

Service Level Agreement

The Service Level Agreement ("SLA") describes performance and security components regarding the ROUTEAMS service provided by CTELO. This Service Level Agreement (SLA) applies to you ("Customer") if you are using the ROUTEAMS service.

This SLA is governed by the ROUTEAMS Terms and Conditions Agreement and complemented ROUTEAMS Privacy Policy, which are designed to protect the privacy, security and best interests of ROUTEAMS customers. We agree to abide by the terms of this SLA and require our customers to do likewise. CTELO shall use our best effort to provide continuous and consistent service with respect to this SLA. CTELO reserves the right to add, subtract or amend the terms of this agreement at any time upon twenty (30) days' notice. Such notice shall be given to the company administrator via e-mail.

Network Access and Security

This section describes how CTELO protects the ROUTEAMS service against unauthorized network access and the related security measures CTELO takes to protect its customers

- ROUTEAMS supports 256-bit encryption via SSL Certificates.
- ROUTEAMS has a redundant architecture and enterprise level servers deployed in Azure.
- ROUTEAMS is configured with a minimum of switched one 1 Gigabit Fast Ethernet connection on every server.
- ROUTEAMS connects to multiple Internet backbones through the Azure Cloud infrastructure.

Customer Responsibilities:

- Customers (or their agents) are responsible for properly maintaining the functional operation of all workstation equipment including connectivity to the Internet.
- Prior to alleging any telephony issues, the customer will verify that they can use Microsoft Teams for Teams to Teams calls to external contacts and make sure that major sites such as www.google.com or www.yahoo.com are accessible.
- Customer is responsible for configuration of their Internet firewall to allow the ports necessary to be open.

Data Security

This section describes the significant measures CTELO takes to protect customer information, and contains important customer requirements to enhance data security further:

All customer data is highly protected within the Azure Cloud infrastructure, located on secure servers or directories that require access authentication.

Customer Responsibilities:

The following customer requirements enhance data security:

- Customers must use discretion granting administrator privileges.
- Users must not share their login identifier or password.
- We recommend that users change their passwords at least every ninety (90) days.
- Users must select passwords that are eight (8) characters or longer and should include a combination of upper and lower case with mixed alpha and numeric text.
- CTELO advises customers to use up-to-date, local anti-virus software. CTELO is not responsible for infection of end-user devices.

Service Availability

Coverage – Definitions

As used herein, the term "Service Availability" means the percentage of a month (based on 24-hour days and an assumed 30-day month) that access to ROUTEAMS is available

Guarantee

CTELO will use commercial best efforts to provide customers with **99.9%** service availability of ROUTEAMS.

Service Availability is calculated by the number of hours the service is available to customers plus the total number of hours, if any, the service is scheduled to be unavailable, divided by the total number of hours in that month.

Exceptions

Customer shall not receive any credits under this SLA in connection with any failure or deficiency of Service Availability caused by or associated with:

- Circumstances beyond CTELO reasonable control, including, without limitation, acts of any governmental body, war, insurrection, sabotage, armed conflict, embargo, fire, flood, strike or other labor disturbance, interruption of or delay in transportation, unavailability of or interruption or delay in telecommunications or third party services, virus attacks or hackers, failure of third party software (including, without limitation,

ecommerce software, payment gateways, chat, statistics or free scripts) or inability to obtain raw materials, supplies, or power used in or equipment needed for provision of this SLA;

- Failure of access circuits to the CTELO Network, unless such failure is caused solely by CTELO;
- Scheduled maintenance and emergency maintenance and upgrades;
- DNS issues outside the direct control of CTELO;
- Customer's acts or omissions (or acts or omissions of others engaged or authorized by customer) including, without limitation, custom scripting or coding (e.g., CGI, Perl, HTML, ASP, etc), any negligence, willful misconduct, or use of the Services in breach of CTELO Terms and Conditions
- Outages elsewhere on the Internet that hinder access to your account.

Credit Request and Payment Procedures

To receive a credit, the customer must make a request by sending an e-mail message to the ROUTEAMS Reseller or support@routeams.com. Each request about this SLA must include the dates and times of the unavailability of customer's service and must be received by CTELO within ten (10) business days after the end of the calendar month when customer's service was not available. If the unavailability is confirmed by CTELO, credits will be applied against the next billing cycle after CTELO receipt of the customer's credit request.

Credits are not refundable and can be used only towards outstanding or future billing charges. This will be handled by CTELO or through the assigned ROUTEAMS Reseller.

Notwithstanding anything to the contrary herein, the total amount credited to customer in a month under this SLA shall not exceed the total hosting fee paid by customer for such month for the affected Services.

Scheduled Maintenance

To guarantee optimal performance of the Service, it is necessary for CTELO to perform routine maintenance on the servers. Such maintenance often requires taking servers off-line and is typically performed during off-peak hours.

CTELO reserves the right to plan a scheduled outage with forty-eight (48) hours notice. CTELO will use commercial best efforts to schedule these outages at non-peak hours and limit their occurrence to strictly necessary upgrades and required maintenance.

Scheduled outages are communicated via e-mail to the designated administrator of each customer.

It is the responsibility of the administrators to notify all persons within their organizations of scheduled outages.

Technical Support

This section describes how CTELO maintains high quality customer care to ensure customer satisfaction.

CTELO technical support operates 24/7/365. CTELO provides the following ways for customers to request help or otherwise make inquiries.

- Send an e-mail to support@routeams.com
- 24 x 7 x 365 telephone support at
 - o Norway +47 69 00 63 10
 - o Benelux +31 85 773 4699

Business Continuity Provision

In the event that CTELO is unable to continue service to Customer, CTELO will use commercial best effort to provide no less than three (3) months of interim service.

During this period, CTELO will provide access to and at no cost the most current data backups, as well as all necessary information, including application settings and utilities, in order to facilitate a transition of Customer's service to another provider or in-house implementation.