



SUPPLIER STRATEGY AND PERFORMANCE DIVISION



Exhibit 3.2

Service Level Definitions and Measurement

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COMMONWEALTH OF VIRGINIA
VIRGINIA IT AGENCY
SUPPLIER STRATEGY AND PERFORMANCE DIVISION

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1CRITICAL SERVICE LEVELS

This Section sets forth qualitative descriptions of the Critical Service Levels for the XXXXXX Services Tower. All Critical Service Levels shall be reported Monthly.

1.1 PERFORMANCE CATEGORY – SERVICE STRATEGY, DESIGN, & TRANSITION

1.1.1 Security Incidents – Containment Time

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Security Incidents – Containment Time		1.1.1	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	R		
METRIC DESCRIPTION	<p>This Service Level measures the percentage of time the Supplier takes to contain Security Incidents within the applicable timeframe. Security Incidents containment timeframe is 4 hours or less (<= 4 Hours).</p> <p>SLA 1.1.1 Security Incident Containment Time & SLA 1.1.2 Security Incident Resolution Time are related and are expected to run consecutively with SLA 1.1.2 beginning immediately upon completion of the Security Incident Containment.</p>		
METRIC INCLUSIONS and DATA SOURCES	Includes all Security Incidents.		
METRIC EXCLUSIONS	None		
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)		
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1		

ALGORITHM	<p>The calculation for this Service Level is the total number of Security Incidents successfully contained within the containment timeframe in the measurement window, divided by the total number of Security Incidents successfully contained within the containment timeframe plus the total number of Security Incidents that have exceeded the containment timeframe, with the result expressed as a percentage to 2 decimal places.</p> <p>Also, the following apply:</p> <ul style="list-style-type: none"> (a) If a Security Incident is opened within the current Measurement Window, but its relevant Containment timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Incident is Contained in the current Measurement Window, in which case it is included in the current Measurement Window's calculation). (b) An open Security Incident that has exceeded the relevant Containment time is also carried forward into subsequent Measurement Windows until Contained; if it is Contained within twenty-eight (28) days following its relevant resolution timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the Containment timeframe in each subsequent Measurement Window's calculation until Contained.
COLLECTION PROCESS	<p>All security Incidents are recorded by Archer and Keystone Edge™ as a result of contacts (any channel) and Events electronically posted to the system via STS entities or ISMS automation. Incident records are maintained for the full resolution life cycle within this platform including the time stamping of any change in status, assignment, or disposition.</p>
REPORTING TOOLS	Archer
RAW DATA STORAGE (ARCHIVES)	Archer
PERFORMANCE CATEGORY	Service Strategy, Design & Transition

1.1.2 Security Incidents – Resolution Time

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Security Incidents – Resolution Time		1.1.2	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	R		
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier successfully resolves Security Incidents within the applicable timeframes. Security Incidents resolution timeframe is 72 hours or less (<= 72 Hours). SLA 1.1.1 Security Incident Containment Time and SLA 1.1.2 Security Incident Resolution Time are related and are expected to run consecutively with SLA 1.1.2 beginning immediately upon completion of the Security Incident Containment.		
METRIC INCLUSIONS and DATA SOURCES	Includes all Security Incidents.		
METRIC EXCLUSIONS	None		
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)		
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1		

ALGORITHM	<p>The calculation for this Service Level is the total number of Security Incidents successfully resolved within the Resolution timeframe in the measurement window, divided by the total number of Security Incidents successfully resolved within the incident resolution timeframe plus the total number of Security Incidents that have exceeded the Resolution timeframe in the measurement window with the result expressed as a percentage to two decimal places.</p> <p>Also, the following apply:</p> <ul style="list-style-type: none"> (a) If a Security Incident is opened within the current Measurement Window, but its relevant Resolution timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Incident is Resolved in the current Measurement Window, in which case it is included in the current Measurement Window's calculation). (b) An open Security Incident that has exceeded the relevant Resolution time is also carried forward into subsequent Measurement Windows until Resolved; if it is Resolved within twenty-eight (28) days following its relevant resolution timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the Resolution timeframe in each subsequent Measurement Window's calculation until Resolved.
COLLECTION PROCESS	All security Incidents are recorded by Archer and Keystone Edge™ as a result of contacts (any channel) and Events electronically posted to the system via STS entities or ISMS automation. Incident records are maintained for the full resolution life cycle within this platform including the time stamping of any change in status, assignment, or disposition.
REPORTING TOOLS	Archer
RAW DATA STORAGE (ARCHIVES)	Archer
PERFORMANCE CATEGORY	Service Strategy, Design & Transition

1.1.3 Security & Vulnerability Patching

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Security and Vulnerability Patching		1.1.3	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	R		
METRIC DESCRIPTION	<p>This SLA measures the percentage of items where a patch was successfully applied within 60 days of the patch becoming available for any Vulnerability identified by Tenable scanning with a CVSS (Common Vulnerability Scoring System) score of 7.0 or greater.</p> <p>If the item has an unpatched Vulnerability with a CVSS score of 7.0 or greater that has a patch that has been available for at least 60 days at the time of the scan, the item will be counted as a miss for that performance period. Items will continue to report in any subsequent measurement period where they again scanned and were found to have the same vulnerability that has remained unpatched.</p> <p>An item is not considered as passing the SLA unless all identified vulnerabilities with a CVSS score of 7.0 or greater with a patch that has been available for at least 60 days at the time of the scan have had the patch/patches successfully applied.</p>		
METRIC INCLUSIONS and DATA SOURCES	All scanned items		
METRIC EXCLUSIONS	None		
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)		
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1		
ALGORITHM	<p>The calculation for this Service Level is the number of scanned systems less the number of systems/vulnerability instances with a CVSS score of 7 or greater that have an available patch where the patch has not been successfully applied within 60 days of the patch becoming available divided by the number of items successfully scanned within window, with the result expressed as a percentage to two decimal places.</p>		

COLLECTION PROCESS	MSS Supplier will extract from Tenable the data related to the scanned devices and the MSI will report data required for SLA calculation for each STS and deliver it to VITA.
REPORTING TOOLS	Tenable
RAW DATA STORAGE (ARCHIVES)	Tenable stores data within a database accessible via the platform.
PERFORMANCE CATEGORY	Service Strategy, Design & Transition

1.1.4 Projects Delivered On Time and Within Budget

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Projects delivered on time and within budget		1.1.4	
ACTIVE	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	R		
METRIC DESCRIPTION	<p>This Service Level measures the percentage of Projects managed by the PMO that are delivered on time and within budget.</p> <p>A Project fails this Service Level if the project fails to deliver on the agreed upon scope by the Planned Due Date (<= Planned Due Date), or if the Project exceeded its budget. To prevent Projects from failing this Service Level the Supplier should submit an appropriate Project Change Request and receive its approval from VITA and the VITA Customer.</p>		
METRIC INCLUSIONS and DATA SOURCES	The list of managed Projects will be maintained by the PMO included in the Portfolio and Project Management Reporting System.		
METRIC EXCLUSIONS	N/A		
MEASUREMENT TIMEFRAME	N/A		
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1		

ALGORITHM	<p>The calculation for this Service Level is the total number of Projects managed by the PMO that are delivered on time and within budget during the applicable Measurement Window, divided by the total number of Projects managed by the PMO that should be delivered during the applicable Measurement Window, with the result expressed as a percentage to two decimal places.</p> <p>Also, the following apply for Projects:</p> <ul style="list-style-type: none"> (a) If a PMO managed Project is opened within the current Measurement Window, but its relevant Completion Date extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Project is completed in the current Measurement Window, in which case it is included in the current Measurement Window's calculation). (b) An open PMO managed Project that has not closed by the relevant Completion Date is also carried forward into subsequent Measurement Windows until Completed; if it is Completed within twenty-eight (28) days following its relevant Completion timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the Completion Date in each subsequent Measurement Window's calculation until Resolved.
COLLECTION PROCESS	Project schedules, milestones, and budgetary data are recorded within the Keystone Edge™ project and portfolio management modules, directly or by import from Microsoft Project, and are tracked and maintained, by portfolio, for the full project lifecycle within this platform from inception through closeout.
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries
PERFORMANCE CATEGORY	Service Strategy, Design & Transition

1.1.5 Invoice Dispute – Response to Customer with Findings

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE		
Invoice Dispute – Response to Customer Inquiries		1.1.5		
ACTIVE?	Yes			
SHARE TYPE and CORRESPONDING METRIC(S)	R			
METRIC DESCRIPTION	This Service Level measures the percentage of Invoice Inquiries where the response to the Customer is delivered within 15 days (<=15).			
METRIC INCLUSIONS and DATA SOURCES	Any Invoice questions to Supplier, which may or may not be due to an actual invoice error or a potential dispute.			
METRIC EXCLUSIONS	None			
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)			
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1			
ALGORITHM	<p>The calculation for this Service Level is the total number of Invoice Inquiries for which the response to the Customer is delivered within 15 days (<=15), divided by the total number of Invoice Inquiries, with the result expressed as a percentage to two decimal places.</p> <p>Also, the following apply:</p> <p>(a) If an Invoice Inquiry is made within the current Measurement Window, but its relevant committed timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window’s calculation (unless such Invoice Inquiry is completed in the current Measurement Window, in which case it is included in the current Measurement Window’s calculation).</p> <p>(b) An Invoice Inquiry that has exceeded the committed timeframe is also carried forward into subsequent Measurement Windows until completed; if it is completed within twenty-eight (28) days following its relevant committed timeframe, it is excluded from the subsequent Measurement Window; otherwise it is counted as failed to meet the committed timeframes in each subsequent Measurement Window’s calculation until completed.</p>			

COLLECTION PROCESS	We will record Customer contacts of invoice dispute as “dispute requests”, a specific sub-category of Service Requests, within the Keystone Edge™ platform. As with other Service Requests, disputes are recorded within Keystone edge as a result of contacts via any channel (e.g. calls to the Service Desk or Business Relationship Managers) and are maintained for the full resolution life-cycle within this platform including the time-stamping of any change in status, assignment, or disposition. MSI implemented automated workflow will immediately assign dispute requests to MSI’s IT Financial Management team for processing within the financial management component of our SMS, but the request will remain tracked to resolution within Keystone Edge™.
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Service Strategy, Design & Transition

1.1.6 Change Management Compliance

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Change Management Compliance		1.1.6	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	R		

METRIC DESCRIPTION	<p>This Service Level measures the percentage of time the Supplier successfully implements Changes to the Services.</p> <p>Changes are not successfully implemented if they:</p> <ul style="list-style-type: none"> (i) do not comply with the Change Management procedures, the SMM (including any VITA Customer and notification requirements), and any associated Project Plan (ii) cause either a Severity 1 Incident or Severity 2 Incident (iii) exceeded the Change Window, (iv) are backed out (v) partial success of change is backed out or unsuccessful <p>Changes executed without going through the Change Management processes are also classified as failed.</p>
METRIC INCLUSIONS and DATA SOURCES	All Changes closed in the measurement window
METRIC EXCLUSIONS	None
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1
ALGORITHM	<p>The calculation for this Service Level is the number of Changes that are successfully implemented by Supplier, divided by the number of Changes implemented by Supplier, with the result expressed as a percentage to two decimal places.</p> <p>Changes will be reported in the Measurement Window that the Change ticket is closed, allowing sufficient time to determine if the Change was successful.</p>
COLLECTION PROCESS	All requests for change are created and tracked as records within Keystone Edge™ over their full lifecycle from initial request through final disposition. The system tracks and timestamps all changes in status, scope, scheduling and disposition.
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Service Strategy, Design & Transition

1.2 PERFORMANCE CATEGORY – SERVICE OPERATION

1.2.1 Incident Resolution Time – Sev 1

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Incident Resolution Time – Sev 1		1.2.1	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	R		
METRIC DESCRIPTION	<p>This Service Level measures the percentage of time the Supplier Resolves Severity Level 1 Incidents within the applicable timeframes.</p> <p>If an Incident is escalated to Severity 1, then the Resolution Time measurement restarts upon escalation to Severity 1.</p> <p>The specific process for updating, escalating, canceling, or closing tickets will be established in the SMM.</p> <p>Severity 1 Resolution Time by location is listed below:</p> <ul style="list-style-type: none">• Within centralized Data Centers: 2 hours• Outside of centralized Data Centers: 4 hours		
METRIC INCLUSIONS and DATA SOURCES	Includes all Severity 1 Incidents.		
METRIC EXCLUSIONS	None		
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)		
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1		

ALGORITHM	<p>The calculation for this Service Level is the total number of Severity 1 Incidents for which the Resolution Time is less than or equal to the relevant resolution timeframe, divided by the total number of Resolved Severity 1 Incidents plus the total number of open Incidents that have exceeded the relevant resolution timeframe, with the result expressed as a percentage to two decimal places.</p> <p>Also, the following apply:</p> <ul style="list-style-type: none"> (a) If an Incident is opened within the current Measurement Window, but its relevant resolution timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Incident is Resolved in the current Measurement Window, in which case it is included in the current Measurement Window's calculation). (b) An open Incident that has exceeded the relevant resolution time is also carried forward into subsequent Measurement Windows until Resolved; if it is resolved within twenty-eight (28) days following its relevant resolution timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the resolution timeframes in each subsequent Measurement Window's calculation until Resolved. (c) If an open Severity 1 Incident is not resolved within double its relevant resolution timeframe, then the Supplier will automatically incur a Minimum Service Level Default for this Service Level, which will not be subject to Earn Back. For example, if a Severity 1 Incident within a centralized Data Center with a 2 hours resolution timeframe is not Resolved for greater than 4 hours, this clause (c) applies.
COLLECTION PROCESS	All Incidents are recorded within Keystone Edge™ as a result of contacts (any channel) and Events electronically posted to the system via STS entities. Incident records are maintained for the full resolution life-cycle within this platform including the time-stamping of any change in status, assignment, or disposition.
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Service Operation

1.2.2 Incident Resolution Time – Sev 2

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Incident Resolution Time – Sev 2		1.2.2	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	R		
METRIC DESCRIPTION	<p>This Service Level measures the percentage of time the Supplier Resolves Severity Level 2 Incidents within the applicable timeframes.</p> <p>If an Incident is escalated to Severity 2, then the Resolution Time measurement restarts upon escalation to Severity 2.</p> <p>If an Incident is downgraded from a Severity 1 to a Severity 2, then the resolution timeframe does not restart upon downgrading the incident.</p> <p>The specific process for updating, escalating, canceling, or closing tickets will be established in the SMM.</p> <p>Severity 2 Resolution Time by location is listed below:</p> <ul style="list-style-type: none">• Within centralized Data Centers: 4 hours• Outside of centralized Data Centers: 8 hours		
METRIC INCLUSIONS and DATA SOURCES	Includes all Severity 2 Incidents.		
METRIC EXCLUSIONS	None		
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)		
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1		

ALGORITHM	<p>The calculation for this Service Level is the total number of Severity 2 Incidents for which the Resolution Time is less than or equal to the relevant resolution timeframe, divided by the total number of Resolved Severity 2 Incidents plus the total number of open Incidents that have exceeded the relevant resolution timeframe, with the result expressed as a percentage to two decimal places.</p> <p>Also, the following apply:</p> <ul style="list-style-type: none"> (a) If an Incident is opened within the current Measurement Window, but its relevant resolution timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Incident is Resolved in the current Measurement Window, in which case it is included in the current Measurement Window's calculation). (b) An open Incident that has exceeded the relevant resolution time is also carried forward into subsequent Measurement Windows until Resolved; if it is resolved within twenty-eight (28) days following its relevant resolution timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the resolution timeframes in each subsequent Measurement Window's calculation until Resolved.
COLLECTION PROCESS	All Incidents are recorded within Keystone Edge™ as a result of contacts (any channel) and Events electronically posted to the system via STS entities. Incident records are maintained for the full resolution life-cycle within this platform including the time-stamping of any change in status, assignment, or disposition.
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Service Operation

1.2.3 Incident Resolution Time – Sev 3

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Incident Resolution Time – Sev 3		1.2.3	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	R		
METRIC DESCRIPTION	<p>This Service Level measures the percentage of time the Supplier Resolves Severity Level 3 Incidents within the applicable timeframes.</p> <p>If an Incident is escalated to Severity 3, then the Resolution Time measurement restarts upon escalation to Severity 3.</p> <p>If an Incident is downgraded from a Severity 2 or higher to a Severity 3, then the resolution timeframe does not restart upon downgrading the incident.</p> <p>The specific process for updating, escalating, canceling, or closing tickets will be established in the SMM.</p> <p>Severity 3 Resolution Time is 16 hours.</p>		
METRIC INCLUSIONS and DATA SOURCES	Includes all Severity 3 Incidents.		
METRIC EXCLUSIONS	None		
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)		
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1		

ALGORITHM	<p>The calculation for this Service Level is the total number of Severity 3 Incidents for which the Resolution Time is less than or equal to the relevant resolution timeframe, divided by the total number of Resolved Severity 3 Incidents plus the total number of open Incidents that have exceeded the relevant resolution timeframe, with the result expressed as a percentage to two decimal places.</p> <p>Also, the following apply:</p> <ul style="list-style-type: none"> (a) If an Incident is opened within the current Measurement Window, but its relevant resolution timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Incident is Resolved in the current Measurement Window, in which case it is included in the current Measurement Window's calculation). (b) An open Incident that has exceeded the relevant resolution time is also carried forward into subsequent Measurement Windows until Resolved; if it is resolved within twenty-eight (28) days following its relevant resolution timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the resolution timeframes in each subsequent Measurement Window's calculation until Resolved.
COLLECTION PROCESS	All Incidents are recorded within Keystone Edge™ as a result of contacts (any channel) and Events electronically posted to the system via STS entities. Incident records are maintained for the full resolution life-cycle within this platform including the time-stamping of any change in status, assignment, or disposition.
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries
PERFORMANCE CATEGORY	Service Operation

1.2.4 Incident Resolution Time – Sev 4

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Incident Resolution Time – Sev 4		1.2.4	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	R		
METRIC DESCRIPTION	<p>This Service Level measures the percentage of time the Supplier Resolves Severity Level 4 Incidents within the applicable timeframes.</p> <p>If an Incident is downgraded from a Severity 3 or higher to a Severity 4, then the resolution timeframe does not restart upon downgrading the incident.</p> <p>Severity 4 Resolution Time is 72 hours.</p>		
METRIC INCLUSIONS and DATA SOURCES	Includes all Severity 4 Incidents.		
METRIC EXCLUSIONS	None		
MEASUREMENT TIMEFRAME	24 Hours per Day for All Calendar Days (365/366)		
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1		

ALGORITHM	<p>The calculation for this Service Level is the total number of Severity 4 Incidents for which the Resolution Time is less than or equal to the relevant resolution timeframe, divided by the total number of Resolved Severity 4 Incidents plus the total number of open Incidents that have exceeded the relevant resolution timeframe, with the result expressed as a percentage to two decimal places.</p> <p>Also, the following apply:</p> <ul style="list-style-type: none"> (a) If an Incident is opened within the current Measurement Window, but its relevant resolution timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Incident is Resolved in the current Measurement Window, in which case it is included in the current Measurement Window's calculation). (b) An open Incident that has exceeded the relevant resolution time is also carried forward into subsequent Measurement Windows until Resolved; if it is resolved within twenty-eight (28) days following its relevant resolution timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the resolution timeframes in each subsequent Measurement Window's calculation until Resolved.
COLLECTION PROCESS	All Incidents are recorded within Keystone Edge™ as a result of contacts (any channel) and Events electronically posted to the system via STS entities. Incident records are maintained for the full resolution life cycle within this platform including the time stamping of any change in status, assignment, or disposition.
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Service Operation

1.2.5 Service Request Fulfillment Time

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE		
Service Request Fulfilment Time		1.2.5		
ACTIVE?	Yes			
SHARE TYPE and CORRESPONDING METRIC(S)	R			
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier successfully completes Service Requests within the applicable timeframes.			
METRIC INCLUSIONS and DATA SOURCES	All items that are orderable via a Service Request shall be included in the SLA unless a specific exception is granted by VITA.			
METRIC EXCLUSIONS	Requests submitted using the General Service Request Form			
MEASUREMENT TIMEFRAME	maintained in Keystone Edge			
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1			
ALGORITHM	<p>The calculation for this Service Level is the total number of Service Requests that are completed within the committed timeframes, divided by the total number of completed Service Requests plus the total number of open Service Requests that have exceeded the committed timeframes, with the result expressed as a percentage to two decimal places.</p> <p>Also, the following apply:</p> <p>(a) If a Service Request is opened within the current Measurement Window, but its relevant committed timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window’s calculation (unless such Service Request is completed in the current Measurement Window, in which case it is included in the current Measurement Window’s calculation).</p> <p>(b) An open Service Request that has exceeded the committed timeframe is also carried forward into subsequent Measurement Windows until completed; if it is completed within twenty-eight (28) days following its relevant committed timeframe, it is excluded from the subsequent Measurement Window; otherwise,</p>			

	it is counted as failed to meet the committed timeframes in each subsequent Measurement Window's calculation until completed.
COLLECTION PROCESS	All Service Requests with an agreed upon timeframe in Keystone Edge™ submitted via approved contact methods, including but not limited to calls, email and service portal are recorded in Keystone Edge and are maintained for the full fulfillment life cycle within this platform including the time stamping of any change in status, assignment, or disposition.
REPORTING TOOLS	Keystone Edge™ and/or Supplier's System
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Service Operation

1.2.7 Formal Root Cause Analysis Delivery (<= 10 business days)

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Formal Root Cause Analysis Delivery (<= 10 business days)		1.2.7	
Active?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	R		
METRIC DESCRIPTION	This Service Level measures the percentage of time the Supplier delivers a required or requested Root Cause Analysis to the VITA Customer of required quality and within the required timeframe of 10 Business Days.		
METRIC INCLUSIONS and DATA SOURCES	All Root Cause Analysis deliveries associated with Severity Level 1 Incident Resolution, VITA or VITA Customer Request, or SLA Default The measurement time ends when an accepted RCA is delivered. If an RCA is deemed to be insufficient, regardless of the number of times submitted, the clock will resume while the RCA is corrected.		
METRIC EXCLUSIONS	None		
MEASUREMENT TIMEFRAME	10 business days		

SERVICE LEVEL TARGET	Maintained in Exhibit 3.1
ALGORITHM	<p>The calculation for this Service Level is the total number of written Root Cause Analyses that are delivered to VITA Customer within the delivery timeframe, divided by the total number of delivered Root Cause Analyses plus the total number of open Root Cause Analyses that have exceeded the delivery timeframe, with the result expressed as a percentage to two decimal places.</p> <p>Also, the following apply:</p> <ul style="list-style-type: none"> (a) If a Root Cause Analysis is initiated within the current Measurement Window, but its relevant delivery timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such RCA is delivered in the current Measurement Window, in which case it is included in the current Measurement Window's calculation) (b) An open RCA that has exceeded the relevant delivery timeframe is also carried forward into subsequent Measurement Windows until delivered; if it is delivered within twenty-eight (28) days following its relevant delivery timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the delivery timeframes in each subsequent Measurement Window's calculation until delivered.
COLLECTION PROCESS	<p>All issues designated as problems (e.g. Events or Incidents promoted to the status of problems, issues created as problem records) are stored and tracked within Keystone Edge™ for their full life-cycle of activity. MSI implemented automated workflow or VITA/MSI designation of problem records requiring RCA trigger the routing of request for RCA to the appropriate STS or MSI entity. RCA requests are further tracked for completion within Keystone Edge™. Document templates for RCA are defined within the Service Management Manual hosted on MSI's CENTER™ system. Participants are required to utilize VITA approved templates for the documentation of RCA.</p>
REPORTING TOOLS	Keystone Edge™
RAW DATA STORAGE (ARCHIVES)	Keystone Edge™ stores data within an Oracle relational database accessible via the platform and via web-services queries.
PERFORMANCE CATEGORY	Service Operation

1.3 PERFORMANCE CATEGORY – SUPPLIER SPECIFIC

1.3.1 Managed LAN Availability

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Managed LAN Availability		1.3.1	
Active?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	U		
METRIC DESCRIPTION	This service measures the Availability of all LAN Equipment with Supplier-provided Managed LAN Service.		
METRIC INCLUSIONS and DATA SOURCES	Period of an Outage begins when a Severity 1 Incident is recorded at the Service Desk (opened by Supplier or Customer) or identified in Supplier’s monitoring tools and ends when the Incident is Resolved. Data source is Supplier’s trouble ticket. For dual redundant or High Availability Services, a Severity 1 Incident applies when both service elements are unavailable.		
METRIC EXCLUSIONS	<ul style="list-style-type: none">• Supplier’s planned maintenance activity as properly notified and scheduled in accordance with the SMM.• Services not accepted by Customer prior to the start of Measurement Window.• Service degradation except where Customer or Supplier has opened a Severity 1 ticket and has released the Service for Supplier testing.• Time period waiting on Customer or VITA activity, as follows: o Customer or VITA have explicitly deferred resolution (e.g., due to unavailability for onsite access or to schedule testing). o Supplier requires Customer or VITA access or testing, and applicable Customer or VITA person is not available.		
MEASUREMENT TIMEFRAME	24		
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1		

ALGORITHM	<p>This Service Level metric is calculated in two steps.</p> <p>First, individual Equipment Availability is calculated as follows:</p> <p>Individual Equipment Availability is calculated as the amount of Actual Uptime of each individual switch divided by the Scheduled Uptime for that switch with the result expressed as a percentage to two (2) decimal points. Switches will be considered “Successful” if they meet or exceed their Availability requirement during the Measurement Window.</p> <p>LAN Workgroup Switches and Core Switches (without engineered High Availability) have a target of 99.5%.</p> <p>Core Switches (engineered with High Availability) have a target of 99.95% Availability The calculation of Total Successful Switches is the sum of Successful LAN Workgroup Switches and Successful LAN Core Switches. The calculation of Total Switches is the sum of those LAN Workgroup Switches and LAN Core Switches in the Managed Environment.</p> <p>Second, the Service Level performance is calculated as follows:</p> <p>Managed LAN Availability Service Level is calculated as the total number of Successful Switches for which Supplier successfully meets or exceeds the Availability requirement during the Measurement Window, divided by the Total Switches during the same Measurement Window with the result expressed as a percentage to two (2) decimal points.</p> <p>COLLECTION PROCESS Incidents are identified via Supplier monitoring tools or via Service Desk Contacts. Data for the Incident is stored in Suppliers Incident ticket system (electronically bonded to MSI’s SMS).</p> <p>REPORTING TOOLS Supplier’s incident ticket system (electronically bonded to MSI’s SMS).</p> <p>RAW DATA STORAGE</p> <p>(ARCHIVES) Supplier’s incident ticket system</p>
COLLECTION PROCESS	<p>Incidents are identified via Supplier monitoring tools or via Service Desk Contacts. Data for the Incident is stored in Suppliers Incident ticket system (electronically bonded to MSI’s SMS).</p>
REPORTING TOOLS	<p>Supplier’s incident ticket system (electronically bonded to MSI’s SMS).</p>

RAW DATA STORAGE (ARCHIVES)	Supplier's incident ticket system
PERFORMANCE CATEGORY	Maintained in Exhibit 3.1

1.3.2 Managed Wireless LAN Availability

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Managed Wireless LAN Availability		1.3.2	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	U		
METRIC DESCRIPTION	This Service Level measures Availability of all WLAN Controllers with Supplier-provided Managed WLAN Service.		
METRIC INCLUSIONS and DATA SOURCES	Period of an Outage begins when a Severity 1 Incident is recorded at the Service Desk (opened by Supplier or Customer) or identified in Supplier’s monitoring tools and ends when the Incident is Resolved. Data source is Supplier’s trouble ticket. For dual redundant or High Availability Services, a Severity 1 Incident applies when both service elements are unavailable		
METRIC EXCLUSIONS	<ul style="list-style-type: none">• Supplier’s planned maintenance activity as properly notified and scheduled in accordance with the SMM.• Services not accepted by Customer prior to the start of Measurement Period.• Service degradation except where Customer or Supplier has opened a Severity 1 ticket and has released the Service for Supplier testing.• Time period waiting on Customer or VITA activity, as follows: o Customer or VITA have explicitly deferred resolution (e.g., due to unavailability for onsite access or to schedule testing). o Supplier requires Customer or VITA access or testing, and applicable Customer or VITA person is not available.• Virtual Controllers with Aruba IAP Management, Lightweight Access Points, Aruba Instant Access Points.		
MEASUREMENT TIMEFRAME	24 365(366)		

SERVICE LEVEL TARGET	Maintained in Exhibit 3.1
ALGORITHM	<p>This Service Level metric is calculated in two steps.</p> <p>First, individual Equipment Availability is calculated as follows:</p> <p>Individual Equipment Availability is calculated as the amount of Actual Uptime of each individual Wireless LAN Controller (and High Availability Controller pairs) divided by the Scheduled Uptime for such Controllers and HA Controller pairs with the result expressed as a percentage to two (2) decimal points. Controllers and HA Controller pairs will be considered "Successful" if they meet or exceed their Availability requirement of 99.95% during the Measurement Window.</p> <p>Second, the Service Level performance is calculated as follows:</p> <p>Managed Wireless LAN Availability Service Level is calculated as the total number of Successful Controllers and HA Controller pairs for which Supplier successfully meets or exceeds the Availability requirement during the Measurement Window, divided by the Total Controllers and HA Controller pairs during the same Measurement Window with the result expressed as a percentage to two (2) decimal points.</p>
COLLECTION PROCESS	Incidents are identified via Supplier monitoring tools or via Service Desk Contacts. Data for the Incident is stored in Suppliers Incident ticket system (electronically bonded to MSI's SMS).
REPORTING TOOLS	Supplier's incident ticket system (electronically bonded to MSI's SMS).
RAW DATA STORAGE (ARCHIVES)	Supplier's incident ticket system
PERFORMANCE CATEGORY	Supplier Specific

1.3.3 Managed WAN Bronze Availability (Stand Alone, Single Circuit)

SERVICE LEVEL NAME	EXHIBIT 3.1 REFERENCE	
Managed WAN Bronze Availability (Stand Alone, Single Circuit)	1.3.3	
ACTIVE?	Yes	

SHARE TYPE and CORRESPONDING METRIC(S)	U	
METRIC DESCRIPTION	Availability of all Managed WAN Equipment and associated Private IP Ports and Access Services. This metric measures the Availability of a Managed WAN Site with a single circuit and no backup.	
METRIC INCLUSIONS and DATA SOURCES	Period of an Outage begins when a Severity 1 Incident is recorded at the Service Desk (opened by Supplier or Customer) or identified in Supplier's monitoring tools and ends when the Incident is Resolved. Data source is Supplier's trouble ticket. A Managed WAN Bronze Service comprises Managed WAN Service, Router Equipment, Private IP Port, and Access Service, together serving a single Site.	
METRIC EXCLUSIONS	<ul style="list-style-type: none"> • Supplier's planned maintenance activity as properly notified and scheduled in accordance with the SMM. • Services not accepted by Customer prior to the start of Measurement Period. * Dual Access types other than TDM Access, Ethernet Access, SONET or DWDM. • Service degradation except where Customer or Supplier has opened a Severity 1 ticket and has released the Service for Supplier testing. • Time period waiting on Customer or VITA activity, as follows: <ul style="list-style-type: none"> o Customer or VITA have explicitly deferred resolution (e.g., due to unavailability for onsite access or to schedule testing). o Supplier requires Customer or VITA access or testing, and applicable Customer or VITA person is not available. 	
MEASUREMENT TIMEFRAME	24 365(366)	
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1	
ALGORITHM	<p>This Service Level metric is calculated in two steps.</p> <p>First, individual Site Availability is calculated as follows:</p> <p>Individual Site Availability is calculated as the amount of Actual Uptime of each individual Managed WAN Bronze Site divided by the Scheduled Uptime for that Site with the result expressed as a percentage to two (2) decimal points. Sites will be considered "Successful" if they meet or exceed their Availability requirement of 99.2%* during the Measurement Window.</p> <p>Second, the Service Level performance is calculated as follows:</p> <p>Managed WAN Bronze Site Service Level is calculated as the total number of Sites for which Supplier successfully meets or exceeds the target of</p>	

	<p>99.2%* Actual Uptime during the Measurement Window, divided by the total Managed WAN Bronze Sites during the same Measurement Window with the result expressed as a percentage to two (2) decimal points.</p> <ul style="list-style-type: none"> Note regarding baselining of individual Site Availability target for Managed WAN Bronze Sites. Beginning as of seven (7) months after the Commencement Date (CD+7) and consecutively for six (6) months through the twelfth month (CD+12), each month Supplier will measure the Managed WAN Bronze Service Availability of each of the Sites then in scope for this Service Level for purposes of establishing a new individual Site Availability pass/fail threshold. Following completion of this 6-month measurement, the Managed WAN Bronze Service Availability pass/fail threshold will be adjusted to the higher of (a) the twentieth percentile of monthly performance of all such Managed WAN Bronze Sites during the 6-month measurement period (such that 80% of the Sites would have passed and 20% would have failed) or (b) 99.2%. The new pass/fail threshold will be subject to approval by VITA.
COLLECTION PROCESS	Incidents are identified via Supplier monitoring tools or via Service Desk Contacts. Data for the Incident is stored in Suppliers Incident ticket system (electronically bonded to MSI's SMS).
REPORTING TOOLS	Supplier's incident ticket system (electronically bonded to MSI's SMS).
RAW DATA STORAGE (ARCHIVES)	Supplier's incident ticket system
PERFORMANCE CATEGORY	Supplier Specific

1.3.4 Internet Dedicated Availability

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Internet Dedicated Availability		1.3.4	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	U		

METRIC DESCRIPTION	This Service Level measures the Supplier's Internet Dedicated (IDed) Service Availability SLA provides that the Supplier's Internet will be available 100% of the time including Supplier-provided port and access.
METRIC INCLUSIONS and DATA SOURCES	Period of an Outage begins when a Severity 1 Incident is recorded at the Service Desk (opened by Supplier or Customer) or identified in Supplier's monitoring tools and ends when the Incident is Resolved. Data source is Supplier's trouble ticket. For dual redundant services, a Severity 1 Incident applies when both service elements are unavailable. Internet Dedicated Service (IDed) comprises Supplier-provided dedicated internet network Port and associated access circuit.
METRIC EXCLUSIONS	<ul style="list-style-type: none"> • Supplier's planned maintenance activity as properly notified and scheduled in accordance with the SMM. • Services not accepted by Customer prior to the start of Measurement Period. • Service degradation except where Customer or Supplier has opened a Severity 1 ticket and has released the Service for Supplier testing. • * Time period waiting on Customer or VITA activity, as follows: <ul style="list-style-type: none"> o Customer or VITA have explicitly deferred resolution (e.g., due to unavailability for onsite access or to schedule testing). o Supplier requires Customer or VITA access or testing, and applicable Customer or VITA person is not available.
MEASUREMENT TIMEFRAME	24 365(366)
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1
ALGORITHM	<p>This Service Level metric is calculated in two steps.</p> <p>First, individual IDed service Availability is calculated as follows:</p> <p>Individual Internal Dedicated is calculated as the amount of Actual Uptime of each individual IDed service divided by the Scheduled Uptime for that service with the result expressed as a percentage to two (2) decimal points. Internet Dedicated Services will be considered "Successful" if they meet or exceed their Availability requirement of 100% during the Measurement Window.</p> <p>Second, the Service Level performance is calculated as follows:</p> <p>Internet Dedicated Service Level is calculated as the total number of IDed services which Supplier successfully meets or exceeds the target of 100% Actual Uptime during the Measurement Window, divided by the total IDed services during the same Measurement Window with the result expressed as a percentage to two (2) decimal points.</p>

COLLECTION PROCESS	Incidents are identified via Supplier monitoring tools or via Service Desk Contacts. Data for the Incident is stored in Suppliers Incident ticket system (electronically bonded to MSI's SMS).
REPORTING TOOLS	Supplier's incident ticket system (electronically bonded to MSI's SMS).
RAW DATA STORAGE (ARCHIVES)	Supplier's incident ticket system
PERFORMANCE CATEGORY	Supplier Specific

1.3.5 VOIP Availability

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE		
VOIP Availability		1.3.5		
ACTIVE?	Yes			
SHARE TYPE and CORRESPONDING METRIC(S)	U			
METRIC DESCRIPTION	This Service Level measures Availability of the Supplier network to process VOIP calls to all Sites.			
METRIC INCLUSIONS and DATA SOURCES	Period of an Outage begins when a Severity 1 Incident is recorded at the Service Desk (opened by Supplier or Customer) or identified in Supplier’s monitoring tools and ends when the Incident is Resolved. Data source is Supplier’s trouble ticket. For dual redundant services, a Severity 1 Incident applies when both service elements are unavailable.			
METRIC EXCLUSIONS	<ul style="list-style-type: none">• Supplier’s planned maintenance activity as properly notified and scheduled in accordance with the SMM.• Services not accepted by Customer prior to the start of Measurement Period.• Access types other than TDM Access, Ethernet Access, SONET or DWDM.• Service degradation except where Customer or Supplier has opened a Severity 1 ticket and has released the Service for Supplier testing.			

	<ul style="list-style-type: none"> Time period waiting on Customer or VITA activity, as follows: <ul style="list-style-type: none"> Customer or VITA have explicitly deferred resolution (e.g., due to unavailability for onsite access or to schedule testing). Supplier requires Customer or VITA access or testing, and applicable Customer or VITA person is not available. Fax transmission
MEASUREMENT TIMEFRAME	24 365(366)
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1
ALGORITHM	<p>This Service Level metric is calculated in two steps</p> <p>First, individual Site Availability is calculated as follows:</p> <p>Individual Site Availability is calculated as the amount of Actual Uptime of each individual VOIP Site divided by the Scheduled Uptime for that Site with the result expressed as a percentage to two (2) decimal points. VOIP Sites will be considered “Successful” if they meet or exceed their Availability requirement of 99.9% during the Measurement Window.</p> <p>Second, the Service Level performance is calculated as follows:</p> <p>VOIP Service Level is calculated as the total number of VOIP Sites for which Supplier successfully meets or exceeds the target of 99.9% Actual Uptime during the Measurement Window, divided by the total VOIP Sites during the same Measurement Window with the result expressed as a percentage to two (2) decimal points.</p>
COLLECTION PROCESS	Incidents are identified via Supplier monitoring tools or via Service Desk Contacts. Data for the Incident is stored in Suppliers Incident ticket system (electronically bonded to MSI’s SMS).
REPORTING TOOLS	Supplier’s incident ticket system (electronically bonded to MSI’s SMS).
RAW DATA STORAGE (ARCHIVES)	Supplier’s incident ticket system
PERFORMANCE CATEGORY	Supplier Specific

1.3.6 UCCaaS Availability

SERVICE LEVEL NAME	EXHIBIT 3.1 REFERENCE	
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UCCaaS Availability		1.3.6	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	U		
METRIC DESCRIPTION	This Service Level measures Availability of all UCCaaS Services to all Users.		
METRIC INCLUSIONS and DATA SOURCES	UCCaaS User Service is considered Available when all applications are accessible to the User. User Service is considered unavailable when one or more applications are inaccessible to the User. Period of an Outage begins when an Incident is recorded at the Service Desk (opened by Supplier or Customer) or identified in Supplier’s monitoring tools and ends when the Incident is Resolved. Data source is Supplier’s trouble ticket. UCCaaS User Service is a combination of applications (e.g. call control, voice mail) made available for one User.		
METRIC EXCLUSIONS	<p>Supplier’s planned maintenance activity as properly notified and scheduled in accordance with the SMM.</p> <ul style="list-style-type: none">○ Services not accepted by Customer prior to the start of Measurement Period.○ Loss of access to the UCCaaS application due to a Supplier network outage already covered by a Managed WAN SLA.○ Time period waiting on Customer or VITA activity, as follows: o Customer or VITA have explicitly deferred resolution (e.g., due to unavailability for onsite access or to schedule testing). o Supplier requires Customer or VITA access or testing, and applicable Customer or VITA person is not available.		
MEASUREMENT TIMEFRAME	24 365(366)		
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1		
ALGORITHM	<p>This Service Level metric is calculated in two steps.</p> <p>First, individual UCCaaS User Service Availability is calculated as follows:</p> <p>Individual UCCaaS User Service Availability is calculated as the amount of Actual Uptime of each individual UCCaaS User divided by the Scheduled Uptime for that User with the result expressed as a percentage to two (2) decimal points. UCCaaS User will be considered “Successful” if they meet or exceed their Availability requirement of 100%* during the Measurement Window.</p>		

	Second, the Service Level performance is calculated as follows: UCCaaS Service Availability is calculated as the total number of UCCaaS Users for which Supplier successfully meets or exceeds the target of 100% Actual Uptime during the Measurement Window, divided by the total UCCaaS Users during the same Measurement Window with the result expressed as a percentage to two (2) decimal points.
COLLECTION PROCESS	Supplier's incident ticket system collects trouble tickets for in-scope Severity 1 incidents
REPORTING TOOLS	Supplier's incident ticket system (electronically bonded to VITA's incident ticket system)
RAW DATA STORAGE (ARCHIVES)	Supplier's incident ticket system
PERFORMANCE CATEGORY	Supplier Specific

1.3.7 Secure Gateway Availability

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE		
Secure Gateway Availability		1.3.7		
ACTIVE?	Yes			
SHARE TYPE and CORRESPONDING METRIC(S)	U			
METRIC DESCRIPTION	This Service Level measures Availability of Secure Gateway Service consisting of dual Universal Ports.			
METRIC INCLUSIONS and DATA SOURCES	Period of an Outage begins when a Severity 1 Incident is recorded at the Service Desk (opened by Supplier or Customer) or identified in Supplier’s monitoring tools and ends when the Incident is Resolved. Data source is Supplier’s trouble ticket.			
METRIC EXCLUSIONS	Supplier’s planned maintenance activity as properly notified and scheduled in accordance with the SMM. • Services not accepted by Customer prior to the start of Measurement Window.			

	<ul style="list-style-type: none"> Managed WAN Router, which is covered under a separate CSL or Key Measurement. Access types other than TDM Access, Ethernet Access, SONET or DWDM. Service degradation except where Customer or Supplier has opened a Severity 1 ticket and has released the Service for Supplier testing. Time period waiting on Customer or VITA activity, as follows: <ul style="list-style-type: none"> Customer or VITA have explicitly deferred resolution (e.g., due to unavailability for onsite access or to schedule testing). Supplier requires Customer or VITA access or testing, and applicable Customer or VITA person is not available. Outages associated with an outage or failure of a non-Supplier provided Internet connectivity
MEASUREMENT TIMEFRAME	24 365(366)
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1
ALGORITHM	<p>This Service Level metric is calculated in two steps.</p> <p>First, individual Secure Gateway Service Availability is calculated as follows:</p> <p>Individual Secure Gateway Service Availability is calculated as the amount of Actual Uptime of each individual Secure Gateway service divided by the Scheduled Uptime for that service with the result expressed as a percentage to two (2) decimal points. Secure Gateway services will be considered "Successful" if they meet or exceed their Availability requirement of 100%* during the Measurement Window. The Secure Gateway Service is considered available as long as one or both Ports are able to transmit data without degradation in any material respect.</p> <p>Second, the Service Level performance is calculated as follows:</p> <p>Secure Gateway Service Availability is calculated as the total number of Secure Gateway services for which Supplier successfully meets or exceeds the target of 100% Actual Uptime during the Measurement Window, divided by the total Secure Gateway services during the same Measurement Window with the result expressed as a percentage to two (2) decimal points.</p>
COLLECTION PROCESS	Incidents are identified via Supplier monitoring tools or via Service Desk Contacts. Data for the Incident is stored in Suppliers Incident ticket system (electronically bonded to MSI's SMS).

REPORTING TOOLS	Supplier's incident ticket system (electronically bonded to MSI's SMS.
RAW DATA STORAGE (ARCHIVES)	Supplier's incident ticket system
PERFORMANCE CATEGORY	Supplier Specific

1.3.8 Packet Delivery

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Packet Delivery		1.3.8	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	U		
METRIC DESCRIPTION	This Service Level measures the Rate of successful packet transmission per Private IP circuit, measured monthly. Packet Delivery Rate (PDR) is determined by using 64-byte packets for measuring the number of packets that are successfully delivered divided by the total number of packets sent within the specified traffic priority class during a calendar month.		
METRIC INCLUSIONS and DATA SOURCES	Private IP network Supplier’s Network Management Platform		
METRIC EXCLUSIONS	<ul style="list-style-type: none">• Packets that are not delivered due in whole or in part to factors unrelated to Supplier’s PIP/PIPL2 Network• Packets dropped at infrastructure ingress or egress due to improper Customer Port speed specifications of Customer Port speeds (e.g. Customer traffic oversubscribed at a given Site)• All Customer data traffic that is marked by Customer using IP Precedence/DSCP settings not supported by the Supplier PIP Network (i.e. not conforming to MPLS industry standards).		
MEASUREMENT TIMEFRAME	24 365(366)		
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1		

ALGORITHM	<p>This Service Level metric is calculated in two steps.</p> <p>First, Packet Delivery is calculated as follows:</p> <p>Individual circuit PDR success rate is calculated as the number of Packets Delivered successfully on each individual qualifying circuit same circuit with the result expressed as a percentage to two (2) decimal points. PDR for a circuit will be considered “Successful” if it meets or exceeds the target of 99.5% during the Measurement Window.</p> <p>Second, the Service Level performance is calculated as follows:</p> <p>Packet Delivery Service Level is calculated as the total number of qualifying circuits for which Supplier successfully meets or exceeds the target of 99.5% Packet Delivery Rate during the Measurement Window, divided by the total number of qualifying circuits during the same Measurement Window with the result expressed as a percentage to two (2) decimal points.</p>
COLLECTION PROCESS	Designated response paths will be defined between designated router pairs. Statistics gathered using a Simple Network Management Protocol (SNMP) based monitoring tool. Routers will be polled for performance data at regular intervals. Results will be compiled into daily/weekly/monthly reports. SLA compliance is based on results averaged over a thirty day period.
REPORTING TOOLS	Supplier’s Network Management Platform
RAW DATA STORAGE (ARCHIVES)	Supplier’s Network Management Platform
PERFORMANCE CATEGORY	Supplier Specific

1.3.9 Jitter

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Jitter		1.3.9	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	U		

METRIC DESCRIPTION	This Service Level is defined as the variation or difference in the end-to-end delay between received packets of an IP or packet stream. Jitter is usually caused by imperfections in hardware or software optimization and varying traffic conditions and loading. Excessive delay variation in packet streams usually results in additional packet loss, which affects quality.
METRIC INCLUSIONS and DATA SOURCES	Jitter SLA applies to EF COS traffic only Data Source is Supplier's Network Management Platform
METRIC EXCLUSIONS	<p>All Customer data traffic that is marked EF by Customer and is not compliant with the subscribed EF Real Time CAR or any other data traffic that is not compliant with the applicable subscribed CAR.</p> <ul style="list-style-type: none"> ○ All Customer data traffic that is marked by Customer using IP Precedence/DSCP settings not supported by the Verizon Private IP Network. ○ Jitter Service Level Standard is not applicable to Private IP Layer 2 services
MEASUREMENT TIMEFRAME	24 365(366)
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1
ALGORITHM	<p>This Service Level metric is calculated in two steps.</p> <p>First, individual successful qualifying circuits are calculated as follows for each qualifying circuit:</p> <p>The calculation for Jitter (Ji) for two consecutive packets i and i+1 is as follows: $Jitter (J_i) = \Delta T_i - \Delta T_i'$</p> <p>Where:</p> <p>$T_i$ = time 1st byte of packet i is received by the source Port (ingress time)</p> <p>T_{i+1} = time 1st byte of packet i+1 is received by the source Port (ingress time)</p> <p>T_i' = time 1st byte of packet i is received at the destination Port (egress time)</p> <p>T_{i+1}' = time 1st byte of packet i+1 is received at the destination Port (egress time)</p> <p>And:</p> <p>$\Delta T_i = T_{i+1} - T_i$ (ΔT_i is the time interval between packets at ingress)</p> <p>$\Delta T_i' = T_{i+1}' - T_i'$ ($\Delta T_i'$ is the time interval between packets at egress)</p>

	<p>The Average Jitter (J-avg) is calculated as follows: $\text{Average Jitter (J-avg)} = \sum J_i / (N-1)$</p> <p>Where:</p> <p>N is the number of sample packets over 30 day period A qualifying circuit is considered successful if it meets or falls below the target 10ms average jitter value.</p> <p>Second, the Service Level performance is calculated as follows:</p> <p>Jitter Service Level is calculated as the total number of qualifying circuits for which Supplier successfully meets or falls below the target of 10ms average jitter value during the Measurement Window, divided by the total number of qualifying circuits during the same Measurement Window with the result expressed as a percentage to two (2) decimal points.</p>
COLLECTION PROCESS	<p>Cisco IOS IP SLAs is an embedded feature set in Cisco IOS software that supports analysis of IP service levels for IP applications and services. The IP SLAs UDP jitter operation was primarily designed to diagnose network suitability for real-time traffic applications such as voice over IP (VoIP), video over IP, or real-time conferencing. Designated response paths will be defined between designated router pairs. Statistics gathered using a Simple Network Management Protocol (SNMP) based monitoring tool. Routers will be polled for performance data at regular intervals. Results will be compiled into daily/weekly/monthly reports.</p>
REPORTING TOOLS	Supplier's Network Management platform
RAW DATA STORAGE (ARCHIVES)	Supplier's Network Management platform
PERFORMANCE CATEGORY	Supplier Specific

1.3.10 Latency

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Latency		1.3.10	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	U		

METRIC DESCRIPTION	This Service Level measures Elapsed Time – round trip Network Transit Delay from ingress and egress across the Private IP WAN.
METRIC INCLUSIONS and DATA SOURCES	Private IP Network Supplier's Network Management Platform
METRIC EXCLUSIONS	Insufficient Customer-elected Service capacity, for example, bandwidth is saturated (circuits which experience an average peak busy hour utilization of 70% or more)
MEASUREMENT TIMEFRAME	24 365(366)
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1
ALGORITHM	<p>This Service Level metric is calculated in two steps.</p> <p>First, individual successful qualifying circuits are calculated as follows for each qualifying circuit:</p> <p>Calculation for Network Transit Delay: $NTD = t_2 - t_1$ Where: t_1 is the time when a packet leaves the ingress premise, and t_2 is the times when the packet arrives at the egress premise Supplier NTD objective is 80MS round trip measured monthly. SLA compliance is based on results averaged over a thirty day period.</p> <p>A qualifying circuit is considered successful if it meets or falls below the NTD object of 80ms round trip measured monthly (over the 30-day period). Second, the Service Level performance is calculated as follows: Latency Service Level is calculated as the total number of qualifying circuits for which Supplier successfully meets or falls below the target of 80ms round trip latency value during the Measurement Window, divided by the total number of qualifying circuits during the same Measurement Window with the result expressed as a percentage to two (2) decimal points.</p>
COLLECTION PROCESS	Designated response paths will be defined between designated router pairs (CE-CE). Statistics gathered using a Simple Network Management Protocol (SNMP) based monitoring tool. Routers will be polled for performance data at regular intervals (for example every 5 minutes or as set forth in the SMM). Results will be compiled into daily/weekly/monthly reports. SLA compliance is based on results averaged over a thirty day period.
REPORTING TOOLS	Supplier's Network Management Platform

RAW DATA STORAGE (ARCHIVES)	Supplier's Network Management Platform
PERFORMANCE CATEGORY	Supplier Specific

1.3.11 Virtual Contact Center Availability

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE		
Virtual Contact Center Availability		1.3.11		
ACTIVE?	Yes			
SHARE TYPE and CORRESPONDING METRIC(S)	U			
METRIC DESCRIPTION	This Service Level measures Availability of Virtual Contact Center Service Components, which are those specific Virtual Contact Center features required for contact delivery included in and used by a User with Virtual Contact Center.			
METRIC INCLUSIONS and DATA SOURCES	<p>User Service is considered available when all applications are accessible to the User. User Service is considered unavailable when one or more applications are inaccessible to the User. Period of an Outage begins when an Incident is recorded at the Service Desk (opened by Supplier or Customer) or identified in Supplier’s monitoring tools and ends when the Incident is Resolved. Data source is Supplier’s trouble ticket.</p> <p>Virtual Contact Center (VCC) Service Components covered by this SLA include:</p> <ul style="list-style-type: none">• inTouch Reporting• dbConnector• Core system (the ability to deliver a contact) and• Agent station/interface. Data source is Supplier’s trouble ticketing system.			
METRIC EXCLUSIONS	Any time during which any of the Components could not be used by User(s) to perform their tasks due to the following: • User’s equipment, software, facility, databases, or operator error; • An interruption in User’s			

	connection to the Internet; • An interruption in User's telephony or voice service, local or long distance; • Scheduled Downtime
MEASUREMENT TIMEFRAME	24 365(366)
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1
ALGORITHM	<p>This Service Level metric is calculated in two steps.</p> <p>First, individual VCC User Service Availability is calculated as follows: Individual VCC User Service Availability is calculated as the amount of Actual Uptime of each individual VCC User divided by the Scheduled Uptime for that User with the result expressed as a percentage to two (2) decimal points. VCC User will be considered "Successful" if they meet or exceed their Availability requirement of 99.99% during the Measurement Window.</p> <p>Where:</p> <ul style="list-style-type: none"> ○ For purposes of this metric, Scheduled Uptime is normalized to a fixed value of 43,200 minutes. ○ Downtime is the total minutes during which any of the Components listed above cannot be used by User to perform their tasks. <p>Second, the Service Level performance is calculated as follows: VCC Service Availability is calculated as the total number of VCC Users for which Supplier successfully meets or exceeds the target of 99.99% Actual Uptime during the Measurement Window, divided by the total VCC Users during the same Measurement Window with the result expressed as a percentage to two (2) decimal points.</p>
COLLECTION PROCESS	Incidents are identified via Supplier monitoring tools or via Service Desk Contacts. Data for the Incident is stored in Suppliers Incident ticket system (electronically bonded to MSI's SMS).
REPORTING TOOLS	Supplier's incident ticket system (electronically bonded to MSI's SMS).
RAW DATA STORAGE (ARCHIVES)	Supplier's incident ticket system
PERFORMANCE CATEGORY	Supplier Specific

1.3.12 Private IP – Redundant Availability

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE		
Private IP – Redundant Availability		1.3.12		
ACTIVE?	Yes			
SHARE TYPE and CORRESPONDING METRIC(S)	U			
METRIC DESCRIPTION	This Service Level measures Availability of all Private IP Ports and, for each, its associated dual Access Services, where no Supplier-provided Managed WAN Service is in use.			
METRIC INCLUSIONS and DATA SOURCES	Period of an Outage begins when a Severity 1 Incident is recorded at the Service Desk (opened by Supplier or Customer) or identified in Supplier’s monitoring tools and ends when the Incident is Resolved. Data source is Supplier’s trouble ticket. For dual redundant or High Availability Services, a Severity 1 Incident applies when both service elements are unavailable. A Private IP Redundant Service comprises a Private IP Port and both of its associated dual Access Services.			
METRIC EXCLUSIONS	<ul style="list-style-type: none">• Supplier’s planned maintenance activity as properly notified and scheduled in accordance with the SMM.• Services not accepted by Customer prior to the start of Measurement Period.• Dual Access types other than TDM Access, Ethernet Access, SONET or DWDM.• Service degradation except where Customer or Supplier has opened a Severity 1 ticket and has released the Service for Supplier testing.• Time period waiting on Customer or VITA activity, as follows:<ul style="list-style-type: none">○ Customer or VITA have explicitly deferred resolution (e.g., due to unavailability for onsite access or to schedule testing).○ Supplier requires Customer or VITA access or testing, and applicable Customer or VITA person is not available.			
MEASUREMENT TIMEFRAME	24 365(366)			
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1			

ALGORITHM	<p>This Service Level metric is calculated in two steps.</p> <p>First, individual Availability is calculated as follows:</p> <ul style="list-style-type: none"> Individual PIP Port/Access Availability is calculated as the amount of Actual Uptime of each individual PIP Port/Access divided by the Scheduled Uptime for that PIP Port/Access with the result expressed as a percentage to two (2) decimal points. PIP Ports/Access will be considered “Successful” if they meet or exceed their Availability requirement of 99.99% during the Measurement Window. <p>Second, the Service Level performance is calculated as follows:</p> <ul style="list-style-type: none"> PIP – Redundant Service Level is calculated as the total number of Successful PIP Ports/Access for which Supplier successfully meets or exceeds the Availability requirement of 99.99% during the Measurement Window, divided by the PIP Ports/Access during the same Measurement Window with the result expressed as a percentage to two (2) decimal points
COLLECTION PROCESS	Incidents are identified via Supplier monitoring tools or via Service Desk Contacts. Data for the Incident is stored in Suppliers Incident ticket system (electronically bonded to MSI’s SMS).
REPORTING TOOLS	Supplier’s incident ticket system (electronically bonded to MSI’s SMS).
RAW DATA STORAGE (ARCHIVES)	Supplier’s incident ticket system
PERFORMANCE CATEGORY	Supplier Specific

1.3.13 Managed WAN Silver Availability (Stand Alone, Dual Circuits)

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Managed WAN Silver Availability (Stand Alone, Dual Circuits)		1.3.13	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	U		

METRIC DESCRIPTION	This Service Level measures Availability of all Managed WAN Equipment and associated Private IP Ports and Access Services. This metric measures the Availability of a Managed WAN Site with a single circuit plus an approved back-up service (for example, broadband or cellular service), or with dual circuits.
METRIC INCLUSIONS and DATA SOURCES	<p>Period of an Outage begins when a Severity 1 Incident is recorded at the Service Desk (opened by Supplier or Customer) or identified in Supplier's monitoring tools and ends when the Incident is Resolved. Data source is Supplier's trouble ticket. For dual redundant or High Availability Services, a Severity 1 Incident applies when both service elements are unavailable.</p> <p>A Managed WAN Silver Service comprises Managed WAN Service, Router Equipment, Private IP Port, Access Service, and backup access service, together serving a single Site.</p>
METRIC EXCLUSIONS	<ul style="list-style-type: none"> • Supplier's planned maintenance activity as properly notified and scheduled in accordance with the SMM. • Services not accepted by Customer prior to the start of Measurement Period. • Primary Access types other than TDM Access, Ethernet Access, SONET or DWDM. Secondary access may be a broadband or cellular service. • Service degradation except where Customer or Supplier has opened a Severity 1 ticket and has released the Service for Supplier testing. • Time period waiting on Customer or VITA activity, as follows: <ul style="list-style-type: none"> ○ Customer or VITA have explicitly deferred resolution (e.g., due to unavailability for onsite access or to schedule testing) ○ Supplier requires Customer or VITA access or testing, and applicable Customer or VITA person is not available.
MEASUREMENT TIMEFRAME	24 365(366)
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1
ALGORITHM	<p>This Service Level metric is calculated in two steps.</p> <p>First, individual Site Availability is calculated as follows:</p> <ul style="list-style-type: none"> ○ Individual Site Availability is calculated as the amount of Actual Uptime of each individual Managed WAN Silver Site divided by the Scheduled Uptime for that Site with the result expressed as a percentage to two (2) decimal points.

	<ul style="list-style-type: none"> Sites will be considered “Successful” if they meet or exceed their Availability requirement of 99.95% during the Measurement Window. <p>Second, the Service Level performance is calculated as follows:</p> <ul style="list-style-type: none"> Managed WAN Silver Site Service Level is calculated as the total number of Sites for which Supplier successfully meets or exceeds the target of 99.95% Actual Uptime during the Measurement Window, divided by the total Managed WAN Silver Sites during the same Measurement Window with the result expressed as a percentage to two (2) decimal points.
COLLECTION PROCESS	Incidents are identified via Supplier monitoring tools or via Service Desk Contacts. Data for the Incident is stored in Suppliers Incident ticket system (electronically bonded to MSI’s SMS).
REPORTING TOOLS	Supplier’s incident ticket system (electronically bonded to MSI’s SMS).
RAW DATA STORAGE (ARCHIVES)	Supplier’s incident ticket system
PERFORMANCE CATEGORY	Supplier Specific

1.3.14 Managed WAN Gold Availability (HA, Dual Circuits)

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Managed WAN Gold Availability (HA, Dual Circuits)		1.3.14	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	U		
METRIC DESCRIPTION	This Service Level measures Availability of all Managed WAN Equipment and associated Private IP Ports and Access Services. This metric measures the Availability of a Managed WAN Site with dual, diversely engineered, Access Circuits and dual Router Equipment operating with hot standby routing protocol (“HSRP”) or equivalent protocol.		
METRIC INCLUSIONS and DATA SOURCES	Period of an Outage begins when a Severity 1 Incident is recorded at the Service Desk (opened by Supplier or Customer) or identified in Supplier’s monitoring tools and ends when the Incident is Resolved. Data source is		

	<p>Supplier's trouble ticket. For dual redundant or High Availability Services, a Severity 1 Incident applies when both service elements are unavailable.</p> <p>A Managed WAN Gold Service comprises dual Managed WAN Service, dual Router Equipment, Private IP Port, and dual Access Service, together serving a single Site.</p>
METRIC EXCLUSIONS	<ul style="list-style-type: none"> • Supplier's planned maintenance activity as properly notified and scheduled in accordance with the SMM. • Services not accepted by Customer prior to the start of Measurement Period. • Access types other than TDM Access, Ethernet Access, SONET or DWDM. • Service degradation except where Customer or Supplier has opened a Severity 1 ticket and has released the Service for Supplier testing. • Time period waiting on Customer or VITA activity, as follows: <ul style="list-style-type: none"> ○ Customer or VITA have explicitly deferred resolution (e.g., due to unavailability for onsite access or to schedule testing). ○ Supplier requires Customer or VITA access or testing, and applicable Customer or VITA person is not available
MEASUREMENT TIMEFRAME	24 356(366)
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1
ALGORITHM	<p>This Service Level metric is calculated in two steps.</p> <p>First, individual Site Availability is calculated as follows:</p> <ul style="list-style-type: none"> ○ Individual Site Availability is calculated as the amount of Actual Uptime of each individual Managed WAN Gold Site divided by the Scheduled Uptime for that Site with the result expressed as a percentage to two (2) decimal points. Sites will be considered "Successful" if they meet or exceed their Availability requirement of 100% during the Measurement Window. <p>Second, the Service Level performance is calculated as follows:</p> <ul style="list-style-type: none"> ○ Managed WAN Gold Site Service Level is calculated as the total number of Sites for which Supplier successfully meets or exceeds the target of 100% Actual Uptime during the Measurement Window, divided by the total Managed WAN Gold Sites during the same Measurement Window with the result expressed as a percentage to two (2) decimal points.

COLLECTION PROCESS	
REPORTING TOOLS	
RAW DATA STORAGE (ARCHIVES)	
PERFORMANCE CATEGORY	Supplier Specific

1.3.15 Secure Cloud Interconnect

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE	
Secure Cloud Interconnect		1.3.15	
ACTIVE?	Yes		
SHARE TYPE and CORRESPONDING METRIC(S)	U		
METRIC DESCRIPTION	This Service Level measures availability of all Secure Cloud Interconnect connections between Supplier Private IP network provider edge and third party cloud supplier platforms’ provider edges.		
METRIC INCLUSIONS and DATA SOURCES	Period of an Outage begins when a Severity 1 Incident is recorded at the Service Desk (opened by Supplier or Customer) or identified in Supplier’s monitoring tools and ends when the Incident is Resolved. Data source is Supplier’s trouble ticket.		
METRIC EXCLUSIONS	<ul style="list-style-type: none">• Supplier’s planned maintenance activity as properly notified and scheduled in accordance with the SMM.• Services not accepted by Customer prior to the start of Measurement Period.• Service degradation except where Customer or Supplier has opened a Severity 1 ticket and has released the Service for Supplier testing.• Loss of access to the Secure Cloud Interconnect Service due to a Supplier network outage already covered by a Managed WAN SLA or an outage of a non-Supplier-provided network.• Time period waiting on Customer or VITA activity, as follows:		

	<ul style="list-style-type: none"> ○ Customer or VITA have explicitly deferred resolution (e.g., due to unavailability for onsite access or to schedule testing). ○ Supplier requires Customer or VITA access or testing, and applicable Customer or VITA person is not available.
MEASUREMENT TIMEFRAME	24 365(366)
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1
ALGORITHM	<p>This Service Level metric is calculated in two steps.</p> <p>First, individual Secure Cloud Interconnect (SCI) service Availability for a Customer to a single third party cloud service supplier platform is calculated as follows:</p> <ul style="list-style-type: none"> ○ Individual SCI service Availability is calculated as the amount of Actual Uptime of each individual SCI service divided by the Scheduled Uptime for that service with the result expressed as a percentage to two (2) decimal points. <p>SCI Services will be considered “Successful” if they meet or exceed their Availability requirement of 100% during the Measurement Window.</p> <ul style="list-style-type: none"> ○ Second, the Service Level performance is calculated as follows: SCI Service Level is calculated as the total number of SCI services which Supplier successfully meets or exceeds the target of 100% Actual Uptime during the Measurement Window, divided by the total SCI services during the same Measurement Window with the result expressed as a percentage to two (2) decimal points.
COLLECTION PROCESS	Incidents are identified via Supplier monitoring tools or via Service Desk Contacts. Data for the Incident is stored in Suppliers Incident ticket system (electronically bonded to MSI’s SMS).
REPORTING TOOLS	Supplier’s incident ticket system (electronically bonded to MSI’s SMS).
RAW DATA STORAGE (ARCHIVES)	Supplier’s incident ticket system
PERFORMANCE CATEGORY	Supplier Specific

1.3.16 IPCC

SERVICE LEVEL NAME		EXHIBIT 3.1 REFERENCE		
IPCC		1.3.16		
ACTIVE?	Yes			
SHARE TYPE and CORRESPONDING METRIC(S)	U			
METRIC DESCRIPTION	This Service Level measures Availability of the IPCC platform to process calls.			
METRIC INCLUSIONS and DATA SOURCES	IPCC Platform components covered by this SLA consist of the Verizon VoIP Network Gateways (Inbound) and the Verizon Gateways (Outbound) for TDM-terminated calls and the Verizon VoIP Network Gateways (Inbound) and Session Border Controllers (Outbound) for TDM-to-IP-terminated calls. Data Source is Supplier’s Trouble Management system			
METRIC EXCLUSIONS	<ul style="list-style-type: none">• Problems unrelated to the IPCC Platform including those resulting from Customer-specified IP-IVR Application Program changes, and interruptions to local access origination and termination segments such as:• Inappropriate IP-IVR Application or Configuration/Routing change(s) made by Customer through the Verizon Network Manager.• • Customer Equipment malfunctions including those affecting Terminating Numbers and/or Inbound and Outbound calls that are not compliant with the IPCC Network Interoperability Specifications			
MEASUREMENT TIMEFRAME	24 365(366)			
SERVICE LEVEL TARGET	Maintained in Exhibit 3.1			
ALGORITHM	Service Level metric is calculated in two steps. First, individual IPCC Telephone Number Service Availability is calculated as follows: <ul style="list-style-type: none">○ Individual IPCC Telephone Number Availability is calculated as the amount of Actual Uptime of each individual IPCC Telephone			

	<p>Number divided by the Scheduled Uptime for that IPCC Telephone Number with the result expressed as a percentage to two (2) decimal points. IPCC Telephone Number will be considered "Successful" if they meet or exceed their Availability requirement of 99.9% during the Measurement Window.</p> <p>Second, the Service Level performance is calculated as follows:</p> <ul style="list-style-type: none"> ○ IPCC Telephone Number Service Availability is calculated as the total number of IPCC Telephone Number Service for which Supplier successfully meets or exceeds the target of <p>99.9% Actual Uptime during the Measurement Window, divided by the total IPCC Telephone Numbers during the same Measurement Window with the result expressed as a percentage to two (2) decimal points.</p>
COLLECTION PROCESS	Incidents are identified via Supplier monitoring tools or via Service Desk Contacts. Data for the Incident is stored in Suppliers Incident ticket system (electronically bonded to MSI's SMS).
REPORTING TOOLS	Supplier's incident ticket system (electronically bonded to MSI's SMS).
RAW DATA STORAGE (ARCHIVES)	Supplier's incident ticket system
PERFORMANCE CATEGORY	Supplier Specific