

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

Version 3.4.0 (Texas DIR Release)

Effective Date: July 1, 2025

- › 1 Introduction and Scope

This Premium SLA is an optional upgrade for Telephony services (SKU VELARO-TEL-SLA-PRM). Standard terms apply unless this SLA is purchased.

- › 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 99.75 percent

3.2 Dial-tone availability 99.5 percent within 2 seconds

3.3 IVR availability 99.75 percent

3.4 Call Completion Rate 99 percent

- › 4 Performance Metrics

4.1 Latency ≤ 150 ms for 99.5 percent of calls

4.2 Packet Loss ≤ 0.5 percent for 99.5 percent of calls

4.3 Jitter ≤ 20 ms for 99.5 percent of calls

4.4 Concurrent Capacity As contracted, with priority queuing on overages

- › 5 Recovery Objectives

5.1 RTO – 2 hours

5.2 RPO – 30 minutes

- › 6 Service Credits

6.1 If uptime < 99.75 percent and ≥ 99.50 percent, credit 10 percent

6.2 If uptime < 99.50 percent and ≥ 99.25 percent, credit 25 percent

6.3 If uptime < 99.25 percent, credit 50 percent

6.4 Credit requests – within 30 days to support@velaro.com with 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 priority queue

8.2 Initial response – within 1 hour

8.3 Escalation – direct to senior network engineering

8.4 Contacts – priority@velaro.com; escalation@velaro.com; 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 capacity review and throttling

› 10 Review & Governing Terms - term, renewal, billing, termination per Velaro EULA and Texas DIR contract; those agreements prevail in conflict

› 11 SKU Reference

VELARO-TEL-SLA-PRM Premium Telephony SLA 25 percent monthly uplift on Telephony fees