



Cirrus Service Level Agreement

1. Our Service Level Commitments:

As a software cloud and voice service provider, the Company offers complete business communications solutions, specifically for contact centre and business users with the same high level of customer service and account management that is available across all our products. The following terms detail our commitment to you.

1.1 Service Level Scope:

This Service Level Agreement covers services provided directly by us under this Order. It is limited to the equipment, software and network infrastructure that we have direct control of. Services provided by third parties are not covered by this SLA.

1.2 SLA Performance Metrics

Our performance metrics are measured 24/7/365 by our network monitoring infrastructure which will alert, by email, text message and phone call our engineering team, who are also available 24/7/365. .

1.3 Planned & Emergency Maintenance

We will need to perform planned or emergency maintenance and upgrades from time to time. You will be informed of planned maintenance at least 48 hours prior to the planned maintenance window. You will be informed of emergency maintenance at least 3 hours prior to the emergency maintenance window. Wherever possible, both planned and emergency maintenance will be scheduled for out of normal working hours, from 19:00 to 05:00 weekdays or at weekends, or whenever network demand is at its lowest. We will alert you of either planned or emergency maintenance via email.

1.4 Uptime Guarantee

We provide a monthly service uptime guarantee to you as follows:

- Core TDM Network availability: 99.999% average uptime**
- Core IP Network*: 99.99% average uptime**
- Web Services: 99.99% average uptime**

* Core IP Network Availability is defined as our edge-router infrastructure being available through our IP addresses.

** Uptime guarantees are based on normal working operation and do not cover pre-planned maintenance, emergency maintenance or downtime resulting from DDoS and DoS attacks (ie. attacks by an external party that cause our Service availability be reduced).

1.5 SLA Under Performance

In the event we do not meet the uptime metrics set out in 1.4., a Service credit will be available from us as follows. SLA service credit claims must be made in writing to support@cirrusresponse.com within 30 days of the end of the month in which the SLA under-performance occurred and will be credited to your account within 30 days of approval. The issuance of a service credit is Customer's



sole and exclusive remedy and Company's sole liability in respect of Company's obligations under the Service Level Agreement.

1.5.1 Core TDM Network Services (CCaaS)

- >1.0% under uptime target = 15% refund of your Extended Support charges*

* All Service credits are given as percentage discounts from the Extended Support charges set out in Appendix 2 for the months in which the SLA under-performance occurred; charges for successful phone calls made by the Customer are not included in the service credits and will still need to be paid.

1.5.2 Web Services (Omni Channel)

Omni is delivered by an Amazon Web Service (AWS) private cloud. We will use commercially reasonable efforts to make the Included Products and Services each available with a Monthly Uptime Percentage (defined below) of at least 99.99%, in each case during any monthly billing cycle (the "Service Commitment"). In the event any of the Included Products and Services do not meet the Service Commitment, you will be eligible to receive a Service Credit calculated as a percentage of the Appendix 1.2 Service charges applicable for the duration of non-conformance as described below.

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.99% but equal to or greater than 99.0%	10%
Less than 99.0%	30%

1.5.3 Link Pay +

Link Pay + services are provided on a pay-as-you-go basis and as such Service Credits are not available for SLA under-performance.

1.6 Support Service Level

The following details our customer service process. This is available for service affecting issues only; non-service affecting issues will be dealt with during 08:30-17:30 Monday to Friday with a response within 24 hours.

1.6.1 Service requests

Service Requests (for example, Moves, adds changes, and support requests) can be raised by email (support@cirrusresponse.com) or phone (0333 103 3450).

1.6.2 Target Response Time for Service Requests

The Company will acknowledge your service request within 3 working hours of it being raised by forwarding you a unique case number generated by our support portal.

1.6.3 Target Resolution Time for Service Requests

Resolution times are dependent on the nature of the request; however, we will use our reasonable endeavours to resolve your request within 4 working hours of acknowledgement.



1.6.4 Faults

Faults should be raised by phone (0330 022 3450). Customers with 24-hour support contracts will be assigned a dedicated support phone number that will route to their dedicated care team.

1.6.4.1 Target Response Time for Faults

The Company will acknowledge your fault within 30 minutes of it being raised. Where a fault occurs out of hours, a unique case reference number generated by our support portal will be made available during the Business Day.

1.6.4.2 Target Resolution Time for Faults

Resolution times are dependent on the nature of the fault; however, we will use our reasonable endeavours to resolve faults within the timescales stated below:

Priority	Name	Description	Response	Resolution	Contact Method
1	Critical Business Impact	The customer, regardless of the environment or product usage, has complete loss of service or resources for which no work around exists, and the customer's work cannot reasonably continue. An example of a Priority 1 issue is the inability of the customer to receive any calls.	30Min	2hrs	Phone & Email to Cirrus support
2	Serious Business Impact	The customer is experiencing significant or degraded loss of service from Cirrus. An example of a Priority 2 issue would be a major service flaw with a work around. The ContactMap may not be working, but calls can be routed to the customer's PBX.	1hr	3hr	Email to Cirrus support or Cirrus Self-serve portal & Phone
3	Minor Business Impact	The customer has experienced a minor loss of service. A minor service flaw with a work around represents this type of issue. The ContactMap may not be working, but calls can.	3 working hours	3+ days	Email to Cirrus support or Cirrus Self-serve portal



1.6.5 Escalation Process

In the event we fail to meet the Support Service Levels set out in 1.6, the escalation process available to you is as follows:

Level 1: No response within the stipulated Target Response or Target Resolution times:

Service Desk Manager

support@cirrusresponse.com

Level 2: No response from Level 1 within 2 hours:

Operations Manager

support@cirrusresponse.com

Level 3: No response from Level 2 within 3 hours:

Operations Director – Bernard Ross

Bernard.Ross@cirrusresponse.com

Level 4: No response from Level 3 within 4 hours:

General Manager – Nikki De Kretser

Nikki.dekretser@cirrusresponse.com

1.6.6 Set up Promise

We have designed the Implementation Plan to allow us to set-up the Service for you in parallel with your existing system. This means that your existing system will remain operational throughout the Implementation Plan as well as for a period after the Implementation Plan has been completed. The Service is designed to allow fast switching between the existing system and the Service in such a way that should anything not go according to plan during the Implementation Plan; you can almost instantly switch back to using the existing system. By doing this, we promise that you will be able to receive and make calls throughout the Implementation Plan and the set-up of the Service.

1.6.7 Service Promise

We are confident that our Service will meet the performance criteria described to you in a Quotation. However, to give our Customers additional confidence we offer a 120-day Service Promise. If the services purchased do not materially operate in the manner described in our Quotation, you shall be entitled to be released from your commitment to the Initial Period charges as set out in MSA clause 7.7 at any point up to 120 days from the date that the Implementation plan reaches Phase H, provided always that:

1.6.7.1 you shall have notified us in writing of any such failure as soon as reasonably practicable, and;

1.6.7.2 we have acknowledged the discrepancy between our proposal and the Service delivered to you, and;

1.6.7.3 we have failed to rectify the said discrepancy after 45 days from notification to us under paragraph a). above.