



## ICON Cloud Solutions Service Level Policy

### SERVICE LEVEL AGREEMENT (SLA)

ICON Cloud Solutions offers the following SLA, which is defined as 99.5% system up-time based upon the total minutes per month of successful operation (up-time) divided by the total minutes of available operation time per month. This SLA is dependent upon the following:

1. Total available operational time is defined as the total number of days in a month multiplied by 24 hours multiplied by 60 minutes.
2. Does not include downtime for scheduled system maintenance.
3. Does not include "Force Majeure" events that are outside of ICON Cloud Solutions direct control.
4. **Does not include service disruption caused by a customer-provided IP connection.** The customer must have a primary bandwidth connection and a back-up bandwidth connection to ICON Cloud Solutions.

### SLA Credits

In the event that the unscheduled downtime of the voice services provided by ICON Cloud Solutions exceeds 0.5%, ICON Cloud Solutions will provide the following credits:

No credit for a service level maintained above 99.5%.

1. For Service Levels between 99.3% and 99.5% a Credit in an amount equal to five percent (5%) of the monthly Service Fee.
2. For Service Levels between 99.0% and 99.5% a Credit in an amount equal to ten percent (10%) of the monthly Service Fee.
3. For Service Levels below 99.0% a Credit in an amount equal to fifteen percent (15%) of the monthly Service Fee.