

KANOBE's services are an integral part of the way our customers conduct business and in many cases are "mission critical" in terms of the availability to conduct day-to-day operations. As a result, our customers need baselines for service availability and performance. We are committed to providing a reliable, high-quality network to support our products and services. The key components of this Service Level Agreement (SLA) program are:

- Network Service Availability
- Latency
- Total Assistance Center Response Times

Network Service Availability

What is the guarantee?

KANOBE guarantees 99.999% availability (uptime) to the public internet. This availability extends to customers directly connected to corporate-owner equipment at our Bothell datacenter facility.

How is the guarantee measured?

The Internet Control Message Protocol (ICMP) test is used to calculate packet deliver and latency. The ICMP test consists of sending a series of five test packets from monitoring services located on the East Coast (New York City, NY) and West Coast (San Francisco, CA). Each server sends tests to our corporate edge routers located the Bothell datacenter. The test results are analyzed monthly to determine packet loss vs. successful delivery.

How do I get assistance if our service is down?

Customers must contact the Total Assistance Center (TAC) helpdesk via phone or internet to open a ticket. The ticket must include the following information:

- Customer Name and contact information
- Product/Service affected
- Date and beginning/end time of outage
- Brief description of the characteristics of the outage

Credits will be issued for problems caused by circumstances within KANOBE's reasonable control and not as a result of any actions or inactions of the customer or any third-part (including customer-owned and third-party owned equipment) or natural disaster(s).

What is the credit?

If KANOBE fails to meet the Network Service Availability monthly guarantee in any calendar month, the customer shall qualify for one day of credit for that month. One day of credit is equal to 1/30th of the customer's monthly recurring charge for the specific service element(s) impacted.

Total Assistance Center Response Times

What is the guarantee?

KANOBE's support services group guarantees a 90% compliance goal on technician response times as listed in the chart below. This guarantee applies to customers with an active, paid support contract. Resolution times for customers without service contracts are considered best-effort, and thus do not qualify for a SLA credit.

Priority Level	Priority Description	Target Response Time (TRT)
Business Critical EMERGENCY	Severe business impact that affects over 75% of users, where no workaround is available. Example: Server or Phone system is completely down, Virus attack, LAN/WAN outage affecting significant number of users.	< 2 Hours
High Priority	High-Impact problem where production is impeded for one or more users, but workaround is available. Example: Printer down - but is able to print to another printer, single user cannot connect to the internet, etc.	< 8 Hours
Medium Priority	Important issue that does not have significant productivity impact, but does require timely assistance. Example: User administration tasks, configuration changes, etc.	< 2 Days
Low Priority	Low priority issue that has NO impact on productivity and can be scheduled with the customer to resolve. Example: Hardware/software orders and installations, general information or requests, etc.	< 7 Days
<p>* Response times are calculated on business hours and days. Target Response Times (TRT) are defined as the amount of time the customer's real productivity is affected and not the time required to fix a particular problem, including waiting on vendors or third parties.</p>		

How is the guarantee measured?

The Total Assistance center helpdesk timestamps all tickets, updates and resolutions at the time of update. Response time starts from the time the ticket was opened in the TAC support portal.

How do I get assistance from the Total Assistance Center?

The Total Assistance Center website is available 24 hours a day at <http://support.kanonobe.com> where tickets can be opened, updated and viewed in real-time. Response times are based upon standard business hours of operation (Monday - Friday from 9:00a - 5:00p Pacific Standard Time).

What is the credit?

If KANOBE fails to meet the TAC response time guarantee in any calendar month, the customer shall qualify for credit for that month. One day of credit is equal to 1/30th of the customer's charges for the specific service element(s) impacted.