

# SERVICE LEVEL AGREEMENT VOICE SERVICES

This is the Service Level Agreement for Finger Lakes Technologies Group's Voice Services, which apply to local and long distance services provided by Finger Lakes Technologies Group (the "Service").

## Network Performance

Finger Lakes Technologies Group guarantees network reliability of 99.999% for the Service. Finger Lakes Technologies Group's network is built around state-of-the-art soft switch that can provide VOIP or CLASS 5 switching functionality. The quality of the Service will be consistent with industry standards, government regulations and sound business practices.

## Repair Performance

Finger Lakes Technologies Group maintains a state-of-the-art network operations center (NOC) and maintenance group in Upstate New York. Finger Lakes Technologies Group proactively monitors the network to identify faults and outages.

Finger Lakes Technologies Group provides 24 hours a day, 7 days a week trouble reporting at a single point of contact from our Service Center located in Ontario County, town of Victor, New York. Our Service Center is able to receive trouble reports via computer, telephone, electronic mail, or fax. Finger Lakes Technologies Group offers to our Customers a toll free number to report and remediate troubles.

Finger Lakes Technologies Group guarantees a time to repair of 4 hours. The timing for outage begins when the Customer reports the problem to the Finger Lakes Technologies Group help desk and ends when Finger Lakes Technologies Group reports back to the Customer that the Service has been restored.

Our NOC can be reached at 800-977-3584.

## Credits

Only complete Service Outages (as defined below) qualify for a credit. The outage interval begins when reported by the Customer to the Finger Lakes Technologies Group Service Center and ends when the Finger Lakes Technologies Group Service Center notifies the Customer that the Service has been restored. Only the Services that are affected by the Service Outage will be eligible for a credit and only MRCs will be credited. The Customer must request all credits within 10 days of the Service Outage

and must file the credit request with the Finger Lakes Technologies Group Customer Service Center.

The Customer will receive 1/30th of the MRC for Service Outages greater than 2 hours and less than 24 hours and 1/30th of the MRC for each Service Outage greater than 2 hours after the first Service Outage. Credits in any single month cannot exceed the MRC for that month.

### **Service Outage**

“Service Outages” are defined as the complete loss of service or the inability to complete calls. Service Outages are not force majeure events, local loop outages, power outages, slow dial tone, circuit busy or latency.