



INOVO Connectivity details and Terms and Conditions



1. Overview

In this document an overview will be provided of the connectivity offering provided by INOVO in .

2. Site connectivity

Your site(s) will be connected to the nearest Points of Presence (POPs). All POPs are interconnected via redundant infrastructure to ensure high availability of the fibre infrastructure.

Please note that bandwidth can be increase further when required. The various SLA packages are described in the following section.

1.1.1 Routers

INOVO will provide, maintain and manage all router equipment included. This includes service support and maintenance for the installed router equipment in accordance with the Service Cover Period offered to the customer where applicable.

1.1.2 QoS

Our MPLS VPN service offers differentiated qualities of service (QoS). This provides assurance and prioritisation of traffic at Class of Service level granularity on a single network. In order for QoS to differentiate service levels across the network it makes use of Classes of Service (CoS). We offer five CoS levels on the MPLS VPN service from PE to PE, i.e. Real Time Voice, Real Time (Video), Business Interactive Data, Business Data and Standard Data.

The quality of service offered by INOVO's MPLS network can be measured based on the following performance parameters:

Service Level Parameters	Description
Network Service Availability	Availability is defined as the average percentage of up time across the network nodes. This shall be measured per client's service path from the Customer Edge to the cloud infrastructure, over a calendar month.
Latency Guarantee	Latency is defined as the average round trip time per class of service over a calendar month. Network latency is measured across core nodes per class of service, per path and averaged over a month. The network latency shall not exceed the targets below per class of service.
Packet Delivery	Packet Delivery is defined as a percentage of packets that are successfully transported across the Network. Packet Delivery is measured per class of service per client's path across the core network over a calendar month.

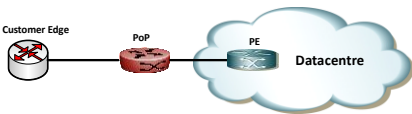
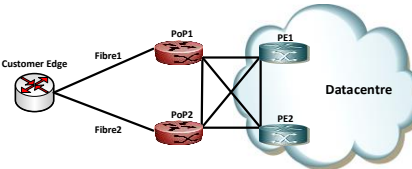
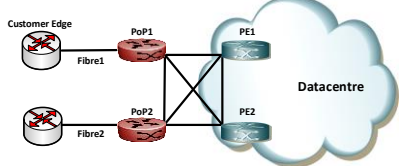
Jitter	Jitter is defined as the variation in delay between packets. Jitter is measured from customer edge to the cloud infrastructure, over a calendar month.
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Performance guarantees on the network are based on each of the above service level parameters. The table below illustrates quantifiable performance targets across the core network as it applies to each class of service:

SLA Parameters	Real time voice	Real time video	Interactive data	Business Data	Standard data
Network Service Availability	99.5%	99.5%	99.5%	99.5%	99.5%
Latency Guarantee	50ms	60ms	80ms	120ms	N/A
Packet Delivery	99.9%	99.9%	99.9%	99.9%	99.9%
Jitter	15ms	25ms	N/A	N/A	N/A

3. Access Service level

INOVO provides the following service level packages that is described in the table below. The corresponding target availability and maximum downtime is provided.

SLA	Network topology	Features	Target Availability	Maximum Downtime
Standard		Single CE Single Fibre Single PoP Single PE Single Route	99.00%	7.5 hrs/month
Enhanced		Single CE Dual Fibre Dual PoP Dual PE Dual Routes	99.25%	5.6 hrs/month
Premium		Dual CE Dual Fibre Dual PoP Dual PE Dual Routes	99.50%	3.7 hrs/month

4. Support and maintenance services

INOVO offers the following support and maintenance specifically related to connectivity:

- CE Device Configuration and Backup

- Up to 24/7 monitoring by INOVOs help desk using various Fault Management and Incident Tracking systems. Monitoring and reporting on the quality of the
- Remote First-line and High-Level Support
- Field Installation and Support

4.1 Incident reporting and resolution

Client service help desk

The Client Service help desk will manage your services and the associated contracted service levels. The operations centre operates 24 hours per day, 7 days a week to manage customer services within specified Service Cover Period (SCP). Depending on requirements you have the flexibility to choose our Basic (Office Hours), Extended (Extended Hours) or Total (24 Hours) SCP options.

In the event of an incident that affects your service, you will be able to log a service call with the operations centre via phone or email:

By phone	021 974 8760
By E-mail	support@inovo.co.za

Due to the nature of requests being logged, only client technical contacts (CTC) may log calls with the help desk. When logging calls the clients technical contact must provide the following information when logging a service call with the CSOC via either email or telephonically:

- Clients company name
- Symptoms (e.g. link failure, slow response)
- Contact information (name, phone, email)
- Alternate contact information

1.1.3 Escalations

An escalation may be initiated when, after working through our standard support processes with our teams, you are not satisfied with the level or timeliness of service you have received. Additionally, an escalation can be initiated when there is definite impact to your production environment, or there is high risk to the business operations.

At the time of logging an incident a severity level is assigned according to the contracted service levels. Severity 1 Incidents (i.e. critical incidents with severe impact to your business such as overall loss of service due to network outage or system failure on business-critical systems) are immediately put on an escalated resolver process. We will ensure that the incident is appropriately logged and understood.

The Client Service Operations Centre will initiate escalation activities and ensure that the appropriate responses are being elicited from the relevant service divisions. Severity 1 incidents are managed through to closure by the Service Manager. During this period regular updates are provided, decisions to escalate to Executives within the relevant organisations are made and agreement is reached as to whether to declare the incident a “disaster”.

Scheduled maintenance window

We will notify you of any planned service interruptions in advance. Scheduled downtime shall be arranged during our standard maintenance window, which is from 00:00 to 06:00, Sunday morning, South African Time only. The maintenance across service components in regions on different time-zones to that of South Africa will be done on per partner basis. This will be communicated to you. All scheduled downtime will not be regarded as a contractual incident.

Service Level Reviews and Reporting

Service level reviews are facilitated by the Service Manager. Senior and Executive Representatives from your organisation and our Service Manager will meet on a pre-determined basis to discuss:

- A management pack which includes a detailed review of all services
- Issues around monthly billing
- Relevant Strategic Issues

We make use of a comprehensive set of management and reporting tools which can give real time as well as historical information on client's services. Where applicable, service level reviews will be facilitated by the Service Manager.

5. Proposal Exclusions and/or Assumptions

The proposal excludes the following

- Value Added Tax of 15%.
- Pricing does not include rework, where requirements are changed after implementation.
- Connectivity (Access to Site), Data network (LAN) and related hardware is excluded. In order to ensure quality of voice calls, INOVO assume that the customer' LAN switches are manageable, supports Quality of service (QOS), has sufficient link speed between switches and support Power over Ethernet (POE).
- Unless specifically stated as included, Workstations, Telephone Handsets, Switchboards and Headsets are not included.
- Unless specifically stated as included Professional Services (including but not limit to Implementation, Installation, Training, Integration or Development) are not included.
- Unless specifically stated as included Microsoft SQL Licence/s are not included in which case the relevant licencing needs to be provided by the customer. Note to use customer Microsoft SQL licencing the customer must ensure that they comply with Microsoft licence mobility rules.
- Pricing does not include post deployment IMACD's (installations, moves, adds, changes and deletions)
- Unless specifically stated, this proposal excludes data warehousing and archiving of customer data and long-term storage space of voice recordings.
- Included in this proposal is licensing to all future version upgrades which will be provided at no cost to the customer. The professional services associated with major version upgrades is however billable.
- Unless otherwise stated, this proposal does not include storage for recordings on a long term basis.
- The Proposal excludes anything not specifically stated as included.

Commercials Terms

- All pricing in this proposal is subject to annual escalation.
- The pricing in this proposal is based on a single order for the proposed number of agents where the deployment will be concluded in one calendar month, or then multiple orders totalling the total number of agents if the deployment is scheduled to span across multiple calendar months.
- All pricing in this proposal is subject to Exchange rate variation between the quoted rate and the rate on the first billing date (thus commencement of the term agreement).
- Recurring Pricing (if applicable) is based on term agreement for the periods stated in the pricing table. Early termination of the contract will attract penalty charges amounting to the outstanding amount of the contract period and will be payable in full within 30 days of the termination date.
- The rights and/or ownership of the solution will not be transferred to the customer.
- The provisioning of services is subject to credit vetting and subsequent approval from the INOVO finance team.
- Quotes are valid for 30 days from the date of the quotation.

Connectivity Assumptions

- COMPANY NAME will need to provide all necessary and correct IP configuration information settings to ensure smooth transition.
- COMPANY NAME will provide all the necessary access to install our Access equipment on time.
- It is COMPANY NAME responsibility to negotiate landlord approval for the installation of the access equipment.
- Cabinet space in a suitably secured and environmentally controlled IT room will be provided by the client. COMPANY NAME will reserve 1U rack space (2U for premium SLA) in 1 cabinet (preferably 2 different cabinets for premium SLA) to install IP and transmission nodes for terminating Fibre links.
- All desktop, server, database hardware, software, operating systems and security will be supplied and maintained by the client, and in accordance to the minimum specifications provided in this proposal document, unless specifically stated as included and priced in this proposal.
- Customer will provide a local DHCP per site.
- The Bandwidth proposed does not necessarily cater for maximum concurrency but has been scoped after considering the organisations current bandwidth needs or stated requirements.

Connectivity Exclusions

- Data network (LAN) and related hardware is excluded.
- The supply, configuration and management of the data network, security, firewalls and related hardware is excluded from this proposal and for the client to ensure that it meets the basic requirements to support the solution proposed. This includes, but is not limited to the provisioning of suited manageable network equipment to support Quality of Service (QoS), Power over Ethernet (PoE), and sufficient link speed between switches and devices. A copy of the VoIP and IPT requirement document can be provided on request.
- Layer 3 switches must be part of the infrastructure and supplied by the customer.

- On-site uninterrupted power supply systems are recommended, but excluded from our proposal, and for the client to provision if required.