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## **Service Level Agreement to the Service order for Antenna Colocation**

### **1. Service Level Guarantees**

1.1. Neterra guarantees, that the Service will be available 100% of the time, under reserve power (A+B), calculated on a monthly basis, according to the Service Availability definition in the Service Description.

1.2. Availability for a period (availability ratio) - presented as a percentage and calculated according to the following formula:

$$L = \frac{TT - dT}{TT}$$

Where:

**L** – availability factor (100% with fully available service for the period);

**TT** – the total time for the measurement period;

**dT** – the total time the metered service was unavailable during the period.

### **2. Network Maintenances**

2.1. Neterra performs planned preventive maintenance of the network, for which it notifies the Customer by email within 10 calendar days before the activities are carried out.

2.2. Activities according to item 2.1. may not exceed more than one scheduled maintenance per month with service interruption and up to 3 scheduled maintenance without service interruption.

2.3. Maintenances cannot last more than 6 hours and cause an interruption longer than 30 minutes.

2.4. The customer cannot claim penalties related to the implementation of planned preventive maintenance by Neterra and if the conditions of 2.1. , 2.2. u 2.3. .

### **3. Service problem request**

3.1. Upon discovery of a problem, the Customer is obliged to immediately notify the Neterra engineer on duty.

3.2. Upon receipt of a problem request, the duty engineer records the following information:

- a) the exact time of receipt of the request;
- b) name of the Client or his representative;
- c) nature of the request

3.3. The customer has the right to be informed (over phone or electronically) about the progress of the work on the elimination of the problem.

3.4. The customer is obliged to provide assistance to the engineers on duty, in case it is necessary - monitoring and reporting the results of events, performing tests, etc.

actions that can help detect and fix problems as quickly as possible.

#### 4. Procedures for problem escalation

In the event that a particular issue is not resolved in a satisfactory or timely manner, the Customer may contact and seek assistance from a higher level of management within Netera's corporate structure as follows:

Level	Problem	Level of Responsibility	Contact Information as per date of Contract signature
1	Critical, major, partial or warning problems, as well as all other types of requests	Engineer on Duty	24-hour telephone: +359 888 92 99 66 +359 2 974 3311 <a href="mailto:NOC@neterra.net">NOC@neterra.net</a>
2	Critical or major problems, that cannot be resolved by the engineer on duty	Head of NOC	+359 887 52 31 58 <a href="mailto:managernoc@neterra.net">managernoc@neterra.net</a>
3	Critical problems, that cannot be resolved by the Head of NOC	Head of Technical Department	+359 882 79 39 86 <a href="mailto:headofoperations@neterra.net">headofoperations@neterra.net</a>
4	Critical problems, that cannot be resolved by the Head of Technical Department	Managing Director	Working hours: +359 2 975 1616 <a href="mailto:mdirector@neterra.net">mdirector@neterra.net</a>

#### 5. Tables of Service Credits

Availability of reserved power supply (A+B) on a monthly basis	Availability of reserved power supply (A) on a monthly basis	Service Credit as a % of the monthly fee
100% < 99.999%	99.99% < 99.95%	15%
99.999% < 99.99%	99.95% < 99.5%	25%
99.99% < 99.9%	99.5% < 98%	50%
< 99.9%	< 98%	100%

Availability of air conditioning on a monthly basis	Service Credit as a % of the monthly fee
100% < 99.95%	5%
99.95% < 99.5%	25%
99.5% < 98%	50%
< 98%	100%

The total Service Credit paid for one month cannot exceed the monthly fee payable by the Customer.

Temperature and humidity values are measured by instruments installed and owned by Neterra.

Neterra:

Client:

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