

This is the Service Level Agreement for *Client*..... which apply to local and long distance, NOC and Switch Services provided by **TOP CALIBER (the “Service”)**.

Network Performance

TOP CALIBER guarantees network reliability of 99.999% for the Service.
TOP CALIBER’s network is built around state-of-the-art soft switch that can provide VoIP or CLASS 5 switching functionality. *The quality of the Service will be consistent with industry standards, government regulations and sound business practices. All interconnects and testing will be carried out by TOP CALIBER (NOC) Technicians to our customers suppliers & clients to avoid any liable action by our customers on traffic failure.*

Repair Performance

TOP CALIBER maintains a state-of-the-art network operations centre (NOC) and maintenance group in US, EUROPE, ASIA and Africa. **TOP CALIBER** pro actively monitors the network to identify faults and outages. **TOP CALIBER** provides 24 hours a day, 7 days a week trouble reporting at a single point of contact from our Service Centre located in 3201 Carols P Garcia Ave Tagbilaran City Bohol Philippines 6300. Our Service Centre is able to receive trouble reports via computer, telephone or electronic mail. **TOP CALIBER** use Data Centres from locations across the globe always with a back up location **which can be provided to our customer on request.*

TOP CALIBER offers to our Customers free reports/reporting and re mediate troubles.

TOP CALIBER guarantees a time to repair of 4 hours. The timing for outage begins when the Customer reports the problem to the **TOP CALIBER** and ends when **TOP CALIBER** reports back to the Customer that the Service has been restored.

Our NOC’s can be reached at: noc@@topcaliber.ph / +639954561321

Only complete Service Outages (as defined below) qualify for a credit. The outage interval begins when reported by the Customer to the **TOP CALIBER** Service Centre and ends when the **TOP CALIBER** Service Centre notifies the Customer that the Service has been restored. Only the Services that are affected by the Service Outage will be eligible for a credit and only traffic loss will be credited. The Customer must request all credits within 10 days of the Service Outage and must file the credit request with the Top Caliber Customer Service with CDR proof and Rates sheet proof from their customer.

The Customer will receive 1/30th of the call cost for Service Outages greater than 2 hours and less than 24 hours. All relevant documentation must be provided when disputing any down time on the switch from supplier and customer including call records, trouble tickets and pricing for our clients to be having TOP CALIBER as the cause for the dispute.

Service Outage

“Service Outages” are defined as the complete loss of service or the inability to complete calls. Service Outages are not force majeure events, local loop outages, power outages, slow dial tone, circuit busy or latency, or in country routing issues which could be caused by Global events.

Top Caliber:

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Adrian Trowenza / Head of NOC, Hard/Soft Switch Services

Customer:

Address:

Signed / Position

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