

Annex 4

SERVICE LEVEL AGREEMENT

By signing the Agreement on International Traffic Termination, to which this Service level agreement is attached, the Parties agree on the following service level requirements.

The capitalized terms not defined in this Annex 4 shall have the same meaning as defined in the Agreement on International Traffic Termination between the Parties.

1. Fault Management **1.1 Single Point of Contact**

Both Parties shall have a single point of contact ("SPOC"), which is open and reachable 24h/day 365/366 days/year. The SPOCs of both Parties shall be able to exchange fault report information with each other.

The SPOC of Orange is:

Contact: Mr. Vladimír Fekiač
Orange Slovensko, a.s., Jegorovova 22, Banská Bystrica, Slovensko
+421-905-01-2564, +421-48-415-3984, +421-48-445-2416, +421-48-445-2411
E-mail: supervision@orange.sk, vladimir.fekiac@orange.sk

All communication, it means requests and confirmations, will be performed through e-mails, see contact addresses.

The SPOC of xxxxxxxx is the and is defined in Annex 3A.

Contact addresses and escalation levels are defined in Annex 3.

The SPOC must be able to keep, at least, the following degree of service.

- **24 h/day availability.**
- **Being able to handle all operation and maintenance questions.**
- **Using Slovak or English as the official languages.**
- **Having internal back office support routines.**
- **Giving continuously feedback during fault situations.**

Each change of contact person, address or number of SPOC must be announced to other party min. 5 working days before the change.

1.2 Trouble Ticket

When a fault is reported to SPOC in the cases of outage, degradation as well as incident without outage, SPOC shall issue a note on the reported fault ("Trouble Ticket"). SPOC shall allocate a Trouble Ticket number and concurrently announce it to the other Party's SPOC by phone or e-mail. The Trouble Ticket number shall be used for preparing of fault reports and for communication relative to fault.

The Trouble Ticket must contain the following information:

1. Who reported the fault, their name and telephone number.
2. On which Party's network the fault occurred ("Fault Owner"), name and telephone number of the contact person.
3. Trouble Ticket number.
4. A detailed description of the fault indication as far as possible.
5. Begin of fault.
6. End of fault.
7. Cause of failure and initiated steps.

Point 6 and 7 are to be filled in when the fault is terminated.

Status Reports

A feedback note containing a status report (“Status Report”) should be issued not later than 1 (one) hour after the fault was first reported to the relevant SPOC. When the first Status Report is issued, the Parties shall decide on frequency of the forthcoming Status Reports. Nevertheless SPOC must be able to give a Status Report at any time on request of the other SPOC.

The Status report must contain following pieces of information:

- Trouble Ticket number
- Date and time of fault announcement.
- Reason of fault.
- Fault resolution progress
- ...

Closing Trouble Ticket

When a fault is solved and tested, the SPOC of the Fault Owner shall immediately confirm this to the reporting Party and complete point 6 and 7 of the Trouble Ticket.

Information

During the lifecycle of a Trouble Ticket, information between the Parties regarding the relevant fault shall be exchanged via telephone.

1.3 Fault Categories

The severity of a fault is divided into four categories:

1. Critical: Service affected, more than 50% speech lines or signalling links affected or processing of calls heavily impacted
2. Major: less than 50% speech lines or signalling links affected or significantly decreased termination quality
3. Minor: Non-stability of lines or degradation of quality (e.g. a supplementary service incorrectly processed, decreased voice quality)
4. Non-Service affecting (minor, a slighter disturbance with none or minor effect on the exchange of traffic).

1.4 Fault Resolution Times

Each Party shall do their utmost to correct the fault, based on its classification level, within following periods:

Fault Category	Target Fault Resolution Time
1	Within 2 (two) hours
2	Within 4 (four) hours
3 and 4	Within 2 (two) days

Fault resolution time represents time period between the fault announcement to SPOC and the time of fault resolution, when affected Service is restored and functional again on agreed quality level.

1.5 Escalation Process

Escalation has to take place when a supporting unit is not able to solve a fault within an acceptable time frame. The escalation can be on technical level, on management level or on both levels. Both Parties must have adequate escalation levels.

Escalation levels

Escalation levels between xxxxxxxx and Orange are shown in Annex 3 to the Agreement.

2. Planned Maintenance

Both Parties shall transmit to each other a description of the planned works having an impact on the interconnection in its own network at least two (2) working days before any planned works are started.

This includes:

- Changes of hardware
- Changes of software/updates
- Maintenance in the transmission network
- Changes in the interconnection trunks

Any planned maintenance shall be performed with respect to minimize impact on traffic, preferably during off peak traffic hours, 22:00 pm to 5:00 am.

Process Description

Either Party who plans to make any of the above mentioned changes shall report to the SPOC of the other Party. A special notification form shall be used. The notification shall contain:

- Proposed date for planned maintenance
- Kind of maintenance
- Expected disturbances, an expected beginning time and duration of them.

Mutual Service

The Parties shall assist each other in trying to re-route traffic as far as possible in order to reduce the service impact. In this case the planned maintenance must be announced at least 15 days in advance.

3. Quality of Service

To be defined in particular Annexes containing Service Description, if applicable.