

SCS Service	SLA Number	Deliverable	Performance Metric	Financial Consequence There is no cap to the financial consequences unless otherwise stated herein.	SLA Details, Measurement and Performance Criteria
Tier 1 Category 1 - Unified Communications (Single-tenant, multi-tenant, and LAN support)	SLA-1	Service Installation	<p>1 to 100 Stations: Service installed within 30 days</p> <p>101 to 400 Stations: Service installed within 45 days</p> <p>401 to 1000 Stations: Service installed within 75 days</p> <p>Over 1000 Stations: Service installed within 90 days</p>	<p>1 to 100 Stations: 10% of service Monthly Recurring Charge (MRC) or the purchase price if delay > 30 days 25% of service MRC or the purchase price if delay > 35 days 50% of service MRC or the purchase price if delay > 40 days 100% of service MRC or the purchase price if delay > 45 days</p> <p>101 to 400 Stations: 10% of service MRC or the purchase price if delay > 45 days 25% of service MRC or the purchase price if delay > 50 days 50% of service MRC or the purchase price if delay > 55 days 100% of service MRC or the purchase price if delay > 60 days</p> <p>401 to 1000 Stations: 10% of service MRC or the purchase price if delay > 75 days 25% of service MRC or the purchase price if delay > 80 days 50% of service MRC or the purchase price if delay > 85 days 100% of service MRC or the purchase price if delay > 90 days</p> <p>Over 1000 Stations: 10% of service MRC or the purchase price if delay > 90 days 25% of service MRC or the purchase price if delay > 95 days 50% of service MRC or the purchase price if delay > 100 days 100% of service MRC or the purchase price if delay > 105 days</p>	The SLA clock start and stop times will be validated using the date the CSAB order was accepted by the Contractor and the date service is installed and accepted in CSAB. If there is a purchase price and an MRC, the financial consequence will be based on whichever is greater.
			Dedicated IP access installed within 30 days	Credit of \$200 for each incident per day	SLA is subject to availability of network access at the customer location. The SLA clock start and stop times will be validated using the date the CSAB order was accepted by the Contractor and the date service is installed and accepted in CSAB.
	SLA-2	Timely Telephone Number Porting	Port telephones number to the service within 30 days	Credit of \$200 per day for each number not ported within 30 days	The SLA clock start and stop times will be validated using the date the CSAB order was accepted by the Contractor and the date service is installed and accepted in CSAB.
	SLA-3	New Individual Feature Installation	New individual feature installation within 10 business days	10% of the MRC of feature ordered per day	The SLA clock start and stop times will be validated using the date the CSAB order was accepted by the Contractor and the date feature is installed and accepted in CSAB.
	SLA-4	Operational Services	Move, add, change, or deletion affecting five devices or fewer within three Business Days	5% of the purchase price or MRC of Service ordered, whichever is greater, per day	The SLA clock start and stop times will be validated using the date the CSAB order was accepted by the Contractor and the date service is installed and accepted in CSAB.
		Move, add, change, or deletion affecting six devices or more within the customer approved timeframe	5% of the purchase price or MRC of Service ordered, whichever is greater, per day	The move, add or change must be completed within the timeframe documented in the CSAB order. If the CSAB order does not specify a timeframe, the timeframe shall be 10 business days. The SLA clock start and stop times will be validated using a the date the CSAB order was accepted by the Contractor and the date service is installed and accepted in CSAB.	

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			System Programming within five Business Days	5% of the MRC of Service ordered per day	The SLA clock start and stop times will be validated using the date the CSAB order was accepted by the Contractor and the date service is installed and accepted in CSAB.
			Notification of Outages within 30 minutes	5% of the MRC of Service ordered per incident	The SLA clock start and stop times will be validated using the Contractor's proposed service monitoring tools and the email transmission timestamp for the notification sent to the impacted customers and SUNCOM NOC/SOC.
	SLA-5	Repairs for Outages	Repairs for minor service outages within 24 hours	10% of service MRC if outage > 24 hours 25% of service MRC if outage > 48 hours 50% of service MRC if outage > 72 hours 100% of service MRC if outage > 84 hours	The SLA will be validated using the Contractor's proposed service monitoring tools. A minor service outage is one where the cause of the outage results in less than 10% call failure or feature failure in an hour.
			Repairs for major service outages within four hours	10% of service MRC if outage > 4 hours 25% of service MRC if outage > 8 hours 50% of service MRC if outage > 12 hours 100% of service MRC if outage > 24 hours	The SLA will be validated using the Contractor's proposed service monitoring tools. A major service outage is one where the cause of the outage results in more than 10% call failure or feature failure in an hour, or loss of tool functionality.
	SLA-6	Service Availability	Operational at 99.95% of the time or better (no more than 22 minutes outage per month)	10% of MRC of affected services for every 30 minutes of full service outage	The SLA will be validated using the Contractor's proposed service monitoring tools. A full service outage is one where the cause of the outage results in 100% service failure. The 10% of MRC SLA is due if outages exceed 22 minutes in a calendar month and for every additional 30 minutes of cumulative outage thereafter.
	SLA-7	Timely Call Completion	Less than or equal to a 10-second delay in call completion including those during the busy hour	10% of MRC of affected services applied to each delay in call completion	The SLA will be validated using the Contractor's proposed service monitoring tools.
	SLA-8	Operator Assistance Responsiveness	Call answered within 11 seconds	10% of MRC of a single line, per occurrence and is capped at 100% of MRC, per line	The SLA will be validated using the Contractor's proposed service monitoring tools.
	SLA-9	Call Service Quality	VoIP R-Factor of 80 or more for 95% of total monthly calls or Mean Opinion Score of 4.0 or more for 95% of total monthly calls	20% off the MRC for affected customers during the affected month	The SLA will be validated using the Contractor's proposed service monitoring tools. Each call has its own score.
	SLA-10	Service Availability	Service interruptions must not exceed one minute	more than 1 minute to 59 minutes 5% credit for charges during the month 1 hour up to 2 hours and 59 minutes 10% credit for charges during the month 3 hours up to 4 hours and 59 minutes 15% credit for charges during the month 5 hours up to 6 hours and 59 minutes 20% credit for charges during the month 7 hours up to 8 hours and 59 minutes 25% credit for charges during the month Over 9 hours 30% credit for charges during the month	If more than one interruption is reported in a given calendar month, each subsequent interruption is considered independently in the credit calculations, which cannot exceed 100% of the charges for the month. The SLA will be validated using the Contractor's proposed service monitoring tools.

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Tier 1 Category 2 - SIP Trunking	SLA-11	Service Installation	Complete provisioning of SIP Trunk to customer premises equipment within 10 business days after receipt of order	Credit of \$200 for each incident per day	The SLA clock start and stop times will be validated using the date the CSAB order was accepted by the Contractor and the date service is installed and accepted in CSAB.
			New telephone numbers assigned within 15 days	Credit of \$200 for each incident per day	The SLA clock start and stop times will be validated using the date the CSAB order was accepted by the Contractor and the date service is installed and accepted in CSAB.
			Provision additional call paths for an existing SIP Trunk within three business days after acceptance of order	Credit of \$200 for each incident per day	The SLA clock start and stop times will be validated using the date the CSAB order was accepted by the Contractor and the date service is installed and accepted in CSAB.
			Dedicated IP access installed within 30 days	Credit of \$200 for each incident per day	SLA is subject to availability of network access at the customer location. The SLA clock start and stop times will be validated using the date the CSAB order was accepted by the Contractor and the date service is installed and accepted in CSAB.
	SLA-12	Operator Assistance Responsiveness	Call answered within 11 seconds	10% of MRC of a single line, per occurrence and is capped at 100% of MRC, per line	The SLA will be validated using the Contractor's proposed service monitoring tools.
	SLA-13	Timely Telephone Number Porting	Port telephones number to the service within 30 days	Credit of \$200 per day for each number not ported within 30 days	The SLA clock start and stop times will be validated using the date the CSAB order was accepted by the Contractor and the date service is installed and accepted in CSAB.
	SLA-14	Call Service Quality	VoIP R-Factor of 80 or more for 95% of total monthly calls or Mean Opinion Score of 4.0 or more for 95% of total monthly calls	20% off the MRC for affected customers during the affected month	The SLA will be validated using the Contractor's proposed service monitoring tools. Each call has its own score.
	SLA-15	Service Availability or Feature Availability	Response to repairs for service outages, i.e. the cause of the outage resulting in 10% or more call failure or feature failure in an hour	10% of service MRC if outage > 4 hours 25% of service MRC if outage > 8 hours 50% of service MRC if outage > 12 hours 100% of service MRC if outage > 24 hours	The SLA will be validated using the Contractor's proposed service monitoring tools, as well as the SUNCOM trouble ticket system.
SLA-16	Service Availability or Feature Availability	Response to repairs for minor service outages	20% of service MRC if outage > 24 hours	The SLA will be validated using the Contractor's proposed service monitoring tools, as well as the SUNCOM trouble ticket system. A minor service outage is one where the cause of the outage resulting in less than 10% call failure or feature failure in an hour.	
SLA-17	System Installation	Individual case basis as agreed to by Customer and Contractor	Credit of 25% of the NRC if more than one day past the agreed upon date. An additional credit of 25% of the NRC is applicable for each additional week past the agreed upon date. If no NRC, then credits apply to MRC and are not capped.	The SLA clock start and stop times will be validated using the date the CSAB order was accepted by the Contractor and the date service is installed and accepted in CSAB.	
		Dedicated IP access installed within 30 days	Credit of \$200 for each incident per day	SLA is subject to availability of network access at the customer location. The SLA clock start and stop times will be validated using the date the CSAB order was accepted by the Contractor and the date service is installed and accepted in CSAB.	

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Tier 1 Category 3 Contact Center (Single-tenant and multi-tenant)	SLA-18	IVR Service and Auto Attendant Availability	Service interruptions must not exceed one minute. Times are measured cumulatively	> 1 minute to < 1 hour per month 1% off the MRC credit during the affected month 1 hour to < 4 hours per month 5% off the MRC credit during the affected month 4 hours to < 8 hours per month 10% off the MRC credit during the affected month 8 hours to < 12 hours per month 25% off the MRC credit during the affected month 12 hours to < 24 hours per month 50% off the MRC credit during the affected month > 24 hours per month 100% off the MRC credit during the affected month Cap of 100% per month	The SLA will be validated using the Contractor's proposed service monitoring tools.
	SLA-19	Interaction Routing Service Availability	Service interruptions must not exceed one minute. Times are measured cumulatively.	> 1 minute to < 1 hour per month 1% off the MRC credit during the affected month 1 hour to < 4 hours per month 5% off the MRC credit during the affected month 4 hours to < 8 hours per month 10% off the MRC credit during the affected month 8 hours to < 12 hours per month 25% off the MRC credit during the affected month 12 hours to < 24 hours per month 50% off the MRC credit during the affected month > 24 hours per month 100% off the MRC credit during the affected month Cap of 100% per month	The SLA will be validated using the Contractor's proposed service monitoring tools.
	SLA-20	Availability of Notify Service	Service interruptions must not exceed one minute. Times are measured cumulatively	> 1 minute to < 1 hour per month 1% off the MRC credit during the affected month 1 hour to < 4 hours per month 5% off the MRC credit during the affected month 4 hours to < 8 hours per month 10% off the MRC credit during the affected month 8 hours to < 12 hours per month 25% off the MRC credit during the affected month 12 hours to < 24 hours per month 50% off the MRC credit during the affected month > 24 hours per month 100% off the MRC credit during the affected month Cap of 100% per month	The SLA will be validated using the Contractor's proposed service monitoring tools.
	SLA-21	Timely Telephone Number Porting	Port telephones number to the service within 30 days	Credit of \$200 for each number not ported within 30 days	The SLA clock start and stop times will be validated using the date the CSAB order was accepted by the Contractor and the date service is installed and accepted in CSAB.
	SLA-22	Call Service Quality	VoIP R-Factor of 80 or more for 95% of total monthly calls or Mean Opinion Score of 4.0 or more for 95% of total monthly calls	20% off the MRC for affected customers during the affected month	The SLA will be validated using the Contractor's proposed service monitoring tools. Each call has its own score.

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Tier 1 Category 4 - Centrex	SLA-23	Service Availability	Operational at 99.95% of the time or better (no more than 22 minutes outage per month)	10% of MRC of affected services for every 30 minutes of full service outage.	The SLA will be validated using the Contractor's proposed service monitoring tools. A full service outage is one where the cause of the outage results in 100% service failure. The 10% of MRC SLA is due if outages exceed 22 minutes in a calendar month and for every additional 30 minutes of cumulative outage thereafter.
	SLA-24	Timely Call Completion	Less than or equal to a 10-second delay in call completion including those during the busy hour	10% of MRC applied to each delay in call completion	The SLA will be validated using the Contractor's proposed service monitoring tools.
	SLA-25	Timely Telephone Number Porting	Port telephone number to the service within 30 days	Credit of \$200 for each number not ported within 30 days	The SLA clock start and stop times will be validated using the date the CSAB order was accepted by the Contractor and the date service is installed and accepted in CSAB.
	SLA-26	Timely Service Installation	Centrex lines delivered and installed within 5 business days PRIs installed within 30 calendar days	100% credit of installation charges and a credit for one month's charges for services effected by delays in installation of service	SLA is subject to the availability of contractor facilities at the customer location. SLA clock start and stop times will be validated using the date the CSAB order was accepted by the Contractor and the date service is installed and accepted in CSAB.
	SLA-27	Operator Assistance Responsiveness	Call answered within 11 seconds	10% of MRC of a single line, per occurrence and is capped at 100% of MRC, per line	The SLA will be validated using the Contractor's proposed service monitoring tools.
	SLA-28	Grade of Service	P.01 grade of service	\$2,000 per incident reported on a monthly basis. There is no cap.	To be validated using the Contractor's proposed tools and reports.
	SLA-29	Unlawful Activity Notification	Report suspected unlawful activity to the Department Contract Manager within 30 minutes of detection	\$1,000 per incident reported on a monthly basis. There is no cap.	To be validated using the Contractor's proposed tools and reports for monitoring, detecting, and remediating fraud.
	SLA-30	Local and International Exchange Termination	Must be able to terminate calls in all domestic and international exchanges	\$100 per incident, when unable to terminate calls in all domestic and international exchanges	To be validated using the Contractor's proposed tools and reports.

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Tier 1 Business and Operational (All Categories)	SLA-31	Detailed Call Records	Upon written request by the Department or Customer, provide call records, including the minimum information required, within ten business days	\$100 per day until the call records are provided	The SLA clock starts upon Contractor's receipt of a written request from the Department or Customer for detailed call records and stops when the requestor receives a detailed call record which conforms with SOW sections 4.17 and 4.18. The SLA clock is on hold when the requestor reviews.
	SLA-32	Timely Billing	Complete and accurate invoices must be submitted no later than the 10th day of the month for services in arrears	\$1,000 per day until complete and accurate invoice is submitted	The SLA clock is based upon the timestamp for when the correct electronic billing file is submitted to the Department.
	SLA-33	End-of-Life Refresh	Upgrade or refresh hardware and software before OEM no longer offers support because the software or hardware is end-of-life	\$1000 per day for customer equipment not upgraded or refreshed	The SLA clock start times will be validated using the manufacturer's End of Life dates. SLA stop times will be validated through Service Acceptance in CSAB.
	SLA-34	Timely SLA Compliance Report	Beginning the second full month after Contract execution, within ten days from the start of the calendar month, provide the SLA Compliance Report to the Department Contract Manager	\$100 per day for each day the report is not complete and accurate and accepted by the Department	Beginning the second full month after Contract execution, the SLA clock starts each month on the first day of the month and stops when the Department accepts the deliverable. The SLA clock is on hold while the Department reviews the final report.
	SLA-35	Timely Application of SLA Credits	Apply each credit in the first available billing cycle after the credit has been determined. Application and determination of credits must be in accordance with SOW Section 4.20	\$1,000 for each credit for each month a credit is not applied in accordance with SOW section 4.20	The SLA clock start and stop times will be validated by the Department based on information contained in CSAB.
	SLA-36	Timely Application of Billing Credits	Apply each credit in the first available billing cycle after the credit has been determined. Application and determination of credits must be in accordance with SOW Section 4.11	\$1,000 for each credit for each month a credit is not applied in accordance with SOW section 4.11	The SLA clock start and stop times will be validated by the Department based on information contained in CSAB.
	SLA-37	Updates to 911/E911 Location Database	Update Customer number and location information within 3 business days after receipt of request from the Department or the customer	\$100 per day for each calendar day the address is not updated and closed in CSAB	The SLA clock start and stop times will be validated using the date the CSAB order was accepted by the Contractor and the date closed in CSAB.
	SLA-38	Timely Answering of Calls by NOC	Calls shall be answered within a monthly average of thirty (30) seconds or less	5% of the reporting months total invoiced payments	The SLA will be validated using the Contractor's proposed service monitoring tools. Inbound customer calls received by the NOC shall be answered by a live agent within the specified target time threshold. Target time threshold is measured from time the call is presented in the call queue for an agent and stops when the call is answered by an agent.
	SLA-39	NOC Call Abandonment Rate	Less than 3% of the monthly calls presented to the NOC are terminated by a Customer before a live person answers	5% of the reporting month's total invoiced payments	The SLA will be validated using the Contractor's proposed service monitoring tools.

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	SLA-40	Maintains HA/HR Design Characteristics	Maintains the capacity of the SCS infrastructure components at levels sufficient to obtain normal operational functionality	\$10,000 per day	An infrastructure review is conducted during each monthly meeting. Review is based on Contractor's operational tools. Each review consists of five measurements taken 5 minutes apart. Normal operational functionality is less than 35% capacity. The SLA is triggered if the average of five consecutive measurements exceeds 35%. After the Department notifies in writing the Contractor of the required remediation, the Contractor has 45 days to complete remediation. The SLA stops once remediation has been accepted by the Department.
	SLA-41	Directory Listing and Unpublished Numbers	Entries in directory completed within 21 days	\$100 per number per day	The SLA clock start and stop times will be validated using a the date the CSAB order was accepted by the Contractor and the date service is installed and accepted in CSAB.
	SLA-42	Reason for Outage Documentation	An initial RFO report must be submitted to the Department within 48 hours of the trouble ticket being closed. The Final RFO report must be submitted to the Department within 72 hours of the Department comments on initial RFO report.	\$1,000 per 24-hour period	The SLA clock start and stop times will be validated using the Contractor's ticket system as well as the SUNCOM trouble ticket system and the time the RFO report is submitted to the Department.
	SLA-43	Monthly Operational Meetings	Meetings will be held in accordance with SOW section 3.30	\$250 per day until the meeting is held	The SLA clock starts upon Contract execution and stops when the meeting is held.
	SLA-44	NOC Activity Reporting	An activities report must be submitted to the Department monthly and is due as a meeting material for the monthly operational meeting, submitted four days prior to each monthly operational meeting	\$1,000 per day	Submitted 4 days prior to each operational meeting.
Tier 1 Contract and Project Management	SLA-45	Project Management: Project Management Plan	An acceptable project management plan is due to the Department within 6 weeks of Contract execution, per SOW section 3.44	\$1,000 per day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-46	Project Management: Project Charter	An acceptable project charter is due to the Department within 4 weeks of Contract execution, per SOW section 3.44	\$1,000 per day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-47	Project Management: Readiness Plan	An acceptable readiness plan is due to the Department within 6 weeks of Contract execution, per SOW section 3.44	\$1000 per day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-48	Project Management: Communications Plan	An acceptable communications plan is due to the Department within 6 weeks of Contract execution, per SOW section 3.44	\$1000 per day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-49	Project Management: Risk Management Plan	An acceptable risk management plan is due to the Department within 6 weeks of Contract execution, per SOW section 3.44	\$1000 per day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-50	Project Management: Requirements Management Plan	An acceptable requirements management plan is due to the Department within 6 weeks of Contract execution, per SOW section 3.44	\$1000 per day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.

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	SLA-51	Project Management: Disaster Recovery Plan	An acceptable disaster recovery plan is due to the Department within 3 months of Contract execution, per SOW section 3.44	\$1,000 per day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-52	Project Management: Project Management Implementation Phase Schedule	After the acceptance of the Project Charter, an acceptable Project Management Implementation Phase Schedule is due to the Department bi-weekly, per SOW section 3.44	\$250 per day	Beginning after acceptance of the Project Charter, the SLA clock starts on the first day of the two week period and stops when the Department accepts the deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-53	Project Management: Project Kickoff Meeting	A project kickoff meeting must be conducted within 15 days of acceptance of the project charter, per SOW section 3.30	\$250 per day until the meeting is held	The SLA clock starts upon contract execution and stops when the meeting is held.
	SLA-54	Project Management: Monthly Review Meeting	During the Project Implementation Phase, monthly project management review meeting must be conducted, per SOW section 3.30	\$250 per day until the meeting is held	The SLA clock starts upon contract execution and stops when the meeting is held.
	SLA-55	Project Management: Project Tracking Logs	After the Project Kickoff Meeting, Project Tracking Logs must be submitted to the Department bi-weekly, per SOW section 3.44	\$250 per day the tracking logs are not submitted. There is no cap.	Beginning after the project kickoff meeting, the SLA clock starts on the first day of the two calendar weeks and stops when the Department receives the deliverable. The clock for this SLA resets every two weeks.
	SLA-56	Project Management: Project Status Reports	After the Project Kickoff Meeting, Project status reports must be submitted to the Department weekly, per SOW section 3.44	\$250 per day the project status reports logs are not submitted	Beginning after the project kickoff meeting, the SLA clock starts on the first day of the two calendar weeks and stops when the Department receives the deliverable. The clock for this SLA resets every two weeks.
	SLA-57	Contract Management: Operations Guides	Acceptable Operation Guides must be provided to the Department within 3 months of Contract execution, per SOW section 3.44	\$250 per day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-58	Project Management: Project Closure Documentation	An acceptable project closure document must be provided to the Department within one month from the close of the Project Implementation Phase, per SOW section 3.44	\$250 per day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-59	Project Management: Implementation and Migration Plan	An acceptable project implementation and migration plan must be provided to the Department within 6 weeks of Contract execution, per SOW section 3.44	\$1000 per day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-60	Project Management: Individual Customer Specific Migration Plans	An acceptable Individual Customer Specific Migration Plans must be provided to the Department within 4 weeks of written notification of the Contractor's receipt of requirement, per SOW section 3.44	\$500 per day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.

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	SLA-61	Project Management: Services Infrastructure Checklist	A services infrastructure checklist must have all items completed and be accepted by the Department within the timeline agreed in writing, per SOW section 3.45	\$10,000 per day	The SLA clock starts in accordance with the timeline in the final agreed Implementation and Migration Plan and stops when the Department accepts the infrastructure checklist as complete.
	SLA-62	Contract Management: SLA Performance Monitoring Dashboard Operational	The SLA Performance Monitoring Dashboard will be operational for any existing Customers within 90 days of Contract execution, per SOW section 3.31	For existing Customers, a 25% reduction of the MRC per week, including any portion of a week	The SLA clock starts upon Contract execution and stops when the Department accepts the dashboard as operational for each existing Customer.
	SLA-63	Contract Management: Availability of the SLA Performance Monitoring Dashboard	The SLA Performance Monitoring Dashboard will be available, per SOW section 3.31	\$10,000 per outage	The SLA will be validated using the Contractor's proposed service monitoring tools.
	SLA-64	Contract Management: Final Staffing Organization Chart	The final Staffing Organizational Chart shall be submitted to the Department no later than 30 days from Contract execution	\$1,000 per day	The SLA clock starts upon Contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-66	Contract Management: Filling Vacancies in Required Key Staff Positions	Key Staff positions will be filled within 90 days of vacancy or within the timeframe established by the Department after a waiver of the 90 day allowance, per SOW section 2.1	\$250 per day	The SLA clock starts upon vacancy of the key staff position, and stops when Contractor demonstrates to the Department the position is filled. The SLA clock is on hold in the event the Department invokes its right to review and approve a candidate to fill a vacant key staff position.
	SLA-67	Contract Management: Remedy Identified Staff Deficiencies	Contractor must remedy the Department identified staffing deficiencies within 90 days of receipt of notice receipt	\$250 per day	The SLA clock starts upon Contractor's receipt of a written notice from the Department identifying staffing deficiencies and stops when Contractor demonstrates to the Department the position is filled. The SLA clock is on hold in the event the Department invokes its right to review and approve a candidate to fill a vacant key staff position.
Optional Tier 2 Category 1 SLA offered in lieu of Tier 1 SLA-05 . All other Tier 1 SLAs shall still apply.	SLA-68	Repairs for Outages	Repairs for minor service outages within four hours	10% of service MRC if outage > 4 hours 25% of service MRC if outage > 8 hours 100% of service MRC if outage > 24 hours	The SLA will be validated using the Contractor's proposed service monitoring tools. A minor service outage is one where the cause of the outage results in less than 10% call failure or feature failure in an hour.
			Repairs for major service outages within one hour	20% of service MRC if outage > 1 hours 50% of service MRC if outage > 4 hours 100% of service MRC if outage > 12 hours	The SLA will be validated using the Contractor's proposed service monitoring tools. A major service outage is one where the cause of the outage results in more than 10% call failure or feature failure in an hour, or loss of tool functionality.
Optional Tier 2 Category 2 SLA offered in lieu of Tier 1 SLA-15. All other Tier 1 SLAs shall still apply.	SLA-69	Service Availability or Feature Availability	Response to repairs for service outages, i.e. the cause of the outage resulting in 10% or more call failure or feature failure in an hour	10% of service MRC if outage > 2 hours 25% of service MRC if outage > 4 hours 100% of service MRC if outage > 12 hours	The SLA will be validated using the Contractor's proposed service monitoring tools, as well as the SUNCOM trouble ticket system.

SCS Service	SLA Number	Deliverable	Performance Metric	Financial Consequence There is no cap to the financial consequences unless otherwise stated herein.	SLA Details, Measurement and Performance Criteria												
Optional Tier 2 Category 2 SLA offered in lieu of Tier 1 SLA-16. All other Tier 1 SLAs shall still apply.	SLA-70	Service Availability or Feature Availability	Response to repairs for minor service outages	20% of service MRC if outage > 12 hours	The SLA will be validated using the Contractor's proposed service monitoring tools, as well as the SUNCOM trouble ticket system. A minor service outage is one where the cause of the outage resulting in less than 10% call failure or feature failure in an hour.												
Optional Tier 2 Category 3 SLA offered in lieu of Tier 1 SLA-18. All other Tier 1 SLAs shall still apply.	SLA-71	IVR Service and Auto Attendant Availability	Service interruptions must not exceed 1 minute. Times are measured cumulatively.	<table border="0"> <tr> <td>> 1 minute to < 1 hour per month</td> <td>5% off the MRC credit during the affected month</td> </tr> <tr> <td>1 hour to < 4 hours per month</td> <td>10% off the MRC credit during the affected month</td> </tr> <tr> <td>4 hours to < 8 hours per month</td> <td>20% off the MRC credit during the affected month</td> </tr> <tr> <td>8 hours to < 12 hours per month</td> <td>50% off the MRC credit during the affected month</td> </tr> <tr> <td>12 hours to < 24 hours per month</td> <td>100% off the MRC credit during the affected month</td> </tr> <tr> <td>Cap of 100% per month</td> <td></td> </tr> </table>	> 1 minute to < 1 hour per month	5% off the MRC credit during the affected month	1 hour to < 4 hours per month	10% off the MRC credit during the affected month	4 hours to < 8 hours per month	20% off the MRC credit during the affected month	8 hours to < 12 hours per month	50% off the MRC credit during the affected month	12 hours to < 24 hours per month	100% off the MRC credit during the affected month	Cap of 100% per month		The SLA will be validated using the Contractor's proposed service monitoring tools.
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Optional Tier 2 Category 3 SLA offered in lieu of Tier 1 SLA-19. All other Tier 1 SLAs shall still apply.	SLA-72	Interaction Routing Service Availability	Service interruptions must not exceed 1 minute. Times are measured cumulatively.	<table border="0"> <tr> <td>> 1 minute to < 1 hour per month</td> <td>5% off the MRC credit during the affected month</td> </tr> <tr> <td>1 hour to < 4 hours per month</td> <td>10% off the MRC credit during the affected month</td> </tr> <tr> <td>4 hours to < 8 hours per month</td> <td>20% off the MRC credit during the affected month</td> </tr> <tr> <td>8 hours to < 12 hours per month</td> <td>50% off the MRC credit during the affected month</td> </tr> <tr> <td>12 hours to < 24 hours per month</td> <td>100% off the MRC credit during the affected month</td> </tr> <tr> <td>Cap of 100% per month</td> <td></td> </tr> </table>	> 1 minute to < 1 hour per month	5% off the MRC credit during the affected month	1 hour to < 4 hours per month	10% off the MRC credit during the affected month	4 hours to < 8 hours per month	20% off the MRC credit during the affected month	8 hours to < 12 hours per month	50% off the MRC credit during the affected month	12 hours to < 24 hours per month	100% off the MRC credit during the affected month	Cap of 100% per month		The SLA will be validated using the Contractor's proposed service monitoring tools.
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Optional Tier 2 Category 3 SLA offered in lieu of Tier 1 SLA-20. All other Tier 1 SLAs shall still apply.	SLA-73	Availability of Notify Service	Service interruptions must not exceed 1 minute. Times are measured cumulatively.	<table border="0"> <tr> <td>> 1 minute to < 1 hour per month</td> <td>5% off the MRC credit during the affected month</td> </tr> <tr> <td>1 hour to < 4 hours per month</td> <td>10% off the MRC credit during the affected month</td> </tr> <tr> <td>4 hours to < 8 hours per month</td> <td>20% off the MRC credit during the affected month</td> </tr> <tr> <td>8 hours to < 12 hours per month</td> <td>50% off the MRC credit during the affected month</td> </tr> <tr> <td>12 hours to < 24 hours per month</td> <td>100% off the MRC credit during the affected month</td> </tr> <tr> <td>Cap of 100% per month</td> <td></td> </tr> </table>	> 1 minute to < 1 hour per month	5% off the MRC credit during the affected month	1 hour to < 4 hours per month	10% off the MRC credit during the affected month	4 hours to < 8 hours per month	20% off the MRC credit during the affected month	8 hours to < 12 hours per month	50% off the MRC credit during the affected month	12 hours to < 24 hours per month	100% off the MRC credit during the affected month	Cap of 100% per month		The SLA will be validated using the Contractor's proposed service monitoring tools.
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