



Private Line Service Level Objective

Service Level Objective (SLO)

This SLO Methodology summary sets forth the Service Level Objective (SLO) applicable to the CIMCO provided Private Line DS1 services. This SLO is effective as of the first day of the first whole calendar month after initial Service installation.

Private Line Availability

CIMCO DS1 Minimum Performance Expectations are: 99.5% error free seconds; this translates to 432 errored seconds out of 86,400 seconds per day, 99.975% availability over a 12 month period. This is the percentage of time that the system will be up and running. CIMCO Minimum Performance Objectives for its entire DS1 service are 99.99% error free seconds.

Outage Response

A Service Outage begins when CIMCO is notified or becomes aware of the failure, whichever occurs first. A Service Outage ends when the affected network or facility service is again operational. CIMCO may undertake Critical Maintenance at any time deemed necessary and shall provide notice of Outage to Customer under practical circumstances. An Outage Response is defined as a CIMCO Internal ticket opened to address the issue.

Outage Reporting Process: The Outage Reporting Process is applicable only to service provided in the contiguous United States and is applicable only if Customer telephones the CIMCO Network Maintenance Center (NMC) at 800-92-CIMCO (24626). In the event customer subscribes to CIMCO's Wise Eye Managed and Monitoring Service, Outage Reporting notification will be proactive. Customer is solely responsible for providing CIMCO accurate and current contact information for Customer's designated points of contact. CIMCO will be relieved of its obligations under this Outage Reporting Process if CIMCO's contact information for Customer is out of date or inaccurate due to Customer's action or omission. Customer will be responsible for providing accurate, affected circuit identification, i.e. circuit ID and phone numbers.

Mean Time to Repair

Repair Customers experiencing problems with their DS1 can call CIMCO at any time to report a failure and request repair. When this occurs, CIMCO will determine if the problem is with the service or with CPE at the customer's site. If the responsibility is with the service, the problem will be repaired during normal business hours (8-5, M-F), free of charge - CIMCO maintains a mean time to repair (MTTR) service objective of two hours for locations that are on-net, and three hours for off-net locations. All disrupted service interruptions will be worked to repair 24/7.

- If the problem is determined by CIMCO to exist on the customer's side of the demarcation point, charges to that customer may apply.
- For each hour that a problem remains unresolved, additional management may become involved if the expected outcome is not met. Every possible effort will be made to promptly restore DS1 service in the event of a failure. When trouble is reported, CIMCO employs one of several mechanized testing systems and/ or personnel to test and locate the problem. CIMCO personnel will contact the customers and keep them informed until the problem is resolved.

Maintenance (Scheduled & Critical)

Scheduled Maintenance: Scheduled (non-emergency) maintenance shall mean any maintenance at the CIMCO hub to which Customer's circuit is connected. Scheduled Maintenance will be performed between the hours of 12 AM to 6 AM local time. Normal maintenance includes (1) upgrades of hardware and software; (2) upgrades to capacity; (3) network activity that may degrade the quality of service or cause service interruptions.

Critical Maintenance: Critical maintenance may be performed at any time to correct network conditions that require immediate attention. Critical maintenance is performed at the discretion of CIMCO Communications and may degrade or disrupt service. All reasonable business efforts will be attempted to notify the Customer's designated point of contact as is reasonably practicable under the circumstance.

CIMCO Escalation List

Please reference CIMCO website for current Escalation List,

(www.cimco.net).