



## Verizon Calling with Microsoft Teams + Service Level Agreement

- Overview.** This Service Level Agreement applies to Verizon Calling with Microsoft Teams (SBCaaS Only). Verizon manages the SBCaaS and supporting infrastructure. The SLA applies to each SBCaaS instance subscribed to by Customer. The SLA provides for Availability, Time to Repair, Installation, and Proactive Outage Notification Service Level Agreements for SBCaaS.
- Variations by Geographic Location.** The location of a Customer's Microsoft Teams service determines the applicable service levels. The countries covered under the Verizon Calling with Microsoft Teams SLA are divided into three categories:
  - U.S. – Contiguous 48 states and Hawaii with Verizon Networks
  - Global Tier A locations with Verizon Networks

Europe	Asia Pacific	Americas
Austria	Australia	Alaska
Belgium	Hong Kong	Canada
Denmark	China	Argentina
Finland	Japan	Brazil
France	Singapore	Chile
Germany	South Korea	Colombia
Ireland		Mexico
Italy		Panama
Luxembourg		Peru
Netherlands		Puerto Rico
Norway		Venezuela
Spain		
Sweden		
Switzerland		
United Kingdom		

- Global Tier B – the countries with Verizon Networks that are not in the U.S. or Global Tier A locations

Customer must also have a Verizon provided circuit (LTE, Private IP, or Verizon Internet) for management, the ability to conduct changes, and for restoration.

In summary, Customer may have Verizon or approved U.S. 3rd Party Networks as primary or backup service to a Site, but must have a Verizon provided circuit for management.

- Service Level Agreement for Management.** Under Management, Verizon manages the SBCaaS instance.

A SBCaaS instance is defined as the virtual network function servicing a specific Customer. There may be one or more instances servicing a specific Customer location. Each instance is covered by this SLA.

Availability of the SBCaaS instance is affected by supporting components provided by Verizon: Network, hosted platform and SBCaaS application software.

Failures of any of these components affect the availability of one or more of the instances to service a specific Customer Microsoft Teams service. Verizon agrees to deliver service levels for each instance and maintains and restores those components to meet those service levels.



The following are the Service Levels for Management:

Management				
Parameter	U.S. Verizon Network	Global Tier A Verizon Network	Global Tier B Verizon Network	U.S. 3rd Party Approved Networks
Availability with Dual instances of SBCaaS and diverse SIP transport	100%	100%	100%	100%
Availability with a single instance of SBCaaS and single SIP Transport	99.95%	99.95%	99.95%	99.95%
TTR	3.5 Hours	4 Hours	6 Hours	4 Hours
instance Installation (Excludes Network installation)	45 Calendar days (Excludes Hawaii)	Not Available	Not Available	Not Available
Proactive Outage Notification	15 Minutes	15 Minutes	15 Minutes	15 Minutes

The following are the definitions of back up:

Single instance backup - Microsoft Teams service site with a single HNS SBCaaS and a single SIP transport.

Dual instance backup - Microsoft Teams service site with dual instances of HNS SBCaaS and diverse SIP transport to each instance of SBCaaS.

For Availability and Time to Repair SLA metrics, the SLA excludes the amount of time that:

- Verizon is awaiting feedback or an approved maintenance window from Customer.
- The Trouble Ticket status is 'On Hold' status as requested by Customer.
- The problem is caused by a software bug for which no workaround or patch is available.

Verizon monitors the stability of the service after an incident is perceived to be resolved.

The SLA clock will resume when the Customer permits repairs to continue or when Verizon receives feedback from the vendor or manufacturer on a software or configuration problem.

4. **Management Availability SLA.** Management availability is based on SBC availability. Availability is based on the total number of minutes in a calendar month during which the instance serving a Customer's Microsoft Teams service is available divided by the total number of minutes in that month. Instances are considered available when they are performing the intended function (routing, optimization, etc.).
5. **Calculation of Management Availability.** Availability is the percentage of time that the Customer's instance is available within a given calendar month. Availability applies to the ability of the instance to perform its function. Total loss of the ability for the instance to perform its function is considered a Hard Outage and results in a Priority One Ticket. Total Failure of instance associated Network, HNS, or instance Software will constitute a Hard Outage and result in a Priority One Ticket.

The following hierarchy provides the relationship of components to the instance:



The failure of HNS supporting the Customer's Microsoft Teams service will be treated as a failure of all SBCaaS instances on the affected HNS supporting the Customer's Microsoft Teams service. The time associated with such HNS failure will be tracked for availability and TTR for each affected instance.

The failure of a SBCaaS instance itself, when the network and HNS remain operational, will be tracked and time associated with such failure will be used in computations for availability and TTR metric.

6. **Management Availability Calculation.** The calculation of monthly instance Availability (%) = 1 - (Total minutes of Customer Microsoft Teams service Hard Outage per month) X 100% / # days in month x 24 hours x 60 minutes.

7. **Management Availability SLA Credit Structure and Amounts.** Customers will be credited for Verizon Calling with Microsoft Teams monthly recurring charges for the instance(s) experiencing a Hard Outage. Credits are applied based upon back up services for the instance as follows:

Management Availability with Dual instance Backup Credit as a % of Affected instance MRC				
instance Availability	U.S. Verizon Network	Global Tier A Verizon Network	Global Tier B Verizon Network	U.S. Approved 3rd Party Networks
From / To				
100%-99.90%	10%	10%	10%	10%
99.89%-99.50%	15%	15%	15%	15%
99.49%-99.00%	20%	20%	20%	20%
98.99%-98.00%	30%	30%	30%	30%
97.99%-97.00%	50%	50%	50%	50%
Less than 97%	100%	100%	100%	100%

Management Availability with Single instance Backup Credit as a % of Affected instance MRC				
instance Availability	U.S. Verizon Network	Global Tier A Verizon Network	Global Tier B Verizon Network	U.S. Approved 3rd Party Networks
From / To				
100%-99.95%	N/A	N/A	N/A	N/A
99.94%-99.50%	5%	5%	5%	5%
99.49%-99.00%	10%	10%	10%	10%
98.99%-98.00%	15%	15%	15%	15%
97.99%-96.00%	25%	25%	25%	25%
95.99%-94.00%	50%	50%	50%	50%
Less than	100%	100%	100%	100%

8. **Management Time to Repair (TTR).** TTR is the time to resolve a Hard Outage Trouble Ticket for the affected instance(s).

9. **Calculation of Management Time to Repair (TTR).** The Customer's TTR will be based on the Priority One (Hard Outage) time per instance for each outage event. The TTR time starts when a Trouble Ticket is opened as a Priority One (Hard Outage) by Verizon or the Customer, and concludes with the restoration of instance. Instance Time To Repair (Hrs.) = Length of Trouble Ticket resolution for Priority One Ticket (Hard Outage per instance).

10. **Management Level TTR Credit Structure and Amounts.** Customers will be credited for Verizon Calling with Microsoft Teams MRC for the affected instance.



Management Time to Repair Credit as a % of Total MRC				
Hard Outage Repair Time (Per Incident)	U.S. Verizon Network	Global Tier A Verizon Network	Global Tier B Verizon Network	U.S. Approved 3rd Party Networks
Less than 3.5 Hours	NA	NA	NA	NA
3:30:00-3:59:00 Hours	5%	NA	NA	NA
4:00:00-5:59:00 Hours	10%	5%	NA	5%
6 Hours Plus	15%	10%	5%	10%

11. **Management Proactive Outage Notification SLA.** The proactive outage notification SLA provides credits if Verizon fails to notify Customer of a Hard Outage (Priority One Trouble Ticket) by electronic means (e.g. pager or e-mail).
12. **Management Proactive Notification SLA Calculation.** The Notification Period begins with opening of a Trouble Ticket (Priority One) for a Hard Outage. Verizon has 15 minutes to notify Customer's primary point of contact from the start point of the Notification Period. Verizon is in compliance with the proactive outage notification SLA if the Customer opened the Trouble Ticket or contacts Verizon within the Notification Period. Verizon will provide the Trouble Ticket number and an initial status.
13. **Management Proactive Notification Credit Structure and Amounts.** Customer will receive a credit equal to 10% of the monthly recurring charge for each instance that was impacted during a Hard Outage that was not properly notified.
14. **Management Level Proactive Outage Notification SLA Exclusions.** In addition to the general exclusions found in Appendix A, the following exclusions apply to the Proactive Outage Notification SLA:
  - Periods of Soft Outage.
  - Events that affect multiple customers including without limitation cable or fiber cuts.
  - Customer point of contact unavailability due to incorrect contact information or other cause.
15. **Verizon Calling with Microsoft Teams SLA Credit Application Structure and Process for Management.** Credits are not cumulative month to month. If the SLA issue exceeds 30 days, the same schedule applies for each consecutive month. Credits are provided for each instance serving the Customer Microsoft Teams service and there is no maximum credit within each month. Verizon's data and calculations will be used to determine if an SLA has been missed and a credit is due. Verizon will issue a credit within 90 days if its determination of non-compliance with an SLA. Credits are available in accordance with this SLA, but credits are not available for more than the value of any one affected MRC or the sum of the value all affected MRC's.
16. **Process for Customers to Apply for SLA Credits.** Customer completes two steps in order to have an outage qualify for a Service Level Agreement credit. First, a Trouble Ticket needs to be opened in response to Verizon Calling with Microsoft Teams issues at the time of the issue. Second, a written request for credit must be made to the account team contact.
17. **Opening a Trouble Ticket for the Availability, Time to Repair, and Proactive Outage Notification SLAs.** A Priority One (Hard Outage) Trouble Ticket must be opened on Verizon's systems, either by Verizon or by Customer's request. A Trouble Ticket provides the record of Hard Outage events. Submitting a Service Level Agreement Credit Request.
18. **Requests for Credits for Availability, Time To Repair, and Proactive Outage Notification SLA.** Customer must make a request in writing (e-mail or fax) to the Verizon Account Team for a credit within 15 days of the end of the month for which an SLA credit is due with the following information:



- The date the applicable outage(s) occurred.
- The time the outage(s) began and ended.
- Trouble Ticket number for each event.

19. **Service Level Agreement Credit Time Limitation.** If Verizon has failed to meet the same SLA for three consecutive months, Customer may elect to:

- continue Verizon Calling with Microsoft Teams with a limit of six months of credits for any individual SLA within a 12-month period.
- discontinue Verizon Calling with Microsoft Teams, at one, multiple, or all Customer Microsoft Teams services without liability except for charges incurred prior to discontinuation of Verizon Calling with Microsoft Teams.

Customer must submit a written disconnect notice to their Verizon Account Team within 30 days following the end of either the third or subsequent consecutive month of Verizon's failure to meet the SLA.

If 3rd Party Network provider causes in whole or in part the payout of SLA credits for three (3) consecutive months, Verizon has the following options:

- require a change of 3rd Party Network provider, as applicable.
- terminate its performance obligations under this Verizon Calling with Microsoft Teams SLA for the relevant SLA for Customer Microsoft Teams services with 3rd Party Network provider.



## Appendix A General Exclusions

The following exclusions apply to Management Service Level Agreements contained in this document:

No credit will be due to the extent the SLA is not met because of 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, other than acts or omissions of Verizon approved 3rd Party Network.

No credit will be due to the extent the SLA is not met because of a Force Majeure event, as defined in the Agreement.

No credit will be due to the extent the SLA is not met because of scheduled maintenance by Customer or entities under Customer's direction or control.

No credit will be due to the extent the SLA is not met because of scheduled maintenance by Verizon within Verizon's maintenance windows.

No credit will be due to the extent the SLA is not met because of the amount of time delays due to Customer Time.

No credit will be due for which there is no Trouble Ticket opened.

No credit will be due for instances which have been installed for less than one calendar month.



## Appendix B: Terms and Definitions

Circuit - A "circuit" is a connection and Local Access.

Connection - A "connection" is a port on the SBCaaS connected to the public internet, Verizon network or a 3rd Party Network.

Customer Time - Time delays attributable to or caused by one or more of the following:

- a) Incorrect or incomplete information provided by Customer.
- b) Verizon being denied access to the Customer's Microsoft Teams service when access is required.
- c) Failure or refusal by Customer to release the circuit for testing.
- d) Customer unavailability where needed to close a Trouble Ticket.
- e) Delays attributable to Customer management of the SBCaaS instance to include Customer policies as sources of issues.

Hard Outage- instance degradation such that Customer is unable to use the SBCaaS instance and Customer is prepared to release the circuit to Verizon for immediate testing.

HNS - Hosted Network Service, Verizon's network platform capable of hosting instance software to deliver SBCaaS.

Local Access - The portion of service between Customer's premises and a Verizon designated point-of-presence.

Soft Outage - Verizon Calling with Microsoft Teams Service degradation such that Customer is still able to use the Verizon Calling with Microsoft Teams service and Customer is NOT prepared to release the circuit to Verizon for immediate testing.

Trouble Ticket - The result of reporting by a Customer to Verizon of either perceived Verizon Calling with Microsoft Teams outage or Verizon Calling with Microsoft Teams degradation.

U.S. 3rd Party Networks - Customer Provided Access or transport, serving a Customer Microsoft Teams service or the Customer's entire network, from U.S. third parties, whether directly contracted by Customers with the providers or contracted through Verizon. Such U.S. 3rd Party Networks must be approved by Verizon.

Verizon Networks (Only to this Solution) - Verizon Networks in this SLA are applicable to SBCaaS within the Verizon Calling with Microsoft Teams service.