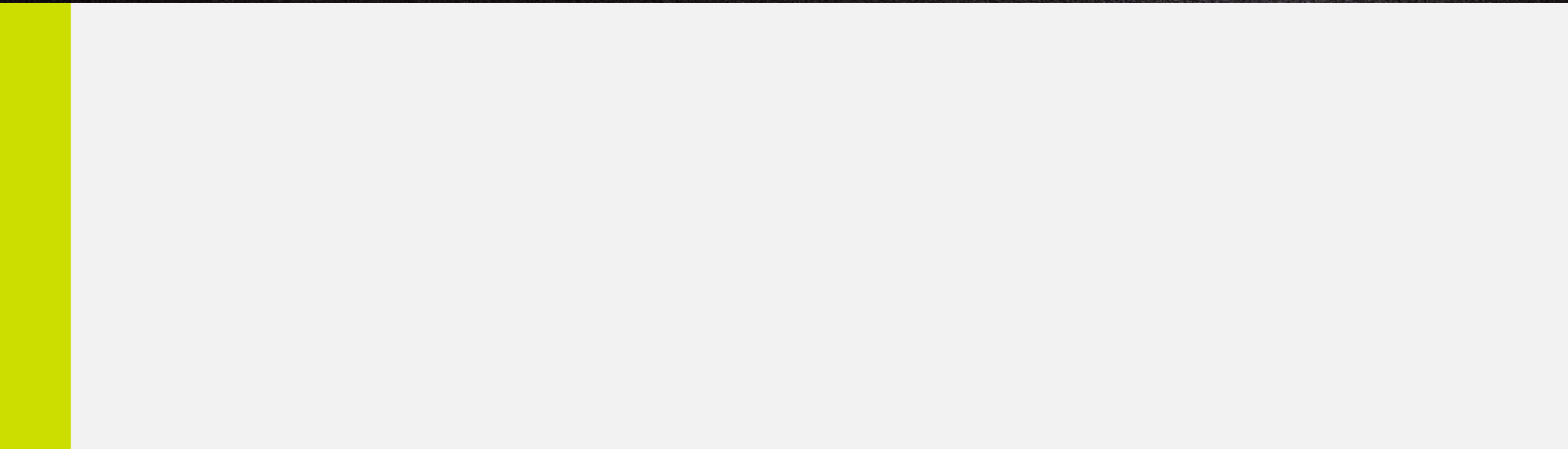




SERVICE LEVEL AGREEMENT



MITEL MAINTENANCE AND SUPPORT SERVICES

4Sight offers a comprehensive Mitel System Support Service which can be tailored to meet the exact requirements of your organisation. With over 28 years of experience in supporting Mitel communications systems including Telephony, Unified Communications and Contact Centres, we understand the different technical aspects of maintaining your real-time applications, whether they are situated on-premises or in the cloud, we can ensure your organisation remains connected all year round 24/7.

System Support Options

4Sight have several Support and Maintenance options, these define the level of interaction that you as the customer requires:

Engage

“Engage” is designed to be entry level and comparable in its operation with the current markets best. It is a responsive contract with an account manager assigned to the client who in turn has access to the supporting design and technical expertise we have on offer. The lead and owner of the account relationship is the account manager.

Monitor

“Monitor” takes it up quite a big step as this is proactive through the monitoring of alarms and management information. This service is led by a Technical Account Director and has a named principle engineer assigned as well as a supporting Account Manager and Executive Sponsor. In this scenario, the TAD is the lead person who has ownership of the account.

Manage

“Manage” is the same as Monitor and includes all the same features and benefits with the added component of one or more resident personnel who are supplied, managed and developed by 4Sight in line with the client strategy.

SUPPORT SLA

At 4Sight we operate a priority response system that takes into consideration the real-world challenges of managing targets for responses, incidents resolution, exceeding target times, frequency of updates and escalation processes.

Many of our industry peers choose to define service events by a perceived impact on your business, and whilst this may look like a comprehensive option it is our experience that these definitions can lead to restrictions and service red tape, which ultimately costs your business time and money.

At 4Sight we have a simple yet very effective policy – Service First, Ask Questions Later. Therefore, we provide a guide to help you, but crucially you retain the ability to ADVANCE the priority level to meet with the circumstances and impact as you consider appropriate.

With 4Sight you are offered 4 levels of response and restoration priority. All of which include the services required to maintain the operational performance of your system(s). This includes engineering resources and the repair or replacement of faulty hardware covered under the scope of the service agreement.

Priority 1, 2 and 3

With priority 1, 2 and 3 all reported incidents receive the same level of case management with an incident team consisting of a case manager, technical lead and escalation manager being assigned to manage the resolution process. All incident teams have the authority and ability to place orders on any 3rd parties for the supply of equipment and services deemed necessary in the process of restoration.

Priority 4

Lowest priority incidents and requests for information or advice would normally fall under this category. All cases are logged in the same way as P1, 2 and 3 incidents and managed through to completion by your incident team.

Preventative Response – Defined by project

This may be defined as a low priority incident that we have identified as a trend. Whilst we are resolving these incidents as they occur, we may believe we can prevent them through a scheduled event such as a system restore, reconfiguration or upgrade. Typically, these events will involve us taking key services offline.

Where a preventative response is required, a project plan will be submitted for approval. This will detail the engineering process, timelines, impact statement, risk assessment and contingency plan.



PLEASE NOTE:

Some preventative response works may be chargeable, and, in such cases, a full proposal and definition would be provided, and work would only commence following your written approval.

Incident and Priority Guide:

- P1** **PRIORITY 1**
2 HOUR RESPONSE
- P2** **PRIORITY 2**
4 HOUR RESPONSE
- P3** **PRIORITY 3**
8 HOUR RESPONSE
- P4** **PRIORITY 4**
16 HOUR RESPONSE

i **IMPORTANT NOTE:**
We will not delay our response based on Priority Levels. We see every action as important and will always strive to complete all tasks as soon as possible.

Please remember that it is policy to act based on your situation appraisal so remember to ADVANCE the priority to the level you feel is appropriate.

SERVICE IMPACT	Entire organisation	Multiple Sites/ Departments	Single Site/ Department	Multiple Users/ Single User	Single User
All business functions, no workaround	P1	P1	P1	P2	P3
All business functions with workaround	P1	P1	P3	P3	P3
Critical business functions and no workaround	P1	P2	P2	P3	P3
Critical business functions with workaround	P2	P2	P3	P3	P4
Non-critical business functions, no workaround	P2	P3	P3	P4	P4
Non-critical business functions with workaround	P3	P3	P4	P4	P4
No service impact or issue with third party system	P4	P4	P4	P4	P4

4SIGHT MONITOR POWERED BY MITEL PERFORMANCE ANALYTICS

Key Benefits:

- Faster problem detection and resolution
- Simplified management of large networks
- Improved user satisfaction and adoption
- Better use of IT resources

Why 4Sight Monitor?

- Intuitive, multi-tenant data rich dashboards
- Comprehensive testing tools
- Network diagram integration
- Reporting tools that add value

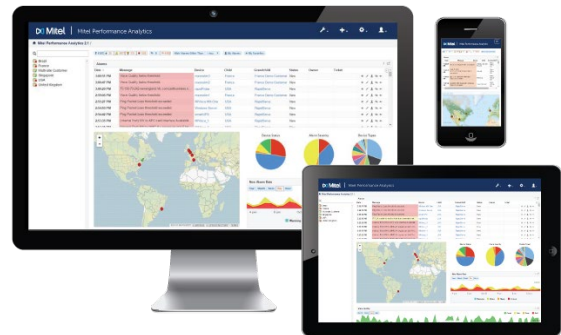
Better Network Performance for Business Success

Reliable unified communications network performance improves the user experience and makes better use of an organization's IT resources. 4Sight Monitor Powered by Mitel Performance Analytics is a fault and performance management software that monitors and manages your entire network, with a special focus on voice quality. The result is faster problem detection and resolution and reliable network performance.

Network Insight and Performance Monitoring

4Sight Monitor gives deep visibility into Mitel UC performance by monitoring the status and performance of Mitel and third-party systems in the network.

Proactive UC network performance monitoring assesses voice quality as well as overall system and individual application performance.



Network Diagrams

Visualize the source of a voice quality problem on a Visio network diagram uploaded by the user. Quickly gain insight into which device is experiencing issues and what is causing the problem.

IPT User Dashboards

View data for each user, including voice quality for each call. Dashboards display data by user including:

- Name, directory number
- Services and groups
- Voice quality by call
- Alarms for user

Premium Software Assurance

Know immediately when a voice quality problem is occurring, resolve problems quickly before they affect end users and elevate your overall network quality with 4Sight Monitor Powered by Mitel Performance Analytics, included with your Premium Software Assurance Subscription.

Network Tools

Testing and Troubleshooting

Identify the source of a problem quickly, for faster resolution.

- Network diagnostics tools can be launched from any device.
- Remote IP set network test tool allows you to run IP traceroute directly from MiVoice Business handset.
- UCscore.com, a site qualification tool tests network fitness for a UC deployment, testing what matters to voice performance.

Secure Remote Access and Single Sign-On

Easily access network devices anywhere in the world, for more efficient troubleshooting and maintenance.

- No VPN required and single click device access.
- Integrated web-proxy server for remote access
- Single sign-on for fast access to MiVoice Business
- Authenticated and encrypted with SSL, SSH and HTTPS.
- VMWare ESK1 and 2 Factor Authentication for added security

Advanced UC Network Testing

Run scheduled and on-demand synthetic call tests to quickly pinpoint performance problems with diagnostic tools customized to voice and video.

Reports and Quick Queries

Reports demonstrate network and device performance, improving capacity planning and trend identification.

Container-Level Reports

- Performance and availability of devices over reporting period
- Reports by container or by device
- PDF format, delivered via email, includes preview and archive
- Monthly, weekly or on-demand

Quick Queries

- Retrieve key data, delivered in .csv format
- Optional pie chart and pivot table displays

Analytics and Advanced Reporting

Voice Quality Cause Visualisation

Voice quality correlation graphs point towards the root cause of a problem, allowing you to spot trends. Detailed reports help quickly identify and assess voice quality. Voice quality reports can be easily shared and include:

- A high level VQ score of a specific device or container.
- Isolated factors that could affect or impact the VQ score.

Trunk Traffic and MiCollab AWV Utilization Reports

- Know when more capacity is needed for better performance.
- PDF reports are easily downloaded and shared.
- See usage reports for audio, web and video.

Advanced Inventory Reporting

- Create custom reports with key inventory data.
- Report templates can be saved and downloaded.

Management Functionality

Simplify common management & administration operations with Mitel Performance Analytics.

Device Operations Scheduler

Schedule key operations for single or multiple devices.

Schedulable Maintenance Mode

- Configure and schedule maintenance mode for greater flexibility when devices are out of service, avoiding alerts.

Backups and SMDR Collection

- Scheduled or on-demand backups, for single or multiple MiVoice Business or MiVoice MX-ONE systems.
- Scheduled or on-demand SMDR collection, for MiVoice Business, MiVoice MX-ONE or MiVoice Office 250.

4Sight Monitoring for MiCloud Flex on Google Cloud

Serverless means simplicity, administrators can select “Flex Creation” when adding a new customer in Google Cloud - a wizard streamlines process. Created alarms notify technicians when thresholds are reached.

Flexible Alerting

Real-time alerts provide timely, actionable data on network issues, so problems are resolved more quickly.

- Custom alarm filters help manage service level commitments while schedulable alarm filters automate the process.
- Flexible alarm management allows you to decide how and when you receive alerts to reduce alarm fatigue.
- 4Sight Monitor has three types of alarms, device, threshold and system to give you control of the type of alarms - seen and actioned.
- 4Sight Monitor listens for incoming Emergency Response SNMP traps.

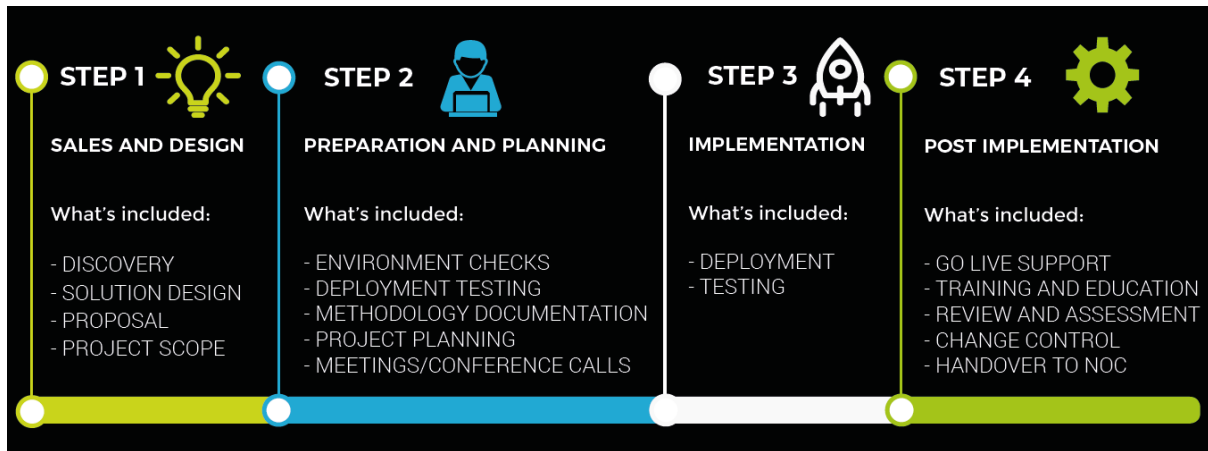
Device Discovery

Whether you're licensing one device or one thousand, 4Sight Monitor makes it simple - making it ideal for managing large, multi-node Mitel networks.

- Device Discovery: 4Sight Monitor scans the network and discovers devices, speeding the set-up process.
- System Configuration Wizard: Simplifies system set up and onboarding/licensing of new devices.

PROFESSIONAL SERVICES

The Process Explained | Do it Well, Do it Once!



Sales and Design

Delivered by your Account Manager and Solution Architect this step will focus on the client requirements through the understanding and design of solution options within a commercial range that is acceptable to all parties. Dependant on the project type and complexity an estimation or quotation will be issued with a scope document that defines the key deliverables. This step is offered without charge and without obligation as we recognise the value and importance of exploring options and opportunity.

Preparation and Planning

Preparation and planning is an important and integral part of the chargeable project cycle. With each solution being bespoke designed to deliver the required range of functionality within each client's unique IT and operational environment. The implementation phase of any project represents the highest level of risk and it is always our aim to reduce the unknowns and risks through being better prepared.

Project Preparation and Documentation

Delivered by a Senior Project Engineers allocated to lead the engineering delivery of the client project. This process may require onsite investigation or meetings as well as remote access to any relevant platforms and information.

Project Administration and Coordination

Delivered by our inhouse project management team this valuable service offers our clients the knowledge and support of a dedicated project owner within 4Sight, who will coordinate and communicate with all key stakeholders and suppliers through to the successful conclusion of the project. This is designated as a remote only service that is managed through telephone, email and conference bridge communications.

Project Management

Delivered by our Solution Architects working alongside our inhouse project management team, the Project Management option is offered where clients and/or the solution type require a formal process of documentation, meetings and change control through the planning, implementation and post implementation phases of the project.

Our rates for professional services engineering work are:

SERVICE TYPE	4 HRS	8 HRS	STANDARD / OOH PER HOUR
MONDAY TO FRIDAY 09:00 - 18:00			
APPLICATION ENGINEER (REMOTE)	£425.00	£700.00	£125.00
APPLICATION ENGINEER (ONSITE)	£475.00	£750.00	N/A
PER ADDITIONAL HOUR			£125.00
MONDAY TO FRIDAY 18:00 - 22:00			
APPLICATION ENGINEER (REMOTE)	£500.00	£800.00	£150.00
APPLICATION ENGINEER (ONSITE)	£700.00	£1000.00	N/A
PER ADDITIONAL HOUR			£150.00
MONDAY TO FRIDAY 22:00 - 09:00			
APPLICATION ENGINEER (REMOTE)	£700.00	£1000.00	N/A
APPLICATION ENGINEER (ONSITE)	£900.00	£1200.00	N/A
PER ADDITIONAL HOUR			£150.00
SATURDAY / SUNDAY / BANK HOLIDAY 09:00 - 18:00			
APPLICATION ENGINEER (REMOTE)	£600.00	£900.00	£150.00
APPLICATION ENGINEER (ONSITE)	N/A	£1100.00	N/A
PER ADDITIONAL HOUR			£150.00



IMPORTANT NOTE:

1. Standardised Application onsite Engineering Rate. The Per Hour rate is chargeable per hour for additional time over and above the 4 or 8 hour period. This CANNOT be used as a per hour rate on its own OOH.

2. OOH Remote engineering may be quoted with the prior agreement of the engineer who will complete the work and agreement from the client they will pay a minimum of 2 hours + any overrun rounded up to the next hour.