

- › **VELARO TELEPHONY SERVICE LEVEL AGREEMENT (STANDARD SLA)**

Version 3.4.0 (Texas DIR Release)

Effective Date: July 1, 2025

- › 1 Introduction and Scope

This SLA applies to Velaro Telephony services—extension licensing, PSTN connectivity, call routing, IVR, and call recording—when the Client purchases Telephony SKUs. It is incorporated into the Velaro EULA and Online Terms (<https://velaro.com/terms>). Non-voice products remain under the Standard or Premium platform SLAs.

- › 2 Definitions

2.1 Downtime – periods when core telephony functions are unavailable due to Velaro-controlled failures

2.2 Scheduled Maintenance – planned outages with ≥ 7 days' notice

2.3 Emergency Maintenance – urgent, unplanned outages; notice as soon as practical

2.4 Incident – any event causing Downtime or degraded performance requiring remediation

- › 3 Service Availability Commitment

3.1 Monthly uptime guarantee 99.5 percent

Calculation: $((\text{Total minutes} - \text{Downtime} - \text{Scheduled Maintenance} - \text{Emergency Maintenance}) \div \text{Total minutes}) \times 100$

3.2 Dial-tone availability 99 percent of calls receive dial-tone within 3 seconds

3.3 IVR availability 99.5 percent monthly

3.4 Call Completion Rate 98 percent of calls complete successfully to IVR or agent queue

- › 4 Performance Metrics

4.1 Latency ≤ 200 ms for 99 percent of calls

4.2 Packet Loss ≤ 1 percent for 99 percent of calls

4.3 Jitter ≤ 30 ms for 99 percent of calls

4.4 Concurrent Call Capacity Up to contracted session count; over-capacity calls queue or require additional sessions

- › 5 Recovery Objectives

5.1 RTO – 4 hours to restore inbound/outbound call routing

5.2 RPO – 1 hour maximum loss of call-detail records

- › 6 Service Credits

6.1 If uptime < 99.5 percent and ≥ 99.0 percent, credit 10 percent of monthly Telephony fees

- 6.2 If uptime < 99.0 percent and \geq 98.5 percent, credit 25 percent
- 6.3 If uptime < 98.5 percent, credit 50 percent
- 6.4 Credit requests – in writing within 30 days of month-end to support@velaro.com with incident timestamps
- 6.5 Max credit – 50 percent of that month’s Telephony fees
- › 7 Incident Reporting & Monthly Reports
 - 7.1 Client submits incident reports to support@velaro.com with date, time, description, impact
 - 7.2 Velaro provides uptime, incident, and performance summaries upon request
- › 8 Support & Escalation
 - 8.1 Support hours – 24×7 voice-specialist queue
 - 8.2 Initial response – within 2 hours
 - 8.3 Escalation – Tier 2 network engineering if restoration exceeds RTO
 - 8.4 Contacts – support@velaro.com; escalation@velaro.com; phone 800-983-5276
- › 9 Usage Limits
 - 9.1 Extensions – licensed in blocks of 20 (SKU VELARO-TEL-EXT); minimum 20; additional blocks available
 - 9.2 Minutes – shared account pool as contracted; over-usage triggers capacity review and throttling
 - 9.3 Over-usage – sustained > 120 percent of purchased pool for two consecutive months triggers right-size recommendation or throttling
- › 10 Review & Governing Terms
 - 10.1 Review – no more than every two years unless mutually agreed
 - 10.2 Governing – term, renewal, billing, termination per Velaro EULA and Texas DIR contract; those agreements prevail in conflict
- › 11 SKU Reference
 - VELARO-TEL-SLA-STD Standard Telephony SLA Included with Telephony purchase