

# Verizon Unified Communications and Collaboration as a Service and/or Hosted Calling Service Level Agreement (“SLA”)

\*This SLA applies to both the UCCaaS and Conferencing Service Attachments, as it relates to Hosted Calling only.

1. **Overview.** This SLA provides performance metrics and provisions for Unified Communications and Collaboration as a Service (“UCCaaS”) and/or Hosted Calling. UCCaaS/Hosted Calling is designed for Cisco Unified Communications Manager, Unified Presence Server and Unity Connections messaging utilizing Cisco’s defined best practice recommendations for redundancy and availability. This SLA is in addition to service level agreements for other services that may be offered as part of a UCCaaS/Hosted Calling and/or solution that include, but are not limited to, Verizon Private IP, Verizon Managed WAN or Managed LAN, and Verizon VoIP SIP Trunking. Please refer to the service level documentation for individual SLA terms and conditions offered. This SLA is provided to Customers implementing a Verizon-approved UCCaaS/Hosted Calling architecture. Capitalized terms that are not defined in Section 6 (Terms and Definitions of this SLA) are defined in the Customer’s UCCaaS and/or Conferencing Service Attachment, or Customer’s Master Terms and Conditions.

## 2. Verizon UCCaaS/Hosted Calling Service Level Metrics

**TABLE 2.1 UCCAAS/HOSTED CALLING SLA METRICS**

Activity	Measurement	Credit Starting Point
Application Availability	UCCaaS/Hosted Calling Applications Availability	<100%
Call Quality, for all call durations (for devices not using SCSR)	Jitter	Grade of Poor>150ms
	Packet Loss	Grade of Poor>0.45%
	Latency	Grade of Poor>204ms
Call Quality, for calls less than 20 seconds for applicable devices	Severely Concealed Seconds Ratio	Grade of Poor
Call Quality, for calls 20 seconds or greater for applicable devices	Severely Concealed Seconds Ratio	Grade of Poor
Time To Repair	Restoration of Customer’s instance of a UCCaaS/Hosted Calling Outage	>90 Minutes
Pro-Active Notification	Notification Time	>15 Minutes

**TABLE 2.2 UCCAAS/HOSTED CALLING SERVICE LEVEL OBJECTIVE FOR ADMINISTRATIVE CHANGE MANAGEMENT**

Service	Activity	Metric
Change Management – MACD	Moves, Adds and Change Requests via a Verizon help desk request	72 Hours
Change Management – MACD Password Resets	Verizon help desk request	4 Hours

## 3. UCCaaS/Hosted Calling SLAs Defined

3.1 **Application Availability.** Application Availability is the amount of time the Platform is operating properly per affected user within a given month. A UCCaaS/Hosted Calling application is deemed “Available” if i) no Outage has occurred in the 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.

3.1.1 **Calculation.** Availability is the percentage of time that UCCaaS/Hosted Calling is available per user (i.e. not experiencing an Outage) within a given billing month, as based upon the recorded Outage time in an associated Trouble Ticket(s).

**Application Availability (%) =**

$$\left( \frac{\text{Available Minutes per Billing Month per user}}{\text{Number of days in billing month} \times 24 \text{ hrs.} \times 60 \text{ min}} \right) \times 100$$

3.1.3 **Credit Structure and Amounts.** For each month that Application Availability percentage for UCCaaS/Hosted Calling falls within a tier associated with a credit amount in the table below, Customer will be eligible for the related credit percentage of the aggregate monthly recurring charge (MRC) for all the UCCaaS/Hosted Calling Packages to which Customer has subscribed for the affected user

Table 3.1.3.1 **Application Availability Matrix with Survivable Remote Site Telephony.**

Application Availability %		Credit (% of MRC) for UCCaaS/Hosted Calling Package
From	To	
99.99%	99.95%	10%
99.949%	99.00%	15%
98.99%	98.00%	20%
97.99%	97.00%	30%
96.99%	95.00%	50%
Less than 95.00 %		100%

Table 3.1.3.2 **Application Availability Matrix without Survivable Remote Site Telephony.**

Application Availability %		Credit (% of MRC) for UCCaaS/Hosted Calling Package
From	To	
99.99%	99.50%	0%
99.49%	99.00%	10%
98.99%	97.00%	15%.
96.99%	95.00%	25%
94.99%	93.00%	35%
92.99%	90.00%	50%
Less than 90.00%		100%

3.1.4 **Exclusions.** In addition to the general exclusions set forth in Section 5 below, the following are excluded from the Application Availability SLA:

- 3.1.4.1 Interruptions or Outages not reported by Customer or for which no Trouble Ticket was opened.
- 3.1.4.2 Services installed for less than one full calendar month.

3.2 **Call Quality.** The Call Quality SLA metric uses an assessment model that is based on jitter, latency and packet loss, or the severely concealed seconds ratio, depending on the device type. Upon Customer's request, Verizon will provide a call quality report at the end of a month.

3.2.1 **Calculation.**

3.2.1.1 **For Devices Which Support Jitter, Packet Loss and Latency.** If any of the three metrics (jitter, latency, or packet loss) exceed the limits shown below for more than one percent (1%) of the calls made by a user in a calendar month, Customer will be entitled to a credit for that month equal to 10% of the applicable UCCaaS/Hosted Calling MRC per affected user, limited to one such credit per month.

Value	Credit Starting Point
Jitter	Grade of Poor >150 ms
Packet Loss	Grade of Poor >0.45%

Latency	Grade of Poor > 204 ms
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3.2.1.2 **For Devices Which Support Severely Concealed Seconds Ratio.** If either of the indicated metrics receives the grade shown below for more than one percent (1%) of the calls made by a user in a calendar month, Customer will be entitled to a credit for that month equal to 10% of the applicable UCCaaS/Hosted Calling MRC per affected user, limited to one such credit per month.

Value	Credit Starting Point
Call Quality, for calls less than 20 seconds for applicable devices	Grade of Poor
Call Quality, for calls 20 seconds or greater for applicable devices	Grade of Poor

3.2.2 **Exclusions.** In addition to the general exclusions set forth in Section 5 below, the following are excluded from the Call Quality SLA:

- Services installed for less than one full calendar month.
- Calls from Sites operating in the Survivable Remote Site Telephony mode.
- Third party vendor SD WAN sites, regardless of management level.
- Verizon SD WAN managed sites that are both not at the highest management level and not using Verizon MPLS/PIP service.
- Verizon Managed WAN service not at the highest management level
- Customer not fully complying with Verizon recommendations for local area network (LAN) settings with regard to call quality of Service configurations.
- UCCaaS/Hosted Calling with primary or secondary Private IP access using 4G LTE wireless service and/or Internet connectivity.
- UCCaaS/Hosted Calling using non-Cisco (i.e., “third party”) SIP IP phones.

3.3 **Time to Repair (“TTR”).** TTR is the time it takes to close a Trouble Ticket for an Outage of the UCCaaS/Hosted Calling Service or the time for the Service to fail over to the redundant data center and application functionality is restored, even if the trouble ticket remains open to continue repairs, or remains open in a “customer time” or “maintenance time” status. The TTR SLA applies to the Cisco Unified Communication Manager, Cisco Unity Connection, and Cisco Unified Presence applications.

3.3.1 **Calculation.** The TTR time starts when a Trouble Ticket is opened by Verizon or the Customer for an Outage event and concludes when the Trouble Ticket is closed following the resolution of the Outage event or the application fails over to the redundant data center and the application functionality is restored, even if the trouble ticket remains open to continue repairs, or remains open in a “customer time” or “maintenance time” status.

3.3.2 **Credit Structure and Amounts.** For each month in which the TTR SLA for an Outage incident for an application falls within a tier associated with a credit amount in the table below, Customer will be eligible for the related credit percentage of the UCCaaS/Hosted Calling MRC for the affected users of the application. For example, if the Communications Manager application incurred an outage, the credit would be based on number of configured users affected on that application for the applicable month times the UCCaaS/Hosted Calling MRC times the credit percentage related to the Outage repair time.

Table 3.3 TIME TO REPAIR (APPLIES TO EACH APPLICATION)

Outage Repair Time (Per incident)		Credit (% of MRC) for UCCaaS/Hosted Calling Package
0:90:00	3:59:59	5%
4:00:00	5:59:59	10%
6 Hours Plus		15%

3.3.3 **Exclusions.** In addition to the general exclusions set forth in Section 5, below, a TTR time period for an incident does not include time for Trouble Tickets associated with non-Verizon networks or non-UCCaaS/Hosted Calling Verizon services (e.g., PSTN or SIP Trunking services).

3.4 **Proactive Outage Notification SLA.** Proactive Outage Notification will be provided to Customers' designated point of contact within 15 minutes from the start point of the Notification Period, as defined below. Verizon will provide a ticket number and initial status.

3.4.1 **Calculation.** The calculation of the Notification Period begins with the opening of a Trouble Ticket for an Outage and ends when Verizon has sent notification to Customer's designated point of contact.

3.4.2 **Credit Structure and Amounts.** Customer is eligible to receive a credit equal to ten percent (10%) of the UCCaaS/Hosted Calling application MRC for each user who has experienced an Outage and Customer was not properly notified.

3.4.3 **Exclusions.** In addition to the general exclusions set forth in Section 5 below, the following are excluded from the Proactive Outage Notification SLA:

- Level 2 and level 3 Outages, as defined in the Welcome Kit.

3.5 **Administrative Change Management Service Level Objective.** The Administrative Change Management Service Level Objective has no associated credit.

#### 4. Credit Application Process

4.1 **SLA Application Structure.** Credits are not cumulative month to month. If the SLA issue exceeds 30 days, the SLA metric will restart for each consecutive month. The total credit percentage that will be applied against the total MRC for the UCCaaS/Hosted Calling Service for all failures to meet the SLAs within a month will not exceed 100% of total MRC for the UCCaaS/Hosted Calling Service for the affected month. Verizon's data and calculations will be used to determine if an SLA has been missed and whether a credit is due. Verizon will issue a credit within 90 days of Customer's request if it determines that a credit is due.

4.2 **SLA Credit Application Process.** Except for Call Quality SLAs, Customer completes two steps in order to have an Outage qualify for an SLA credit. First a Trouble Ticket needs to be opened in response to UCCaaS/Hosted Calling issues at the time of the issue. Second, a written request for credit must be made by Customer to the Customer's account team contact.

4.2.1 **Opening a Trouble Ticket.** For the Availability, TTR, and Proactive Outage Notification SLAs, an Outage Trouble Ticket must be opened, either by Verizon or Customer. A Trouble Ticket records the Outage.

#### 4.2.2 Submitting a Service Level Agreement Credit Request

4.2.2.1 **Call Quality.** Customer may only request one score credit per month. 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 Call Quality reports.

4.2.2.2 **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 Outage occurred
- The Sites affected by the Outage.

- Trouble Ticket number for each Site and Outage.

**4.3 Service Level Agreement Credit Time Limitation.** If Verizon has failed to meet the same SLA for 3 consecutive months, Customer may elect to:

- Continue the UCCaaS/Hosted Calling Service with a limit of 6 months of credits for any individual SLA within a twelve month period.
- Discontinue UCCaaS/Hosted Calling without liability except for charges incurred prior to discontinuation. 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.

**5. General Exclusions. The following exclusions apply to all UCCaaS/Hosted Calling SLAs:**

- No SLA will be deemed missed due to 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.
- No SLA will be deemed missed due to Force Majeure, as defined in the Agreement.
- SLA time will be suspended for scheduled maintenance by Customer or entities under Customer's direction or control.
- SLAs are only available for UCCaaS/Hosted Calling designs approved by Verizon.
- SLA time will be suspended for scheduled maintenance by Verizon within Verizon's maintenance windows.
- No SLA will be deemed missed due to lapses of UCCaaS/Hosted Calling before the UCCaaS/Hosted Calling is up and billable.
- SLA time will be suspended for the amount of time delays due to Customer Time.
- No SLA will be deemed missed due Trouble Tickets associated with any act or omission of any third party.
- No SLA will be deemed missed due to changes to the recommended network or server configuration, trunking or dial plans without Verizon's prior agreement.
- No SLA will be deemed missed due to network or network access outage.
- No SLA will be deemed missed if Application is greater than two versions older than the current installed standard version (N-2).
- No SLA will be deemed missed due to performance impacting issues related to or resulting from (but not limited to) rogue network devices, viruses, worms, miss-configured unmanaged network devices attached to the LAN being managed or other impacting events/devices beyond the scope and control of Verizon.

**6. Terms and Definitions**

Terms and Definitions	Definition
Billing Month	The period of time used for the monthly invoice. This is usually a minimum of 30 days but starts after the first of any month.
Customer Premise Equipment ("CPE")	Managed Service equipment located at the Site.
Customer Time	Time attributable to or caused by one or more of the following: <ul style="list-style-type: none"> <li>• Incorrect or incomplete information provided by Customer;</li> <li>• Verizon or the Verizon approved maintenance provider being denied access to CPE or network components at the Site when access is required;</li> <li>• Failure or refusal to release the Device for testing; or</li> <li>• Customer unavailability where needed to close a Trouble Ticket.</li> </ul>
MRC	Monthly Recurring Charge.
NOC	Verizon's Network Operations Center
Notification Period	The Notification Period is the period of time between -the opening of a Trouble Ticket for an Outage and when Verizon has sent a notification to Customer's designated point of contact.

Terms and Definitions	Definition
Outage(s)	When one of the UCCaaS/Hosted Calling applications is not operational within the UCCaaS/Hosted Calling data centers such that a Customer end user does not have the ability to utilize the primary function of the UCCaaS/Hosted Calling application. Loss of individual features not detrimentally affecting the primary function of a UCCaaS/Hosted Calling application does not constitute an outage. Additionally, UCCaaS/Hosted Calling application fail over to the redundant data center resulting in application functionality being restored does not constitute an outage, even if the trouble ticket remains open to continue repairs, or remains open in a customer time or maintenance time status.
Platform	The Customer's solution design for Cisco Unified Communications Manager, Unified Presence Server and Unity Connections messaging utilizing Cisco's defined best practice recommendations for redundancy and availability.
UCCaaS/Hosted Calling	UCCaaS/Hosted Calling is comprised of the following applications: Cisco Unified Communications Manager, Unity Connection, and Unified Presence.
Severely Concealed Seconds Ratio	The ratio of time by which a significant amount of audio quality concealment is observed divided by the call duration.
Site	A Site is a Customer's UCCaaS/Hosted Calling location.
Survivable Remote Site Telephony	Cisco Unified Communications Manager (CUCM) call processing backup mechanism that allows Cisco IP phones to register to a Cisco router.
Trouble Ticket	A ticket opened within Verizon's NOC from an internal Verizon report or a report by a Customer to Verizon of either perceived Outage or UCCaaS/Hosted Calling Service degradation.