



1.0 GENERAL

This Master Service Level Agreement (“MSLA”) applies to Edge Communications Solutions LLC (“Edge”) Services ordered by Edge’s customer (“Customer”) who has a fully executed Service Agreement in place with Edge. This MSLA outlines Edge’s commitment to Customer with regard to the response times and resolution plan times for trouble tickets as well as remedies in the event that Edge fails to satisfy commitments.

2.0 PRIORITY LEVELS & RESPONSE TIMES

Customer is responsible for opening a trouble a ticket with the 24x7 Edge Network Operations Center (“NOC”) for Priority Level Categories 1-4 events by calling the contact number listed in the Service Agreement. The Start Time of the event is considered the time that the trouble ticket was created. The Response Time is the amount of time that has elapsed from the Start Time to the time action has been taken by the Edge NOC to put the resolution process in motion and to communicate these actions to Customer either by email or via voice communication. This Response Time is committed to as follows:

Priority Level	Description	Response Time
1	Full Service Interruption, site is down and cannot conduct normal business operations.	15 Minutes
2	Partial Service Interruption, partial outage impeding normal business operation.	15 Minutes
3	Minor outages to non-business sustaining devices.	30 Minutes
4	General questions and Move/Add/Change requests	2 hours

3.0 RESOLUTION PLAN TIME

The Resolution Plan Time is the amount of time that has elapsed from the Start Time to the time Edge devises a plan to resolve the trouble and communicates it to Customer either by email or via voice communication. Edge’s Resolution Plan Time commitment is dependent on Priority Level and is committed to as follows:

Priority Level	Description	Resolution Plan Time
1	Full Service Interruption, site is down and cannot conduct normal business operations.	4 Hours

2	Partial Service Interruption, partial outage impeding normal business operation.	6 Hours
3	Minor outages to non-business sustaining devices.	12 Hours
4	General questions and Moves/Adds/Change requests	24 Hours

4.0 REMEDIES

Service outage credits are available under the following circumstances:

1. Customer has opened a trouble ticket with the Edge NOC.
2. The Service Outage is a Priority Level 1.
3. The outage was caused by an event under Edge’s control.
4. Customer contacts Edge within 15 days of the outage to request a credit.

Credits are issued against monthly recurring service fees of the affected service as follows:

Service Outage Time	Credit
1 hour to 1/2 day	1 Day Credit
1/2 day to full day	2 Day Credit
Greater than one full day	1 full day credit for each additional calendar day that the service or services are down beyond the first -full day.

5.0 EXCEPTIONS

The exceptions to this mSLA are as follows:

1. A failure or malfunction of equipment or services not detailed in the Service Agreement.
2. The failure or malfunction of a service or services not in direct control by Edge.
3. The failure or malfunction of third party circuits or wireless connections.
4. The failure or malfunction of third party vendor services.
5. The failure or malfunction of customer owned hardware or software.
6. Damage, Vandalism or theft (physical or cyber).
7. Force majeure events.
8. Normal maintenance windows. Normal Maintenance is defined as a scheduled maintenance within Edge’s Core network or Customer’s Network to upgrade its hardware and or software to maintain efficiency, capacity and security levels and may cause degradation of service or outages during the scheduled maintenance window and are not included in this SLA.

//END OF DOCUMENT//