

SLA for Microsoft and Pexip joint collaboration PoC program

March 2020

Introduction

Pexip will support and drive the PoC process with the service level defined in this document. Pexip will also give the Customer access to various support tools such as Pexip Status Page to enable the Customers' IT Department to be able to provide the first-line support for their users. For the purposes of this SLA, "Customer" means "PoC Customer"; and "End User" means Customer's end user.

Severity Assessment and Service Escalations

Pexip's goal is to respond to all issues within a half business day. However, tickets of major impact will be prioritized accordingly in order to reduce customer operational down time. When assessing ticket priority, the following table and definitions will be used by the Pexip support team. The complete list of priority definition and service escalations are found in Appendix A - Service Level Agreement.

Service level agreement and other policies

The use and support from Pexip shall always be subject to the current Pexip policies contained in the following document:

Appendix A) Service Level Agreement

For the Terms of Service and the Privacy Policy, please note the following:

Pexip has developed Terms of Service stipulating requirements and restrictions for Customer's and its End Users' use of the Services, as well as a Privacy Policy describing use of Personal Data in the Service. Customer shall ensure that the requirements and restrictions included in the Terms of Use and Privacy Policy are presented to and accepted by Customers and/or End Users, either by use of the referenced documents or in another form considered as appropriate by the Customer. Latest Terms of Service and Privacy Policy are found on www.pexip.com.

Appendix A – Service Level Agreement

1. General

This Schedule applies to the Services provided by Pexip to the Customer and contains provisions for the provisioning, maintenance and cessation of Services from the Customer to Pexip.

2. Responsibilities

2.1. Pexip responsibilities

- Provide and maintain the Services used by Customer.
- Ensure the Services are available to the Customer in line with the uptime levels listed below.
- Respond to support requests within the timescales listed in this Schedule.
- Take steps to escalate and resolve issues within the timescales listed in this Schedule.
- Pexip may charge Customer an hourly rate for any necessary equipment used and or time expended to rectify a Fault where that Fault does not lie within the scope of services provided by Pexip under this Agreement.

2.2. Customer responsibilities

- Provide first line support for End Users
- Notify Pexip of issues in a timely manner
- Provide Pexip with access to necessary systems and services for purposes of support
- Have a system established for Fault prevention and restoration
- Provide a quality local network and internet connection with local breakout that will be able to support video communications – including appropriate firewall configuration

3. Business hours

The Pexip Support Desk operates a standard working week (Monday to Friday), available between Monday 00:00 UTC and Friday 23:00 UTC.

4. Contact information

Pexip will nominate a dedicated Professional Service engineer to be the first point of contact for the Customers appointed Pexip technical owner.

5. Priority Definitions

Priority	Definition	Examples (Non-exhaustive)
1 - Urgent	The service or system is down or there is a critical impact to business operation. No workaround exists. Customer, Pexip, and End-User will commit full-time resources to resolve the issue.	<ol style="list-style-type: none"> 1. Region has no access to Meeting services. 2. Multiple endpoints and soft clients are unable to register to service.
2 - High	System or Operation of components of the Pexip cloud platform are severely degraded or business critical aspects of the End Users' experience are negatively impacted by unacceptable performance. Customer, Pexip, and End-User will commit full-time resources to resolve the issue during affected theatre's business hours.	<ol style="list-style-type: none"> 1. Regional registration/calling issue for some subscription/customers. 2. Unable to connect to new subscriptions/Meetings. 3. Single (1,2,3) PSTN number(s) does not work (no general PSTN outage)
3 - Normal	A light degradation of the system or service with medium to low impact on business operations. Single user can operate normally but with some inconvenience. Customer, Pexip, and End-User will provide resources to resolve the issue during affected theatre's business hours.	<ol style="list-style-type: none"> 1. No access to, or requests to get, historical call analysis. 2. Password reset issues. 3. Not receiving e-mails from portal.
4 - Low	Non-service affecting issues and scheduled. Customer, Pexip, and End-User will provide resources as requested to resolve the issue during affected theatre's business hours. maintenance.	

6. Notification of Faults

When submitting a Fault report to Pexip, Customer shall submit, as a minimum, the following information to Pexip:

- The Identity of the Service.
- Accurate details of the nature of the Fault, including time of incident
- Description of troubleshooting carried out so far.
- Impact (E.g. number of end-users, type of services, etc.)
- Call Logs

Upon receipt of a reported Fault, Pexip will maintain a record of the Fault (the “Fault Log”), including the time that either Pexip was notified, or that Pexip notified Customer, of the Fault (the “Notification Time”). Each Fault in the Fault Log will be assigned a priority by Pexip; the Fault priority will be based on the criteria shown in Table 1; the Response Time will be based on the priority assigned in accordance with Table 3.

When proactively reporting a Fault to Customer via <https://status.pexip.com/>, Pexip shall provide, as a minimum, the following information to Customer:

- The identity of the Service.
- Accurate details of the nature of the Fault.
- A forecasted ETA when the service will normalize for Customer

7. Restoration of Faults

Pexip shall undertake tests to identify the nature of the reported Fault and the results will be passed to Customer as appropriate. If such results indicate a potential Fault within any element of the Service Pexip will initiate appropriate further diagnostic and/or Fault repair activity.

In the event that Pexip investigates a Fault, but finds that the Service is working correctly and/or the Fault is not caused by Pexip, Pexip reserves the right, at its sole discretion, to charge Customer for its time reasonably spent to help rectify the Fault at its standard rates stated in the Pexip price list.

The time taken to rectify a Fault from the Notification Time is the Resolution Time. Pexip will use reasonable endeavors to ensure that all Faults are rectified within the target Resolution Time defined in the table within Section 9.2.

When calculating the actual Resolution Time, Pexip will disregard:

- All periods during which Customer and/or End User did not provide information reasonably requested by Pexip.
- All periods during which Customer and/or the End User did not provide full access for Pexip, its employees, agents and contractors to Customer systems.
- All periods during which the relevant Service was validly suspended by Pexip in accordance with this Agreement.

The time that the Fault is rectified, and the Service is restored will be recorded in the Fault Log. When the Fault has been rectified Pexip will notify Customer as appropriate.

8. Guaranteed uptime and network performance for the Pexip cloud Service

The Pexip Network consists of the Core Points of Presence (“PoP”) with physical network installations, and the links between these core PoPs, other networks and Customer Premises Equipment. Pexip gives no service level guarantees between Customer Premises Equipment (“CPE”) and the Pexip Network or between the Pexip Network and the Microsoft Network.

8.1. Uptime

Uptime, Pexip differentiates between two main service elements:

1. Core services; components that are crucial to access the service: the calling network, endpoint registrations and gateway services. Guaranteed uptime for this is 99.9%.
2. Secondary services; non-critical service items like the analytics and partner portal web pages. Guaranteed uptime for this is 99.5%. Uptime is measured with Pexip’s automated systems, over each calendar month.

8.2 Latency & Coverage

The current Pexip Service is operated from various Points of Presence (PoP’s) around the world. The Customer will use last mile internet connectivity to connect to the Service. There are no limits to where you can access the service from, but it will require the Customer to have a good internet connection with local internet breakouts that can support video communications with connectivity into one of the PoP. The PoP’s are currently located in North America, Europe, South Africa, ANZ, Japan, Singapore and Hong Kong.

The below table shows maximum network latency between the Pexip core PoPs, i.e. the one-way communications delay between arbitrary network locations through the incoming PoP and the outgoing PoP disregarding the delay on the “last mile”.

	W Europe	USA	Hong Kong	Singapore	Sydney	Tokyo
W Europe	30	45	115	95	150	140
USA		40	105	105	160	70
Hong Kong			0	20	80	45
Singapore				0	55	55
Sydney					0	110
Tokyo						0

Latency guarantees between Pexip core PoPs in the following regions in milliseconds

8.3. Packet Loss

Pexip Services guarantees that the packet loss within the Pexip Network will not exceed 0.1% on average during a calendar month.

9. Guaranteed response and resolution times

9.1. Response Time during a PoC

The response time measures how long it takes Pexip to respond to a support request raised via the online support system. Pexip is deemed to have responded when replying to the initial request. This may be in the form of an email or a phone call, to either provide a solution or request further information.

Guaranteed response times depend on the Priority level of the issue:

Proof of Concept Customers may expect a longer response time vs Production enabled customers.

Priority	PoC response time / outside of office hours	Production response time / outside of office hours
1	4 hours / 8 hours	1 hours / 2 hours
2	One business day	2 hours / 4 hours
3	Three business days	Next business day
4	One week	3 business days

9.2. Resolution Time

9.2.1 PoC running on the Pexip cloud Service

The resolution time measures how long it takes Pexip to restore the service, after an issue has been raised and identified. Guaranteed resolution times depend on the Priority level of the issue:

Priority	Resolution Time	Note
1	By end of next half day	Resolution available 24 hours a day, 7 days a week.
2	By end of next business day or Saturday	Resolution available on business days and Saturday, 00:00 UTC to 23:00 UTC.
3	By end of next two business days	Resolution available on business days, 00:00 UTC to 23:00 UTC.
4	Not applicable	

For issues that depend on Microsoft's resolution, Pexip must provide Microsoft with the information needed to work on the problem in a timely manner. Such issues will be resolved using existing Office 365 SLA and Resolution time established.

9.2.2 PoC running in Customer's environment (Self-hosted software)

Issue Troubleshooting, Identification, Resolution Assistance.

Pexip's global support team will work directly with administrators on identification, log gathering, troubleshooting, and configuration/resolution assistance for any encountered issues with on premises, cloud-hosted, or hybrid deployments of the Pexip Infinity solution. This includes, but is not limited to Pexip software, integration with any third-party call control, integration with Microsoft Teams, firewall traversal, TURN server deployment and integration, branding the Pexip solution, or any other areas in which the Pexip environment operates.

Identified Software Issues. If a software issue or "bug" is found during the troubleshooting process, the issue will be immediately escalated into the development organization for further triage, troubleshooting, and final resolution. During this process, the Customer will be provided a reference number for tracking purposes as well as ongoing communication and expected release date.

Upgrade Support. Customers are entitled to software upgrades to any and all released versions during the Term of the PoC Program. Software upgrades will typically contain new functionality, operational improvements, and/or bug fixes.

10. Planned works procedure for the Pexip cloud Service

From time to time Pexip will need to suspend services for planned maintenance. This will be announced on <https://status.pexip.com>.

Where practical, any suspension of services will be arranged to fall outside normal working hours.

Pexip will use reasonable endeavors to give Customer not less than fourteen (14) days notice of any planned works. Such notice shall advise Customer of the works to be undertaken, the planned start and end time of the works and, where relevant, the End Users who will be affected. Customer acknowledges that provision of advance notice may not be possible in the event of an emergency.

Following completion of the planned work, Pexip will report the outcome to <https://status.pexip.com>.

Any downtime caused by planned maintenance should be excluded from the calculation of the availability of the service.

11. Management Escalations

In the event of Customer being dissatisfied by Pexip's response to a Service issue, in the first instance Customer must contact the Pexip Support Manager via the Helpdesk, quoting the relevant Fault Reference Number. If, however, Customer is still not satisfied, Customer should contact the Pexip representatives in the below table, in the specified order.

Escalation Level	Name	Title	E-mail/Video	External Number
Level 1 (EMEA)	Steve Beckley	Director of Professional Services	steve.beckley@pexip.com	+44 7917 030 240
Level 1 (Americas)	Jordan Owens	VP Solution Architecture	jordan@pexip.com	+1 703 772-1949
Level 1 (APAC)	Dennis Lorist	Senior Director Solution Architecture	dennis@pexip.com	+61 410 480 004
Level 2	Alan Ford	Director of Support	alan@pexip.com	+44 785 513 4668
Level 3	Nico Cormier	Chief Operating Officer	nico@pexip.com	+47 410 01 579
Level 4	Odd Sverre Ostlie	Chief Executive Officer	os@pexip.com	+47 415 21 508

Pexip must ensure every PoC Customer chosen knows about the management Escalation process.

12. Service Credits

For a PoC, the Customer will not be entitled to a Service Credit.

Exhibit D – Countries supported for the PoC Program

Subject to Section 16 (Export Restrictions), the Territory includes countries in tier 1 and tier 2 as provided below. Territory does not include tier 3.

There may be 'extraordinary' situations with no Azure or Teams capability in Azure or there could be locations within the Territory where it is near impossible to deploy any communication products due to bandwidth and government rules. In these extraordinary situations, the parties will discuss in good faith the various aspects of the potential POC and determine if it is feasible to continue to do a full PoC.

Tier 1	Tier 2	Tier 3
Pexip can fulfil in the following countries:	Pexip can fulfil assuming Customer has sufficient connectivity with Pexip/Microsoft and compatible infrastructure	Pexip cannot fulfil in the following countries:
Albania	Argentina	Afghanistan
Armenia	Azerbaijan	Bahrain
Australia	Bangladesh	Cote d'Ivoire
Austria	Cambodia	Guinea-Bissau
Belarus	Chile	Iran, Islamic Republic of
Belgium	China	Iraq
Brazil	Colombia	Kenya
Brunei	Costa Rica	Kuwait
Bulgaria	Ecuador	Lebanon
Canada	Egypt	Madagascar
Cayman Islands	India	Mauritius
Croatia	Mongolia	Nigeria
Cyprus	Morocco	Oman
Czech Republic	Myanmar	Pakistan
Denmark	Nepal	Saudi Arabia

Estonia	Panama	Senegal
Fiji	Russian Federation	Sierra Leone
Finland	Sri Lanka	Zimbabwe
France	Taiwan	
Georgia	United Arab Emirates	
Germany	Venezuela	
Greece		
Greenland		
Hong Kong		
Hungary		
Iceland		
Indonesia		
Ireland		
Israel		
Italy		
Jamaica		
Japan		
Kazakhstan		
Latvia		
Liechtenstein		
Lithuania		
Luxembourg		
Macao		
Malaysia		
Malta		
Mexico		

Netherlands		
New Zealand		
Norway		
Peru		
Philippines		
Poland		
Portugal		
Romania		
Saint Barthelemy		
Serbia		
Singapore		
Slovakia		
Slovenia		
South Africa		
South Korea		
Spain		
Sweden		
Switzerland		
Thailand		
Turkey		
Ukraine		
United Kingdom		
United States		
Uruguay		
Uzbekistan		
Vietnam		