

Go Cloud Communications Service Level Agreement

Go Cloud Communications is committed to providing reliable, high quality telephony services. This document outlines targeted service availability levels and obligations of Go Cloud Communications to maintain those levels as described below.

Definitions and Scope

Go Cloud Communications Support – provided by Go Cloud Communications staff to the customer. Business hours: Monday to Sunday: 09:00am to 8:00pm UK time (excludes Public Holidays) After hours emergency faults only: All hours not within Business hours coverage

This Service Level Agreement covers services provided directly by Go Cloud Communications. It is limited to the equipment, software and network infrastructure that Go Cloud Communications has direct control of. Services provided by third parties in relation to IP Telephony (e.g. internet supply, customer equipment etc.) are covered by the SLA of the respective third parties.

Reporting Faults

Customers of Go Cloud Communications can lodge faults directly with the support team.

Faults can be reported in two ways:

- 1. By calling Go Cloud Communications on 0333 012 4785
- 2. By sending an email to: support@gocloudcom.co.uk

Issue Response Times

We will discuss any reported issue with you and assess its criticality. We define the following levels :

Standard Issues– an event that does not interfere with the core service such as a request for a repeat invoice or minor service configuration changes.

High Priority Issues– where your use of the service is seriously affected. This could be a single or small number of users unable to utilise a key feature.

Critical Issues– typically a major service outage where all users are affected – you must make us aware of any such critical situation by phone to avoid delays.

Issue Level	Acknowledgement Time	Initial Response Time	Target Resolution Time
Standard	Within 6 hours	Within 12 hours	Issue dependent
High Priority	Within 5 core Hours	8 core hours	5 days
Critical	Within 1 hours	2 hours	24 hrs

The final designation of your Issue is determined by On Direct Business Services. You must use the above contact details to register your issue and use the phone service for Critical Issues.

Scheduled Service Outages

Scheduled service outages may be required for equipment service and maintenance operations. They can also originate from 3rd party carriers who are providing services to Go Cloud Communications.

Such outages will be scheduled well outside normal business hours. Go Cloud Communications will provide at least 1 business day notification of any planned service interruptions to all its customers.

Go Cloud Communications will notify all affected customers. It is the responsibility of the customer to keep their email address registered and up to date with Go Cloud Communications. In the event of emergency service interruption, Go Cloud Communications reserves the right to undertake the

service interruption without notice. In such cases Go Cloud Communications will use its best efforts to notify the customers prior to any service interruption.

Service Up Time

Service up time is calculated as the percentage of time VoIP Telephony service is available to the Customer during the course of a year.

Service up time is calculated as following:

- Service up time= Total hours for the period less unavailable hours/Total hours * 100
- Where 'Unavailable Hours' is the total number of hours that the service is unavailable, except scheduled service outages;
- Service up time is calculated for Go Cloud Communications infrastructure only.
- Go Cloud Communications infrastructure does not include customer hardware or internet connections.
- Target Service Availability: 99.9999%
- Go Cloud Communications will use its best efforts to meet the service levels outlined above.
- The calculated service availability will be updated on a regular basis.

Acceptance

Your continued use of services provided by Go Cloud Communications shall be deemed to demonstrate acceptance of the terms and conditions of this Service Level Agreement.

Disclaimer

The services are provided as is without any warranty of any kind. Under no circumstances will Go Cloud Communications be liable for any damages.