verizon

RINGCENTRAL WITH VERIZON
SERVICE LEVEL AGREEMENT

1. **Service Level Agreement**

1.1 **Verizon offers the following performance Service Level Agreements (SLAs), for RingCentral with Verizon**: Application Availability and Quality of Service (QOS). These SLAs are available in the United States only.

1.2 **Service Level Agreement Credit Process - General**. To receive a credit, Customer must submit its written request as set out in the tables below within 30 Business Days after the month in which the SLA was not met. If Verizon confirms Customer's request (i.e., that the particular SLA was not met), then Customer shall receive a credit calculated as shown in the tables below. No credits will be given with respect to the Services not affected by the unmet SLA.

RingCentral with Verizon SLA	
RingCentral with Verizon Application	RingCentral with Verizon-hosted server and web-based interface that is used by End Users to access and utilize the Cloud Services.
RingCentral with Verizon Application Availability Credit Calculation	Availability is the percentage of time that RingCentral with Verizon is available per user (i.e. not experiencing an outage) within a given billing month, as based upon recorded outage time in associated trouble ticket(s). Application Availability (%) = The percentage resulting from the following calculation: $\left[1 - \frac{\text{Num Lines Impacted} \times \text{Num Minutes Impacted}}{\text{Total Num Lines Provisioned} \times (\text{Minutes in Month - Minutes of Scheduled Downtime})}\right] \times 100$ Availability percentages must be expressed to two decimal points, with the second decimal place rounded up or down to the nearest one-hundredth of a percentage point (0.01%). <u>Credit Structure and Amounts</u> For each month that the Application Availability percentage for RingCentral with Verizon falls within a tier associated with a credit amount in the table shown in Section 1.3, Customer will be eligible for the related credit percentage of the aggregate MRC for all the RingCentral with Verizon packages to which Customer has subscribed for the affected user.
Available Methods for Requesting Application Availability Credit	The Application Availability SLA provides that Application will be available at least 99.98 percent of the time as measured on a monthly basis by trouble ticket time. The Applicable Availability is considered not available for the number of minutes that a trouble ticket shows the Applicable was not available to Customer. Customer is responsible for tracking the time via trouble tickets that any portion of the Application is unavailable due to Applicable Platform unavailability. To request the credit, customer is advised to open a trouble ticket and work with Verizon support team.

Quality of Service Score (QOS) SLA	RingCentral with Verizon will meet the Quality of Service ("QoS") measures listed in the QOS Table below during each calendar month of the Term and EOL Transition Period. **QOS KPI:**

QoS KPI	Percentile 1	QoS Target 1	Percentile 2	QoS Target 2

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Voice Service Quality using MOS PESQM R-Factor	95%	MOS > 3.9	99%	MOS > 3.5
Video Service Quality	95%	MOS > 3.8	99%	MOS > 3.5

Voice Service Quality is measured via MOS as per definition provided in recommendation P.862.1 of the International Telecommunications Union (ITU). RingCentral will determine Voice Service Quality under this SLA by performing a PESQM R-Factor correlation to Mean Opinion Score (MOS). (PESQM is Perceptual Echo and Sidetone Quality Measure).

Video Service Quality is measured via MOS using RingCentral's proprietary internal algorithm.

E-model MOS measurement is calculated by inputting packet loss delay, codec impairment and optionally other impairments into the E-model as defined in G.107.

Credit Structure and Amounts

For each month that the Voice or Video Quality of Service (QoS) for RingCentral with Verizon falls within a tier associated with a credit amount in the table shown in Section 1.4, Customer will be eligible for the related credit percentage of the aggregate MRC for all the RingCentral with Verizon packages to which Customer has subscribed for the affected user.

Available Methods for Requesting MOS Credit	To request the credit, customer is advised to open a trouble ticket and work with Verizon support team.
Basis for SLA claim for MOS	Verizon will use RingCentral's proprietary internal algorithm and reporting analytics to verify that the MOS SLA standard was not met. If Verizon confirms Customer's request, then Customer may submit a claim for credit. A trouble ticket may be required.

1.3 **RingCentral with Verizon Availability SLA**. The "Application Availability" is the amount of time the platform is operating properly per affected user within a given month. A RingCentral with Verizon application is deemed "available" if i) no outage has occurred in the network operating center (NOC) affecting the user which resulted in a trouble ticket being opened, or ii) no trouble tickets related to outages have been opened by Customer or by Verizon on behalf of Customer.

Application Availability %		**Credit (% of MRC) for RingCentral with Verizon User MRCs**
From	To	
99.98%	100%	0%
99.90%	99.98%	10%
Less than 99.90%		15%

1.4 **RingCentral with Verizon QoS SLA.** The Voice or Video QoS measurement goal in any calendar month.

Average Voice or Video Service Quality QoS KPI	**Credit (% of MRC) for RingCentral with Verizon User MRCs**
≥ 3.8	0%
3.79 – 3.50	2.5%
< 3.50	7.5%

2. **Exclusions and Limitations to SLA Applicability**

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2.1 **General Exclusions.** The following exclusions apply to all SLAs:

- Force Majeure Events; and
- Verizon network maintenance.

2.2 **RingCentral with Verizon Calling SLA Exclusions**. In addition to the General Exclusions, the RingCentral with Verizon Calling SLAs do not include time related to unavailability or outages resulting from:

- Interruptions or outages not reported by Customer, or for which no trouble ticket was opened;
- Services installed for less than one full calendar month;
- Scheduled maintenance by Customer or entities under Customer's direction or control;
- Trouble tickets associated with any act or omission of any third party;
- Changes to the recommended network or server configuration, deviating from RingCentral with Verizon's design and configuration guidelines.
- Any act or omission on the part of the Customer, its contractors or vendors, or any other entity over which the Customer exercises control or has the right to exercise control, including without limitation, disconnection of power to the CPE;
- Lapses of RingCentral with Verizon service before the RingCentral with Verizon is up and billable;
- Customer-ordered third-party circuits;
- Performance impacting issues related to or resulting from (but not limited to) rogue network devices, viruses, worms, misconfigured unmanaged network devices attached to the LAN being managed or other impacting events/devices beyond the scope and control of Verizon.

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