as variation in the roundtrip time delay between any 2 ITel Networks core ethernet facilities. Jitter applies to Data Services as per table 1. $Jitter_n = \mid Latency_n - \overline{Latency} \mid$ **n** is the current package	• If jitter exceeds the value specified in table 1, circuits will be considered unavailable, and credits will be applied according to Customer Outage Credit Schedule for ITel Networks Data Services • In no month shall customers be credited more than the MRC for the affected services (inclusive of any other credits).

Jitter Testing Procedures:

As jitter testing is intrusive, the customer circuit(s) in question will need to be made unavailable to facilitate the testing. When customer requests jitter testing, credits will be applied to the customer if testing shows jitter outside of the objective. If after testing ITel Networks finds jitter figures acceptable as outlined in this SLA, no credits will apply and customer may be subject to testing charges as per the ITel Networks Service Operations Standards.

itel.com | info@itel.com | 1.888.899.4835

Customer Outage Credit Schedule for ITel Networks Data Services

Service Outage during Calendar Month	Service Availability during Calendar Month	Credit Amount of Monthly Recurring Charges (MRC) for Unprotected Services	Credit Amount of Monthly Recurring Charges (MRC) for Unprotected[3] Services
0-30 minutes	100% < Availability ≥ 99.9%	0% of MRC for affected service	$0 Credit
30 minutes - 4 hours	99.9% < Availability ≥ 99.4%	1% of MRC for affected service	5% of MRC for affected service
4 -6 hours	99.4% < Availability ≥ 99.2%	3% of MRC for affected service	10% of MRC for affected service
6 -8 hours	99.2% < Availability ≥ 98.9%	5% of MRC for affected service	10% of MRC for affected service
8 - 12 hours	98.9% < Availability ≥ 98.3%	20% of MRC for affected service	15% of MRC for affected service
12 - 24 hours	98.3% < Availability ≥ 96.7%	30% of MRC for affected service	20% of MRC for affected service
24 - 36 hours	96.7% < Availability ≥ 95%	50% of MRC for affected service	50% of MRC for affected service
36+ hours	Availability ≥ 95%	100% of MRC for affected service	100% of MRC for affected service

Table 2

Notifications

Outages must be reported immediately to the NOC so that the NOC can give the customer a trouble ticket number. The outage will be deemed to have begun from the moment of such notification. To obtain the service credit a written request including the trouble ticket number must be made via email to: support@itel.com. Requests must be made no later than 7 business days after the relevant outage occurred, failing which the right to any credit shall lapse.

Exclusions

Credits are not cumulative.

Credits do not apply to unscheduled outages, scheduled and utilized maintenance windows where the customer has received prior notification, 3rd party network access failures or interruptions, acts or omissions by customer or their agents or end-users including configuration, misuse or failure of their equipment, or force majeure.

Credits for protected services are exclusive of linear local loops (last mile).

Chronic Outages

Customer may terminate Service, without penalty, upon thirty (30) days written notice to ITel Networks, if there occur four (4) or more outages, each lasting two (2) hours or more, within any 30 consecutive days, or a single Outage lasting seventy-two (72) or more consecutive hours, that result in availability of less than 95%. Such right of termination shall expire if not exercised within thirty (30) days after the measurement period. The customer shall not be entitled to terminate any service for outages arising from any of the exclusions set out in this Service Level Agreement. Upon termination customer will be responsible for any unpaid amortized build or installation costs.

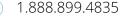[3] Protected Services require local loop and transport diversity

itel.com | info@itel.com | 1.888.899.4835

Support SLA

How To Read The SLA

This document section describes the support included under each product. There are 2 primary categories of support (a) Supported, and (b) Paid.

- (a) Supported: Services included with product at no extra charge; standard SLA timelines apply.
- (b) Paid: Services that can be provided at iTel's discretion for a fee. In some cases iTel will provide a referral to a third party.

Definitions:

- SLA - service level agreement; a clearly defined agreement to provide or not provide specific services, along with associated timelines.
- MACD requests - requests to move, add, change, or delete a product or service.

Also see our global SLA.

** Global Support SLA **

SLA on All iTel Products

Supported
- Mean time response on new tickets of 30 minutes.
- Mean time repair of service-impacting problems of 4 hours.
- Mean time completion of MACD requests of 48 hours.

Paid
- Onsite visits.
- Feature requests and development.
- Third party contracting for troubleshooting and installations.

Unsupported
- We cannot contact any providers or carriers that are not direct partners or providers of iTel Networks.

Policy on Products not Provided by iTel

Regarding any device, service, or product purchased from a third-party provider, not from iTel Networks.

Supported
- If we have determined that a device can connect to iTel, we can provide the necessary pieces of information required to connect your device to us.
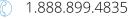
Paid
- Management of device not provided by iTel can be considered or referred to third party.

Bonding Support SLA

Supported
- Initial configuration of device.
- Over-the-phone assistance to install bonder.
- Initial optimization session after install (speed testing and tuning of bonder to optimize performance). We will report the top speeds we are able to obtain.
- If iTel Networks is providing the bonded legs/circuits, we can support ongoing optimizations at customer's request.
- Provision of a login to allow customers to log in and perform speed tests on the bonder.
- Ongoing software updates on bonder.
- Replacement of bonder in case of hardware failure.

Paid
- Onsite installation.
- If bonded legs/circuits are not provided by iTel, customer can pay for additional performance optimization sessions.

Data Backup Support SLA

iTel Sync

A cloud data backup program.

Supported
- Initial provisioning of backup software and disk space on server side.
- Provision of download link, user credentials, and basic instructions to install the client software.
- Provision of web link to view server-side files.
- Escalation to software developer for any service-impacting problems.

Paid
- Provision of additional licences for multi-client use.
- Remote support session of client's operating system.
- Troubleshooting of client hardware or software.

Fax Support SLA

Analogue Fax Line

Supported
- Initial installation.
- Escalation of problems or requests to physical line provider.
- Long distance PIC is included with the product.

Paid
- Repair or configuration of customer fax machine or other customer premise equipment.

Faxing with Analogue Telephone Adapter (ATA)

Supported
- Initial configuration of ATA.
- Over-the-phone assistance to install the ATA.
- Provision of documentation on how to connect the ATA. Provision of recommended fax machine settings.

Paid
- Repair or configuration of customer fax machine or other customer premise equipment.

Fax to Email

Supported
- Initial configuration of DID for faxing to a single email address.
- Ensure email is being sent out from the iTel PBX system.

Paid
- Configuration of customer email server or client.

Digital Faxing on PBX Web Interface

This is a one-time paid module you can add to your PBX.

Supported
- Voice and PBX SLA applies.
- Initial configuration of faxing module.

Paid
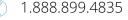- Provision of documentation and over-the-phone assistance on using the service.

Hosted SBC (Wholesale) Support SLA

Wholesale clients receive and intermediary Hosted SBC where they can manage their client's SIP Trunks and view call data.

Supported
- Initial configuration of an intermediate iTel SBC to which the wholesaler may connect their clients.
- Maintenance of back-end operating system of intermediate SBC and ensuring wholesaler has access.
- Documentation on management of the intermediate SBC.
- Initial remote training session for customer regarding management of the SBC.

Paid
- Configuration of trunks and routes on intermediate SBC.
- Retrieval of call statistics
- Configuration of failover to secondary PBX if primary becomes unreachable.
- Configuration of failover to external phone number if a trunk is unreachable.
- Ongoing training or consultation for customer regarding management of the SBC.
- Configuration or troubleshooting of end-client PBX's.
- Network device troubleshooting outside of iTel-provided devices.
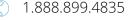
Internet Connections Support SLA

ADSL, Coax, and Wireless

Supported
- Repair and resolution of elements within our infrastructure in case of network outage.
- Communicating with upstream carriers and partners on behalf of the client.
- Return modem for refund within 30 days of receiving device (based on Purolator tracking).
- Replacement of modem in case of failure within 1 year of purchase, if Internet service contract still in play.
- Over-the-phone assistance for initial install.

Paid
- Update to speed profile of connection.
- Replacement of modem outside 1 year window.
- Provision of antennas on LTE devices to improve reception.
- Any onsite repair or service on client-side of demarcation point including site visits, troubleshooting, equipment relocation, and wiring work.

Fibre Optics

Supported
- Repair and resolution of elements within our infrastructure in case of network outage.
- Communicating with upstream carriers and partners on behalf of the client.
- Replacement of Media Gateway in caseof hardware failure.
- Over-the-phone assistance for initial install.

Paid
- Update to speed profile of connection.
- Any onsite repair or service on client-side of demarcation point including site visits, troubleshooting, equipment relocation, and wiring work.
- Repair or configuration of devices not provided by iTel Networks.

PRI Primary Rate Interface Support SLA

PRI

Supported
- Initial install of PRI service.
- Escalation of problems or requests to physical line provider.

Paid
- Repair or configuration of client-provided PBX.

SIP PRI

A service included with a SIP PRI gateway. It allows client-provided PRI-based PBX to connect to our SIP trunks over the Internet.

Supported
- Initial configuration of SIP PRI gateway.
- Over-the-phone assistance to install the SIP PRI gateway.

Paid
- Further changes or adjustments to SIP PRI.
- Onsite visit for installation, configuration, and troubleshooting.
- Repair or configuration of client-provided PBX.

SIP Phones and Endpoints Support SLA

SIP Hardware Phones and Endpoints

The following applies only if customer has Voice and PBX services. See Voice and PBX Support SLA. Including SIP phones and analogue telephone adaptors on our List of Supported SIP Endpoints.

Supported
- Initial provisioning of phones purchased from iTel Networks.
- Resolution of problems arising on the phone itself that prevent the phone from making or receiving calls.
- Configuration of features on the phone that are natively available in its current software.

Paid
- Initial provisioning of phones not purchased from iTel Networks.
- Configuration of phones not on the List of Supported SIP Endpoints.

iTel Connect Softphone
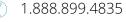
iTel-Branded software-based SIP phone.

Supported
- Adding new users to the iTel Connect system, and providing download and login instructions to install and log into the software on Windows and Mac.
- Resolution of any problems arising on the iTel Connect softphone that prevent the phone from making or receiving calls.
- Adding client-provided XMPP credentials to the iTel Connect user profile so they can connect to a third-party XMPP server. Provision of documentation on basic functions.
- Creation of CSV contact list for client to upload to iTel Connect.
- Upgrade to screen-sharing licence.

Paid
- Manual retrieval of call statistics.
- Configuration of failover to secondary PBX if primary becomes unreachable.
- Configuration of network equipment between iTel Networks and customer PBX.
- Configuration of customer PBX, phones, and SIP endpoints.

itel.com   info@itel.com   1.888.899.4835

SIP Trunk Support SLA

AKA Unlimited or local channels for retain business clients. This product is a basic connection between iTel's primary controllers and a PBX which the client manages themselves, or pays another company to manage. For wholesale clients, see Hosted SBC (Wholesale) Support SLA

Supported

- Provisioning of the IP address, ports, username, and password needed to register customer trunk.
- Assistance with inbound and outbound traffic test with a pilot/test DID.
- Directions to access call statistics in customer's billing portal.

Paid
- Manual retrieval of call statistics.
- Configuration of failover to secondary PBX if primary becomes unreachable.
- Configuration of network equipment between iTel Networks and customer PBX.
- Configuration of customer PBX, phones, and SIP endpoints.

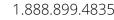## Unmanaged Hardware Support SLA

Supported
- Initial configuration of the hardware.
- Over-the-phone assistance to install the hardware.
- Provision of access credentials if desired.
- 1 year manufacturer warranty on select devices.

Paid
- Ongoing changes, updates, and feature implementation.
- Ongoing maintenance of device.
- Re-configuration in the case client makes service-impacting changes. Onsite configuration or troubleshooting.
- Training customers on using the device.

itel.com   info@itel.com   1.888.899.4835

Voice and PBX Support SLA

There are 3 tiers of support for our phone service. For clients that manage their own PBX, see SIP Trunk - Included Support

PBX Lite

A limited cloud-hosted phone system.

Supported
- Initial configuration of PBX system as per client's specifications, including call flow and user creation.
- Up to 10 extensions supported on the system.
- Provision of training documents to help the customers use the phones and user portal.
- Up to 1 hour training session if customers wish to control their own PBX.
- Back-end system maintenance.
- Troubleshooting of service-impacting issues.
- Extension setup for phone provisioning.
- Up to 2 hours of support for MACD requests per month.

Paid
- Recording system greetings for IVR, voicemail, or otherwise.
- Additional support time for system changes and requests.
- Additional call recording space.
- Custom feature development requests.
- Troubleshooting or configuration of local network devices that iTel has not provided.
- Additional MACD requests.

Hosted PBX

Our cloud-hosted phone system.

Supported
- Same as PBX Lite with the following differences.
- Unlimited extensions.
- Up to 4 hours of support for MACD requests per month.

Paid
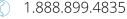- Same as PBX Lite.
- Additional MACD requests.

Customer Initials _____

iTel Initials _____

itel.com   info@itel.com   1.888.899.4835

Managed Voice

The Managed Voice service includes a Hosted PBX, a managed iTel router and switch combination, and iTel Internet.

Supported
- Same as Hosted PBX, with the following additions.
- Replacement of iTel-provided router and switch in case of hardware failure.
- Ongoing maintenance and management of router and switch.
- Unlimited support time for MACD requests.

Paid
- Same as Hosted PBX.

Internet Transit SLA

Supported
- 100% uninterrupted transit from iTel's Core Network to the internet.

Paid:
- For any instance of Downtime in excess of 15 minutes over the specified service level, iTel will issue a Service Credit equal to five percent (5%) of the Net MRC for the affected configuration for each half hour (or fraction thereof) of Downtime.
- No credit in excess of 100% of the value of the Monthly Recurring Charges will be granted for a single outage

Customer Initials _____

itel.com   info@itel.com   1.888.899.4835