

PROSUM STANDARD FORM OF AGREEMENT

Schedule 2 - Service Level Agreement

For the purpose of Schedule 1, the following Response Time and Resolution Time Service Levels will apply.

1. FOR IP TELEPHONY SERVICE

PROBLEM	PRIORITY LEVEL	RESPONSE TIMES (In Hours)	RESOLUTION TIME (In Hours)
Loss of ability to make and receive calls impacting >10% of enterprise Inability to make emergency services calls. Complete loss of BroadWorks connectivity (1) responsiveness	1 (Critical)	Within 15 minutes	Less than 24 hours
Loss of ability to make and receive calls impacting <10% of enterprise Loss of enterprise feature e.g. Voicemail / IVR Intermittent phone registration / call problems or BroadWorks connectivity issues (1) Persistent call Quality issues	2 (Major)	Within 1 hours	Less than 3 business days
Individual call and or phone registration issues Phone handset DOA and Warranty claims (2) Intermittent Call quality issues	3 (Minor)	Within 1 business day	Less than 5 business day
Moves, Adds and Changes Informational billing	4 (Low)	Within 1 business day	N/A

2. FOR INTERNET SERVICE

PROBLEM	PRIORITY LEVEL	RESPONSE TIMES (In Hours)	RESOLUTION TIME (In Hours)
Severe business impact. Critical business services down.	1 (Critical)	Within 15 minutes	Less than 12 hours
High business impact. Non-critical services down. Service degradation	2 (Major)	Within 30 minutes	Less than 24 hours
Minor service degradation, specific service functionality unavailable	3 (Minor)	Within 4 hours	N/A
A minor service issue	4 (Low)	Within 1 business day	N/A