

Managed IP PBX
International Service Level Agreement Schedule

Effective April 30, 2007

1. Overview

Managed IP PBX offers certain international service level agreements (“SLA”) and objectives as shown below for Managed IP PBX sites outside of the United States. This International SLA Schedule (the “Schedule”) supplements the Managed IP PBX Service Level Agreement for the United States (the “US SLA”) and shows only those SLAs that are available when extending US-sold Managed IP PBX services to international sites. Capitalized terms and SLA terms and conditions not defined herein are defined in the US SLA.

The Managed IP PBX International SLAs are as follows:

Platform Availability
Time to Repair (“TTR”)
Proactive Outage Notification

The Managed IP PBX International Service Level Objectives is as follows:

Change Management

2. Managed IP PBX International SLAs and Objective

Coverage Categories

The Managed IP PBX SLAs vary by level of geographic location as defined below.

2.1 Geographic Location. The location of a Customer site determines the applicable service levels. The countries covered under the Managed IP PBX International SLA Schedule are divided into three categories:

2.1.1 U.S. – Contiguous 48 states, the District of Columbia and Hawaii

2.1.2 Global Tier A

Europe	Asia Pacific	Americas
Austria	Australia	Alaska
Belgium	Hong Kong	Canada
Denmark	Japan	Argentina
Finland	Singapore	Chile
France	South Korea	Puerto Rico
Germany		
Ireland		
Italy		

Luxembourg		
Netherlands		
Norway		
Spain		
Sweden		
Switzerland		
United Kingdom		

2.1.3 Global Tier B – the countries where Verizon provides Managed IP PBX services that are not in the U.S. or Global Tier A.

2.2 Service Level Agreement by Design and Maintenance Provider

Managed IP PBX International Service Level Agreements (International Remote Site CallManager Express/Unity Express)

Parameter	Region			
	U.S.: Verizon Network only	Global Tier A All Networks	Global Tier B All Networks	U.S.: Other Verizon Networks & 3 rd Party Network
Platform Availability – Complete Network Management	99.50%	99.50%	99.50%	99.50%
TTR – Verizon Data Maintenance -- Network	3.5 Hours	4 Hours	6 Hours	4 Hours
TTR – Verizon Data Maintenance and 3 rd Party Maintenance	6 Hours	6 Hours	6 Hours	6 Hours
Proactive Outage Notification	15 Minutes	15 Minutes	15 Minutes	15 Minutes

Managed IP PBX International Service Level Objective

Parameter	International
Change Management	72 Hours

3. Service Level Agreements and Objectives Defined

3.1 Platform Availability matrix IP PBX Router with CallManager Express

Platform Availability %		Credit (% of MRC)
From	To	

>99.49%		0%
99.49%	99.00%	10%
98.99%	97.00%	15%
96.99%	95.00%	25%
94.99%	93.00%	35%
92.99%	90.00%	50%
Less than 90.00%		100%

3.2 Time to Repair International SLA

3.2.1 Time to Repair with Verizon Data Maintenance – Network (applies to each Site)

Time to Repair Verizon Data Maintenance – Network		
Outage Repair Time (Per incident)		Credit (% of MRC)
3:30:00	3:59:59	5%
4:00:00	5:59:59	10%
6 Hours Plus		15%

3.3 Proactive Outage Notification SLA. The proactive outage notification SLA provides a 10% credit if Verizon fails to notify Customer of an Outage within the 15 minute Notification Period. Proactive Outage Notification will be provided to the Customers' designated point of contact by e-mail or pager.

3.4 Change Management Service Level Objective. The Change Management service level objective is to complete certain change management requests, listed below, within 72 hours of when the Customer has scheduled the change to occur. Verizon may add, delete, or change the change request types from time to time.

3.4.1 Definition

Change Request Types:

Change Activity
Messaging Feature Modify*
Router Call Control Modify*
Router Messaging Modify*
Request to back up media

*Does not include end user or end device move, add, change or delete.

Standard change requests do not provide for scheduling, coordination, follow-up, impact assessment or evaluation before or after such request by Customer.

3.4.2 Credit Structure and Amounts. The Change Management service level objective has no associated credit.

4. Credit Application Process. The credit application process contained in the US SLA applies to this Schedule.