
Addition Networks, a division of Merrimack Education Center

This Service Level Agreement (SLA) documents Addition Networks' commitment to provide high quality connectivity for our valued customers.

1. Addition Networks' Target Service Objectives

Network availability of 100% of the time. This excludes any scheduled maintenance that causes a disruption in services.

- a. Network Latency Average: Provider's network architecture is designed with a network latency objective of less than 15ms as defined as the average roundtrip transmission delay from the gateway router (customer) to the core backbone router (Provider gateway router/Monitoring system) over a month period.
- b. Network Latency Maximum: Provider's network architecture is designed with a network maximum objective of less than 45ms as defined as the maximum roundtrip transmission delay from the gateway router (customer) to the core backbone router (Provider gateway router/Monitoring system) averaged over a month period.
- c. Packet Loss Guarantee: Engineering design objective for packet loss of under 0.03% as defined as the packet loss between the gateway router (customer) to the core backbone router (Provider gateway router/Monitoring system) measured as an average per day.
- d. Jitter Guarantee: Provider's network architecture is designed with a jitter guarantee that jitter shall not exceed 10 msec for more than 0.1% of service time in a calendar month and jitter shall not exceed 0.5 msec, measured as an average per month. Jitter is defined as the variation in delay for packet transfers between the Customer's site and the core backbone router (Provider gateway router/Monitoring system).

2. Scheduled Maintenance

Planned down times will be scheduled with a minimum three week notice to the Customer. Broadcast email messages will be sent to all customers and notices will be posted on Addition Networks' website
<http://www.additionnetworks.net/support.cfm>.

3. Emergency Restoration

Un-expected problems do occur that require emergency restoration of services. When emergency restoration is required, Addition Networks will provide as much lead-time as possible, and will always strive to minimize the impact on customers.

4. Mean Time To Repair (MTTR)

Addition Networks strives to restore customer services in a timely manner. In the event that we need to dispatch one of our field service technicians, or a provider field technician, our goal is to achieve a 2-hour response to site, MTTR is four hours. Repair times are contingent on Addition Networks and/or Provider having prompt access to the necessary equipment and infrastructure at the customer location. Problems that require technicians to dispatch identified after 4:00pm will be scheduled first call on next business day. On occasion, conditions that are beyond Addition Networks' control may cause reasonable and understandable delay in MTTR. Examples of such conditions include acts of God, war, terrorism, and severe weather conditions.

5. Performance Guarantee Credit Structure and Amounts

Network Outage Definition: Credits are based upon network unavailability (after CPE is eliminated). Unavailability in a calendar month consists of the total number of minutes that Provider's network was not available, including unavailability associated with any maintenance at Provider's hub to which the Contracting Department's circuit is connected other than for Scheduled Maintenance during non-business hours.

- a. Network Outage Credit: For each hour of Network Unavailability or 15 minute portion thereof in any calendar month, the Customer's account shall be credited for that same amount of downtime of their monthly recurring charge for the affected service.
- b. Network Latency Average Credit: If Provider fails to meet the Network Latency Average in any calendar month, the Customer's account shall automatically be credited 15% of the monthly recurring charge for that month.
- c. Network Latency Maximum Credit: If Provider fails to meet the Network Latency Maximum in any calendar day, the Customer's account shall automatically be credited one thirtieth of the pro-rated monthly recurring charge for that month.
- d. Packet Loss Guarantee Credit: A credit of the pro-rated charges for one thirtieth of the monthly recurring charge shall be applied to the customer's account for each day that the Packet Loss guarantee is not met.
- e. Jitter Guarantee Credit: A credit of 10% of the monthly recurring charge shall be applied to the account of the Customer for each month that the Jitter guarantee is not met.

6. Exclusions

Exclusions include Scheduled Maintenance, or any unavailability due to:

- a. Outages related to customer responsibilities as defined in the contract and outages beyond Provider's network.
- b. Problems related to the customer's local area network (LAN) or any service failure caused by power outages in customer's location or acts of hacking or denial of service by a third party attacking Provider network or the customers, acts of God and terrorism.
- c. Applications, equipment or facilities under the control of the Customer.

7. Monitoring

Provider's network availability target is 100% and the system and network is monitored on a 24-hour / 7 days per week basis. In the event of a major service outage, our system alarms automatically notify our Support Staff about the problem.

8. Performance Reporting

Performance reporting is maintained on Addition Networks' backbone monitoring system and can be provided via email on a weekly basis or accessed through a web browser, secure customer account access 24-hour / 7 days per week.

- a. Reporting includes: SLA metrics, Addition Networks contact information, and access to Addition Networks' trouble ticket system.

9. Notification

Addition Networks provides fault notification for the devices that provide network access to the Customer. Addition Networks' Technical support will create a trouble ticket and will notify Customer's designated points of contact within 15 minutes of Addition Networks' determination of a service failure. Addition Networks will notify Customer's designated points of contact via multiple methods of contact (e.g. telephone, email, pager, etc.) as mutually agreed with Customer.

10. Technical Support

For technical information or assistance of a non-emergency nature during regular business hours (7:00am - 4:30pm) contact our Technical Support at (978) 275-1600, Option 1 or by email at support@additionnetworks.net.

11. Emergency Support Guidelines

A customer can report any service problem to our Network Operation Center (NOC) 24 hours a day, 7 days a week. The telephone number is (978) 275-1600, Option 1. Before calling, please have the following information available so that your call can be handled more efficiently:

- a. Customer name
- b. Name of caller and call back information
- c. Location of problem and circuit ID
- d. Type of problem
- e. A detailed description of the nature of the call

12. SLA Amendments

Addition Networks may revise, update, or improve this SLA, from time to time, as required and it is expected that revisions to this SLA may include, but are not limited to, performance objectives, definitions, process improvements, SLA wording to improve usability, etc.