

SOLUSCARE

Service Level Agreement (SLA)

Last Updated: 4/1/2025

Effective Date: 4/1/2025

This Service Level Agreement ("SLA") covers SOLUS Network Solutions Inc., DBA SOLUS Technology Solutions – SOLUSCare Services provided per the SOLUS Technology Solutions SOLUSCare Service Agreement collectively referred to as "the Contract." SOLUS Technology Solutions reserves the right to change this SLA without notice.

1) GENERAL STANDARD OF SERVICE

SOLUS Technology Solutions uses reasonable efforts to maintain its overall service quality provided hereunder to be consistent with other common carrier and industry standards, government regulations and sound business practices.

2) COVERAGE

SOLUSCare Subscription Services are subject to the following coverage:

- a. **SOLUSCare Support Center:** SOLUS shall maintain a support center staffed 24 hours x 7 days a week x 365 days a year by trained personnel who can assist the Customer with any service-related issues as supported through SOLUSCare. Please refer to SOLUS Support Center Service Level Agreement Section 10.
- b. **Information Requests and Billing Ticket Services:** SOLUS will process information requests and billing tickets as requested by the customer. Please refer to the SOLUSCare Service Level Agreement Section 9 for service commitments.
- c. **SOLUSCare Portal:** SOLUS shall provide an online portal for the Customer to access and manage their SOLUSCare account, including access to service requests, contract details, and billing information. One portal license is included in the standard fee for SOLUSCare. Additional licenses can be purchased.
- d. **Acquisition of services:** SOLUS will research and identify the technology solutions available to the customer, providing pricing options and recommendations based upon the customer's needs.
- e. **Service Agreement Management:** SOLUS shall maintain accurate records of the Service Agreement, including contract terms, start and end dates, and any amendments or modifications.
- f. **Project Management:** SOLUS shall provide project management services for any projects or implementations related to services included in SOLUSCare Subscription Order, promoting timely and efficient delivery.
- g. **Contracted Services Inventory:** SOLUS shall maintain an inventory of contracted services included in the SOLUSCare Subscription Order and shall ensure that all services are provided as per the agreed terms.
- h. **Billing Dispute Resolution:** SOLUS shall address and resolve any billing disputes or discrepancies raised by the Customer in a timely and fair manner.
- i. **Proactive Network Monitoring:** SOLUS shall continuously monitor the IP addresses provided by the Customer via ICMP (Internet Control Message Protocol) messages for internet services covered under the SOLUSCare Subscription Agreement. This proactive monitoring is intended to ensure service availability and to detect and address issues in a timely manner.

- j. **Contract review:** While SOLUS is not a legal firm, we do understand the nuances surrounding the technology solution provider's contracts and will, from time to time, request changes to said contracts (when available) when they are in our Customers' best interest.
- k. **Disconnect of services:** Upon written request of the customer, SOLUS will disconnect existing services no longer in use or no longer needed.
- l. **Inventory Management:** SOLUS will ensure all service inventory is entered into the SOLUS Information Xchange (SIX) and kept up to date with all available inventory and account data.
- m. **Contract Management:** SOLUS will track, within SIX, the contractual status of each circuit and identify those agreements for the upcoming expiring agreement. SOLUS will notify the customer and discuss the customer's needs regarding the expiring services.

Proactive Network Monitoring: SOLUS shall continuously monitor the IP addresses provided by the Customer via ICMP (Internet Control Message Protocol) messages for internet services covered under the SOLUSCare Subscription Agreement. This proactive monitoring is intended to ensure service availability and to detect and address issues in a timely manner. **SOLUS will employ industry-standard methodologies:** Protocols such as Ping, SNMP (Simple Network Management Protocol), or SolarWinds, to monitor network circuits. However, while these methods are designed to detect internet service interruptions, SOLUS does not warrant that proactive monitoring will identify all potential outages.

Please see Section 10 of this agreement for covered services.

4. COOPERATION OF CLIENT

Customer agrees to cooperate with reasonable requests of SOLUS Technology Solutions for assistance, such as providing SOLUS with letters of authorization or agency, with copies of invoices, business expansion/contraction plans and other documents, and with electronic access to vendor accounts.

The Customer is responsible for reviewing and signing off on the final service inventory.

If Customer desires to have SOLUS proactively monitor their network, Customer is responsible for providing all IP subnets, including the IP address used by their network endpoint as well as implementing a white-list of the SOLUS monitoring servers for ping return.

5. PERFORMANCE

- a. **Non-Trouble Ticket Service Response Times:** Customer and SOLUS acknowledge and agree that normal non-Trouble Ticket service response times by SOLUS are during normal business hours of Monday through Friday, 7:00 AM to 5:00 PM Pacific Time.
- b. **Problem Resolution:** SOLUS shall make a bona fide attempt to rectify the condition in a timely manner through remote means, subject to the Provider's Service Response Times. In the event the condition requires onsite service, SOLUS may, with the customer's approval, engage a third-party field technician to assist in the resolution of the service which may or may not be at the customer's expense.

6. NETWORK SERVICE AND INVENTORY LEVELS

- a. **Coverage and Availability:** SOLUS will provide continuous access to the network service inventory through the SOLUSCare portal, including Customer account management, billing information, and support requests.
- b. **Inventory Management and Proactive Network Monitoring:** SOLUS will manage Customer's network service inventory, documenting inventory in the SOLUS Information Xchange (SIX) and conducting proactive monitoring for network reliability. Monitoring will use industry-standard protocols (e.g., Ping, SNMP).
- c. **Billing Dispute Resolution:** SOLUS will promptly address and resolve billing disputes brought forward by the Customer.

- d. **Project and Service Agreement Management:** Project management services will be provided for all network service inventory projects or implementations, with timelines and milestones monitored for efficiency and accuracy.

7. SUPPORT ESCALATION AND SERVICE QUEUE

- a. **Support Requests and Trouble Tickets:** Customers may request support by submitting trouble tickets through the SOLUSCare Portal (preferred), or by contacting the Support Center via phone or email. Each support request will generate a Trouble Ticket, assigned for tracking and resolution.
- b. **Service Queue and Response Times:** SOLUS will place requests into a Service Queue, with response and resolution times varying based on the nature of the request and queue length. Standard support hours are Monday through Friday, 7:00 AM to 6:00 PM PT, with after-hours support available for critical issues.
- c. **Escalation Protocol:** For unresolved issues or urgent needs, SOLUS will escalate tickets based on severity and service level agreements (SLA) as defined in the SOLUSCare Support Center SLA. The SLA details response expectations, priority levels, and escalation procedures.

8. PROBLEM RESOLUTION AND REPORTS

- a. **Remote and Onsite Resolution:** SOLUS will first attempt to resolve issues remotely within the specified Service Response Times. If onsite assistance is required, SOLUS may engage a third-party technician, with Customer approval and at the Customers expense.
- b. **Documentation and Reports:** SOLUS will provide reports to the Customer upon request, including service inventory status, contract details, and a summary of trouble ticket resolutions. These reports will be accessible through the SOLUSCare portal.

9. SOLUSCare SUPPORT CENTER

Classifications, Support & Maintenance SLA commitments defined below are measured on a best effort basis.

a. Trouble Ticket Incident Severity Classifications

The SOLUS Support Center classifies outage severity based on the extent of outage and the impact on Customer's operation. Table 1 presents the Service Outage Priority Classification Matrix with outage priorities from Priority 1 to Priority 4. The descriptions for the "Extent of Outage" and "Customer Impact" categories follow the table.

Table 1 - Service Outage Priority Classification Matrix

Outage Priority Classification		Customer Impact		
		Major	Moderate	Minor
Extent	Full	Priority 1	Priority 2	Priority 2
	Partial	Priority 2	Priority 3	Priority 3
	Minimal	Priority 2	Priority 3	Priority 4

b. Customer Impact

- 1) **Major:** The Customer is completely out of service with immediate Customer business impact.
- 2) **Moderate:** The Customer has multiple/alternative working circuits able to handle some of the traffic typically handled by this service limiting immediate Customer business impact.
- 3) **Minor:** The Customer has multiple/alternative working circuits able to handle all the traffic typically handled by this service minimizing immediate Customer business impact, the downtime is not significantly impacting a Customer's core business, or the downtime is a service inconvenience.

c. Extent of Outage

- 1) **Full:** The service is completely unavailable to the Client.
- 2) **Partial:** The service is available but degraded due to performance, capacity, etc.; or a feature or configuration change has been requested without which there are negative effects on Customer operation.
- 3) **Minimal:** The service is available but degraded with a work around or no immediate Customer impact; or a feature or configuration change has been requested for Customer convenience.

d. TARGET SUPPORT INTERVALS BY PRIORITY

SOLUS Technology Solutions endeavors to respond to Customer requests and service incidents as expeditiously as possible to minimize adverse Customer impact and meet Customers service needs. To ensure that the requests and Incidents with the greatest Customer impact are addressed the fastest, SOLUS Technology Solutions provides target support intervals by incident or request priority. These target intervals are presented below in Table 2.

Table 2 – Target Support Intervals by Priority

Support Intervals	Alarm Response	Email Pickup	Update Interval	Escalation Interval
Priority 1	15 minutes	30 minutes	30 minutes	3 hours
Priority 2	15 minutes	30 minutes	2 hours	6 hours
Priority 3	30 minutes	30 minutes	12 hours	36 hours
Priority 4	60 minutes	30 minutes	12 hours	48 hours

e. SOLUS SUPPORT CENTER SUPPORT COVERAGE

SOLUS Technology Solutions provides the following coverage for Network and Managed Services:

- 1) **Trouble Ticket/Incidents:** 24-hour x 7-day x 365 days per year coverage
- 2) **Non-Trouble Ticket Related Requests for information** from the SOLUSCare Support Center: 8:00 AM to 5:00 PM PST/PDT Monday through Friday, excluding holidays.

f. SCHEDULED DOWNTIME

SOLUS Technology Solutions will make reasonable efforts to perform SOLUS Support Center unscheduled maintenance after hours and will attempt to notify Clients at least four (4) hours in advance of unscheduled maintenance activities. Scheduled downtime is announced days in advance.

g. SERVICES COVERED

The Customer services included in this SLA are defined by Appendix A: SOLUSCare Exclusions, of the Customer SOLUSCare Service Agreement.

h. Service Availability Credits

SOLUSCare offer no direct credit for service availability. SOLUS Technology Solutions will work with the Customer to submit SLA credits to vendors of circuits or equipment as defined by the respective vendor circuit or equipment contract.

i. DEFINITIONS

- 1) **“Service” or “Services”** refer to the services indicated in this SLA and purchased by Customer pursuant to the applicable SOLUS Technology Solutions SOLUSCare Service Agreement.
- 2) **“Trouble Ticket/Incident”** means (i) any single event, or (ii) any set of events, that result in a Service Downtime.
- 3) **“Scheduled Downtime”** means a period of Downtime related to network, hardware, service maintenance or upgrades that is scheduled in advance.
- 4) **“Monthly Recurring Charge” (“MRC”)** means the monthly charges for the Service.
- 5) **“Service Credit”** is the percentage of the applicable MRC credited to Customer upon request following an Incident resulting Service Downtime.
- 6) **“Service Level”** means the performance metric(s) set forth in this SLA that SOLUS Technology Solutions agrees to meet in the delivery of the Services, e.g., Trouble Ticket response time.

10. SOLUSCare Supported Services

a. Network Services

- 1) **Voice**
 - i) PRI/SIP Trunking
 - ii) Long Distance/Toll Free
 - iii) Local Lines/POTS (analog or SIP)
- 2) **Data**
 - i) Private Network Services
 - ii) Internet Services
 - iii) SASE (Secure Access Service Edge)
 - iv) SD-WAN
- 3) **Colocation**
- 4) **Voice over IP Phone Systems**
 - i) Trouble Tickets
 - ii) Basic MACD (Moves, Adds, Changes and Deletions)
 - iii) NO PORTAL WORK