

**Illinois Department of Innovation and Technology**

**B-49386 JPMC Telecom Voice Services**

**Attachment A Service Level Agreement (SLA)**

**SLA Objective:** Voice Service disruption is defined as loss or degradation of service resulting from a failure in, problem with, or unscheduled maintenance of the Vendor’s services, or services of any partners contributing to the Vendor’s services provided to the JPMC entity. Service disruption caused by infrastructure or facilities under control of the JPMC entity are not subject to service disruption service credits provided by the Vendor. For example, power outages at the JPMC entity’s facilities or disruption caused by JPMC CPE equipment, etc.

Service Credits shall automatically be reflected and applied to the next month’s bill and do not require a request for credit from the JPMC entity. If the Vendor fails to apply the service credit for a service disruption on the next monthly bill and the JPMC entity has to request the service credit, the percentage of credit increases by 10%.

**SLA Measurement:** The time-period of a service disruption for purposes of determining service credits to be applied is defined as starting when a disruption is detected by the Vendor or the JPMC entity (whichever occurs first) and the time service restoration is verified by Vendor or JPMC entity using automated systems timestamps.

**SLA Reporting Period:** The Vendor will provide monthly reports for Voice Services per the SLA in alignment with the monthly billing cycle. Any applicable Service Credits will be applied to the MRC for specific Voice Circuits on each invoice as defined by the SLA.

**SLA Non-Compliance:** SLA Non-Compliance will result in service credits. The amount of the credit is determined by the number of times service is interrupted and the length of outage for each circuit or service during a monthly billing cycle. The chart below indicates what percentage of the monthly MRC will be credited for each service disruption. Each interruption is calculated independently for each circuit or service and could be as much as 100% of the MRC, if more than one interruption occurs. If multiple service disruptions of less than 1 hour for Voice Services occur within a two (2) month billing cycle and the disruptions cumulatively exceed one (1) hour during the billing cycle, the appropriate service credit will apply for the total cumulative service disruption for the same Voice Service during the billing cycle.

Service Credits Chapter 3 Voice Service Disruption Duration	Credit Applied
Less than 1 hour	None

At least 1 hour, but less than 4 hours	10% of MRC
At least 4 hours, but less than 12 hours	20% of MRC
At least 12 hours, but less than 24 hours	50% of MRC
24 hours or greater	75% of MRC