

## **ALPHA TELECOM SIP Service Level Agreement (SLA)**

This Service Level Agreement (SLA) is for SIP Trunking & Hosted PBX Solutions. SLA provides customers with a certain level of assurance that their SIP Trunks and/or Hosted PBX systems provided by ALPHA TELECOM are redundant and in the case of service interruptions beyond the scope of this SLA:

- 1) Escalations and resolutions are provided and
- 2) SLA Credits are given to customer towards their invoices

ALPHA TELECOM does not warrant any of its services to be available 100% of the time. This SLA describes the limitations and processes by which we aim to provide availability of 99.99%, and the benefits of burstable channels as part of this SLA.

### **THIS SLA INCLUDES THE FOLLOWING**

#### **SIP TRUNKING & BURSTABLE CHANNELS**

**For customers with 10 or more channels only\***

- 1) Where a customer connects to Alpha Telecom's network through the use of a username and password, a second username and password are provided as a backup connection to an additional server.
- 2) Where a customer connects to Alpha Telecom's network through IP authentication, customer will be authenticated on two of Alpha Telecom's servers. Customer also has the option of authenticating two of customer's IP addresses (if customer has two data / internet services). IP authentication is only available to customers who have a public & static IP address.
- 3) In either case, both main and backup accounts are always active. ALPHA TELECOM will allow calls from customer to either registration / IP address, as well as send incoming calls to either one of these registrations / IP addresses (if customer provided two IP addresses).
- 4) As a result, customer will always have burstable channels to a maximum of double (outbound only). As an example, a customer with 10 channels can burst to up to 20 channels (outbound only). This feature is included as an added benefit to our customers provided resources are available at that time to permit bursting to double channel capacity.

#### **HOSTED PBX**

- 1) Hosted PBX systems are redundant (dual server) only on Alpha Telecom's network.
- 2) Hosted PBX systems are not eligible for burstable channels.
- 3) Connectivity for hosted PBX systems is limited to username and password method only.

### **NETWORK AVAILABILITY**

- 1) This SLA aims to provide 99.99% availability to customer during each calendar month.
- 2) In the case of a service outage, customer is required to open a trouble ticket by e-mailing [support@alphatelecom.ca](mailto:support@alphatelecom.ca). Telephone support is available Monday to Friday from 9 AM to 5 PM Eastern Time at 905-204-6970 option 1.

## RESPONSE TIME

ALPHA TELECOM aims to respond to tickets opened within reasonable time frames. The following timings can be expected when a trouble ticket is opened.

DAY/TIME	RESPONSE WITHIN
Monday to Friday (excluding holidays) 9:00 AM to 5:00 PM	20-40 Minutes
Saturday & Sunday (excluding holidays) 10:00 AM to 8:59 PM	40-60 Minutes
All other times	2-6 Hours
<i>***Always include customer name, contact information and as much detail as possible when opening a trouble ticket.</i>	

## SLA CREDITS

SLA credits are calculated as of the time a trouble ticket is opened. SLA credits are calculated as shown below:

Duration of Service Outage	Percentage Credit on full monthly invoice
Up to 4 Minutes (99.99% availability)	No Credit
5 minutes up to 4 hours	10% of invoice
4 hours up to 8 hours	15% of invoice
8 hours up to 12 hours	20% of invoice
12 hours up to 16 hours	25% of invoice
16 hours up to 24 hours	40% of invoice

## LIMITATION OF LIABILITY

ALPHA TELECOM, its agents and/or employees are not liable for any losses by customer, arising from any interruptions in service, degraded quality of service or full service outages, regardless of the length of time or the cause, except as outlined in "SLA CREDITS".

## RECOMMENDATIONS TO CUSTOMER

ALPHA TELECOM makes the following recommendations (but not endorsements) to minimize downtime not covered by this SLA:

- 1) Customers who depend on their ability to use their SIP Trunks should always consider having two separate internet connectivity provided by two separate providers, in order to have proper redundancy. In almost all cases of outages, internet connectivity is the issue (and not covered by this SLA).
- 2) Ensure that all hardware that support the PBX system, phones & IP connectivity equipment are powered through a UPS.
- 3) Ensure that critical network changes are coordinated with ALPHA TELECOM through our support e-mail system at [support@alphatelecom.ca](mailto:support@alphatelecom.ca).
- 4) PBX systems are one of the most targeted systems by hackers worldwide. It is important to discuss with your network manager and ensure your PBX is secure.
- 5) Customers with 10 or more channels who wish to take advantage of burstable channels and backup registration, must contact ALPHA TELECOM to make appropriate arrangements.

## INCIDENTS NOT COVERED BY SLA

It is important for customers to understand the limits of this SLA. The following situations are not covered by this SLA:

- 1) Interruptions or downtime of connectivity of customer's PBX (IP Phones, in the case of Hosted PBX systems) to the internet (unless that connectivity is provided by ALPHA TELECOM and covered by a separate SLA).
- 2) Power failures at customer's premises.
- 3) Hardware and/or software failures at customer's premises, whether or not owned and/or managed by ALPHA TELECOM.
- 4) Misconfiguration, mismanagement or other human errors on the customer's part and/or third party not representing ALPHA TELECOM.
- 5) Interruptions or downtime of ability to call outside of Canada.
- 6) In the case of diverted (forwarded) SIP Trunks, the downtime of the receiving network.
- 7) Bad quality calls (such as jitter, network latency, etc.)
- 8) Failure on the customer's part to inform ALPHA TELECOM of critical network changes on the customer's end, including but not limited to failure to advise ALPHA TELECOM of IP address changes (if IP authentication is used).

## MAINTENANCE

Normal Maintenance. Normal Maintenance refers to upgrades to hardware and software or upgrades to increase capacity and redundancy. Normal Maintenance may temporarily degrade the quality of Service, including possible outages. Such effects to Normal Maintenance will not give rise to service credits under this SLA. Normal Maintenance will be undertaken only between the hours of 12:01 AM and 5:59 AM Eastern Time.

Urgent Maintenance. Urgent maintenance refers to efforts to correct network conditions that require immediate action, which if not performed could cause a material service outage. Urgent maintenance may degrade the quality of Service, including possible outages. Such effects related to urgent maintenance entitle a customer to service credits set forth in this SLA. ALPHA TELECOM will make every effort to advise the customer of any pending outage, whenever possible.

## CUSTOMER TERMINATION RIGHTS

After 3 incidents that are covered by this SLA, the customer may terminate a term contract that may exist, but only for the services affected by that outage. Such termination requests should be addressed to [support@Alphatelecom.ca](mailto:support@Alphatelecom.ca) and accompanied by ticket numbers or other supporting information.