

**SCHEDULE 4**

**TERMS AND CONDITIONS OF  
VIEWQWEST INTERNET ACCESS SERVICE LEVEL AGREEMENT (ETHERNETLINK)**

1. Scope of Coverage
  - 1.1 Viewqwest shall use diligent efforts to ensure that the performance and quality of the Services shall be in accordance with the standards described herein and in relation only to the scope of coverage as set out in this Clause 1.
  - 1.2 The Service Levels set out in this Schedule are applicable only to Viewqwest's network and covers Services failures directly related to the Customer's access port; the router to which the Customer's access port is connected; and any network transport on Viewqwest's network. Viewqwest's border router will serve as the point of demarcation for coverage.
  - 1.3 The scope of coverage of the Service Levels excludes, without limitation, all other public Internet backbones and networks, any server on the Internet, customer premise equipment, local access Services, and packet delivery to the Internet.
  - 1.4 Any fault, interruption, or performance degradation of the Services shall not constitute a breach of a Service Level if caused by any of the following events:
    - a. failure of commercial power supplies;
    - b. failure in public network facilities to which the Services may be connected;
    - c. solar or atmospheric conditions (applicable to Services provided through satellite facilities);
    - d. planned outages for which a reasonable notice is given to the Customer;
    - e. access equipment provided by the Customer;
    - f. the Customer does not release the Services for maintenance;
    - g. weather constraints which include but are not limited to thunderstorms, black rain storms, typhoon warnings and any other weather conditions which may affect the safety of Viewqwest's staff carrying out repair or restoration duties;
    - h. Force Majeure event;
    - i. temporary installations;
    - j. any suspension of the Services in accordance with Viewqwest's General Terms and Conditions; or
    - k. interruption of the Services agreed between Viewqwest and the Customer.

2. Standards

2.1 Network Availability and Outage

- 2.1.1 Viewqwest will aim to provide monthly network availability of 99% within the scope of coverage and restore the Services within eight (8) hours of a fault, also known as Mean Time To Restore (MTTR), should it be determined as Viewqwest's responsibility.

Service availability shall be calculated as follows :

Total Service Availability (%) =  $((A-B)/A)*100$ , where:

A = Total time in a month in minutes (e.g. 43,200 minutes in a 30 day month); and

B= Total time in minutes that a circuit is not available in that same month

MTTR shall be calculated as follows :

MTTR (hours) =  $D/C$ , where:

D= Total time in hours a circuit is not available in a month in hours; and

C= Number of faults for that circuit in the same month

2.1.2 The Customer is entitled to Credit for Outage exceeding service availability of 99% per fault. Outage means an occurrence of Services breakdown beginning with the date Viewqwest is notified by the Customer by means of the Customer's fault report or when it is first detected in Viewqwest's management network system, whichever is earlier. Outage shall end upon the Customer being notified by Viewqwest of the restoration of the Services.

2.1.3 The Customer may be entitled to the Credit if Viewqwest fails to restore the Services within eight (8) hours as described above. The Customer is not entitled to the Credit where the duration of an Outage is eight (8) or less or where the combined duration of several Outages in one day does not exceed 4 hours.

2.1.4 The amount of Credit shall be calculated as follows:

- (a) If service availability falls below 98%, the Customer is eligible for a 5% rebate off the current monthly recurring charges; or
- (b) If the MTTR exceeds 8 hours, the following rebate levels apply:

<b>Range within which MTTR is completed</b>	<b>Rebate off the Ongoing Charges of the Service circuit</b>
More than 8 hours to less than or equal to 12 hours	3%
More than 12 hours to less than or equal to 24 hours	5%
More than 24 hours to less than or equal to 48 hours	10%
More than 48 hours	20%

The rebates available under this Attachment are exclusive of each other, meaning that the customer shall only be entitled to claim under one (AND NOT BOTH) of paragraphs 2.1.4(a) and 2.1.4(b) for the relevant circuit in any month.

### 3. Claiming of Credits

3.1 Credits given under this Schedule shall be Customer's sole and exclusive remedy for any Outage or fault, interruption, or performance degradation of the Service failure by Viewqwest to meet any standards or quality in performance in the provision of the Services.

3.2 Credits shall be calculated by reference to the records held by Viewqwest which shall be conclusive evidence of the level of Services provided by Viewqwest.

3.3 Residual Credits shall not be carried over to subsequent years or subsequent periods (as the case may be).

3.4 Viewqwest shall not be liable for any Credit in any case where the claim for credit is not presented by the Customer to Viewqwest within 7 Calendar Days after the date on which the interruption or failure in Services occurred.

3.5 For the purposes of calculating the amount of Credit, the monthly Charges are deemed to cover 30 calendar days or 720 hours.

3.6 The Customer may receive no more than one Credit for the 24 hour period beginning with the Customer's fault report to Viewqwest or when the Outage becomes apparent in Viewqwest's management network system, whichever is earlier, even if more than one Outage occurs during that period. The Customer's total Credit in any contract year shall not exceed the Charges for 30 days.

3.7 To qualify for any credit, Customer must have a current and valid subscription for the Services directly with Viewqwest and must have an account in good credit status with Viewqwest. Viewqwest will not provide any credits to customers that have purchased or acquired Services through a reseller, distributor, or indirectly through any other company. Credits will not apply to any Viewqwest Professional Services, custom services, or to charges for services other than the Monthly Fee for the Services for which this Commitment was not met. Customers with subscriptions for more than one Service will not receive credits for unaffected Services. Customer's account shall not be credited more than once per month under this Service Level Agreement. This is the sole and exclusive remedy if Viewqwest does not meet the commitments set forth in this Service Level Agreement.

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