

1.1.6 Service Level Management [G.8]

MetTel is responsible for all services provided by our solution partners as well as all other providers we team with to deliver EIS services. In the following sections, we address SLA reporting requirements, how we manage Service Level Agreements (SLAs), and our methodological approach to managing those metrics.

We propose our internally developed web-based BSS product, the MetTel EIS Portal, for our BSS in support of efficient and effective management of EIS services. The MetTel EIS Portal assists customers with pricing, ordering, billing, customer support, inventory, and SLA management in an automated, easy-to-use, graphically based online system available 24x7x365.

MetTel uses the MetTel EIS Portal to automate management of SLAs

- Automated SLA tracking
- 24x7x365 online SLA status
- Easy-to-read, color-coded SLA tracking
- Variety of online, self-serve SLA reporting

The MetTel EIS Portal provides a user-customizable SLA Management Dashboard that displays an overview of SLA status, orders, support tickets, financials, and reports, as shown in **Exhibit 1.1.6-1**. SLA tracking is color-coded and automatically updated.

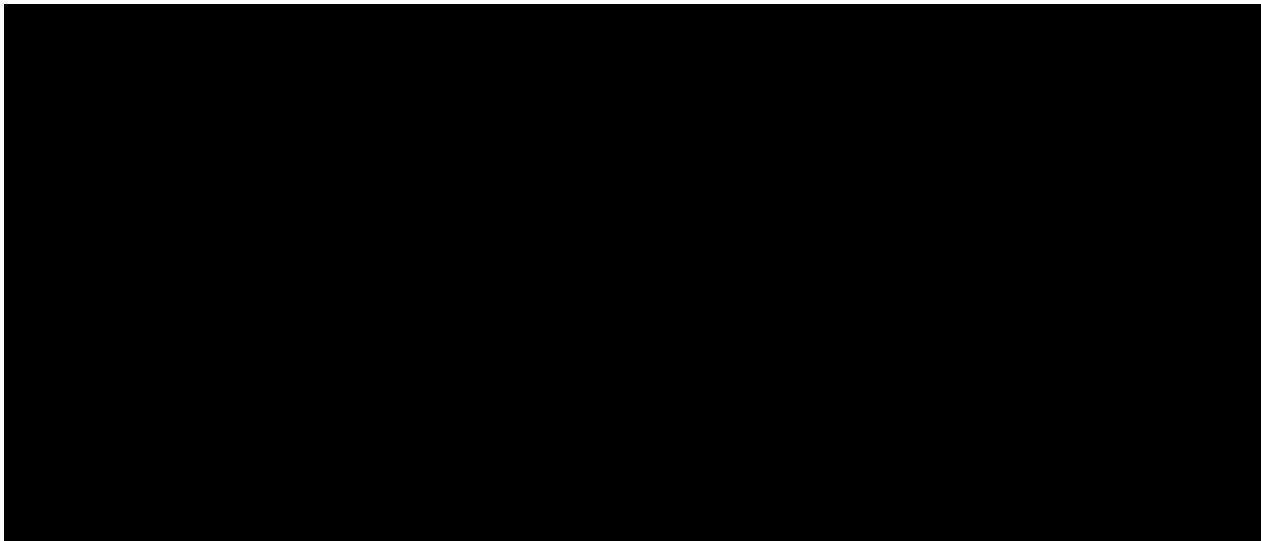


Exhibit 1.1.6-1. SLA Management Dashboard

1.1.6.1 Overview [G.8.1]

We provide voice, data network, wireless, and managed services at performance levels that meet or exceed the specified NS2020 performance objective(s). We comply with specific KPIs, meet specified AQLs for every service we offer, and understand certain services deemed essential to Government operations require mandatory SLAs.

[Redacted Table]

1.1.6.2 Service Level Agreement Tables [G.8.2]

The following SLAs apply for all services offered by MetTel and services included in a Task Order. The SLAs below represent a minimum level of service acceptable to the Government unless otherwise specified by a Task Order. We support Agencies defining additional or different SLAs, KPIs, and AQLs during the Task Order process. These Task Order-specific SLAs are equally binding, and we are subject to the terms and conditions stated after agreeing to the measurement and price.

1.1.6.2.1 Service Performance SLAs [G.8.2.1]

Service-Specific SLAs

We historically meet or exceed all performance requirements and understand that service-specific SLAs are performance measures demonstrating the overall performance of a single Task Order service.

We meet the AQLs associated with each KPI for every service and SLA listed in **Exhibit 1.1.6-3**. The KPIs are measured and reported for each unique instance of a service defined by the UBI. The KPIs are measured at the most granular level to which the KPI is applicable but never at a level higher than that defined by the UBI service grouping. We understand that failure to meet the AQL for any KPI within an SLA constitutes failure to meet the SLA.

Exhibit 1.1.6-3. Service-Specific SLAs

[Redacted Table]



For each failed SLA, we apply the associated credit in accordance with Section G.8.4 SLA Credit Management Methodology. The credit is calculated based on the number of times a particular SLA is failed during a rolling 6-month window from service acceptance using the formulas shown in **Exhibit 1.1.6-4**.

Exhibit 1.1.6-4. Credit Formulas

Timeframe	Service-Specific Credit Formula
For the first month missing a particular SLA during the 6-month window:	12.5% of the Monthly Charge for the affected service. This Charge is either the MRC for the affected service or the Usage Charge for usage-based services.
For the second month missing the same SLA during the 6-month window:	25% of the Monthly Charge for the affected service. This Monthly Charge is either the MRC for the affected service or the Usage Charge for usage-based services.
For the 3rd (or any subsequent) month missing the same SLA during the 6-month window	50% of Monthly Charge for the affected service. This Monthly Charge is either the MRC for the affected service or the Usage Charge for usage-based services.

The Agency may cancel the affected service without penalty. The TTR SLA measures our performance on a per-incident basis. We calculate the TTR using the method shown in **Exhibit 1.1.6-5**.

Exhibit 1.1.6-5. TTR Calculation Method

#	Description
1.	Find the elapsed time between the time a service outage is recorded in the trouble ticketing system and the time the service is restored.
2.	Subtract time for any scheduled network configuration change or planned maintenance.
3.	Subtract time, as agreed to by the Government, that restoration cannot be worked on due to Government delays. Examples of Government delays include: <ul style="list-style-type: none"> a) The customer was not available to allow MetTel to access the SDP or other customer-controlled space or interface. b) Customer failed to inform us that a security clearance was required to access the SDP or customer-controlled space. c) The Government required service at a remote site and agreed that a longer transit time was required.

For each incident-based SLA, we meet the AQL for the matching KPI associated with the service affected by the incident. The KPIs and associated AQLs for each service are defined in the sections referenced in **Exhibit 1.1.6-6**. Failure to meet the AQL for an incident constitutes failure to meet the SLA unless due to documented delays caused by the customer.

Exhibit 1.1.6-6. Incident-Based Service SLA References

[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

For each failed SLA, we apply the associated credit in accordance with Section G.8.4 SLA Credit Management Methodology using one of the following formulas based on the nature of the service in question: Routine Service Time to Restore (TTR) Credit = 50% of the MRC for the affected service, and Critical Service TTR Credit = 100% of the MRC for the affected service.

The types of labor services to be delivered vary widely by Task Order; therefore, KPIs and SLAs are specific to and defined in each Task Order. Similarly, measurement methods, SLA credit formulations, and tracking methodology are defined in the Task Order, per C.2.11 Service-Related Labor.

1.1.6.2.2 Service Provisioning SLAs [G.8.2.2]

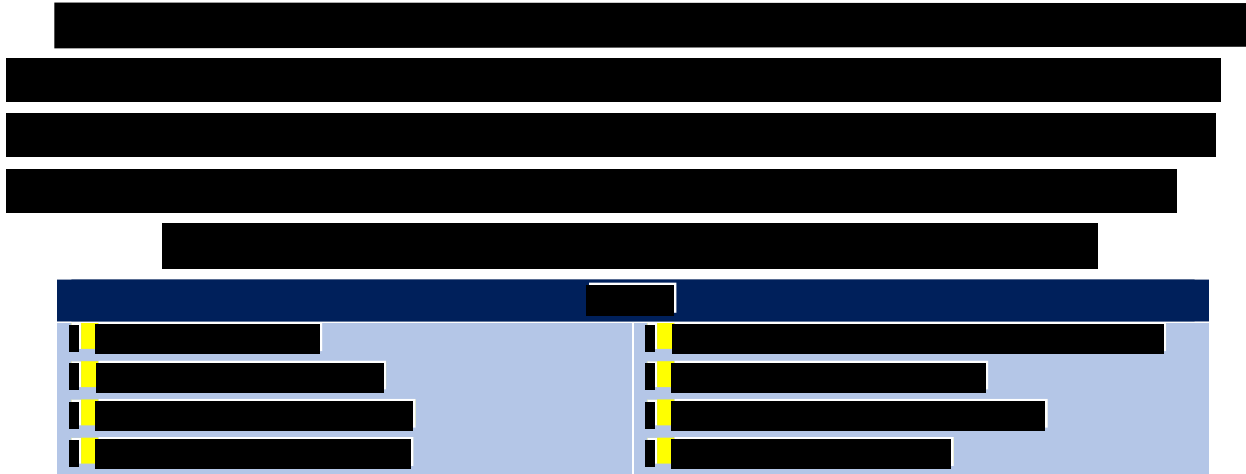
The following subsections define SLAs for the provisioning of services under the contract: 1) Standard Provisioning SLAs, 2) Individual Case Basis (ICB) Provisioning SLAs, and 3) Project Provisioning SLAs.

The provisioning interval for orders is measured in days from: 1) the Task Order submission date if no MetTel service orders are used or 2) the service order date to the completion date in the SOCN in accordance with Section J.2.4 Ordering:

Interval = number of days from the service order to the SOCN Completion Date

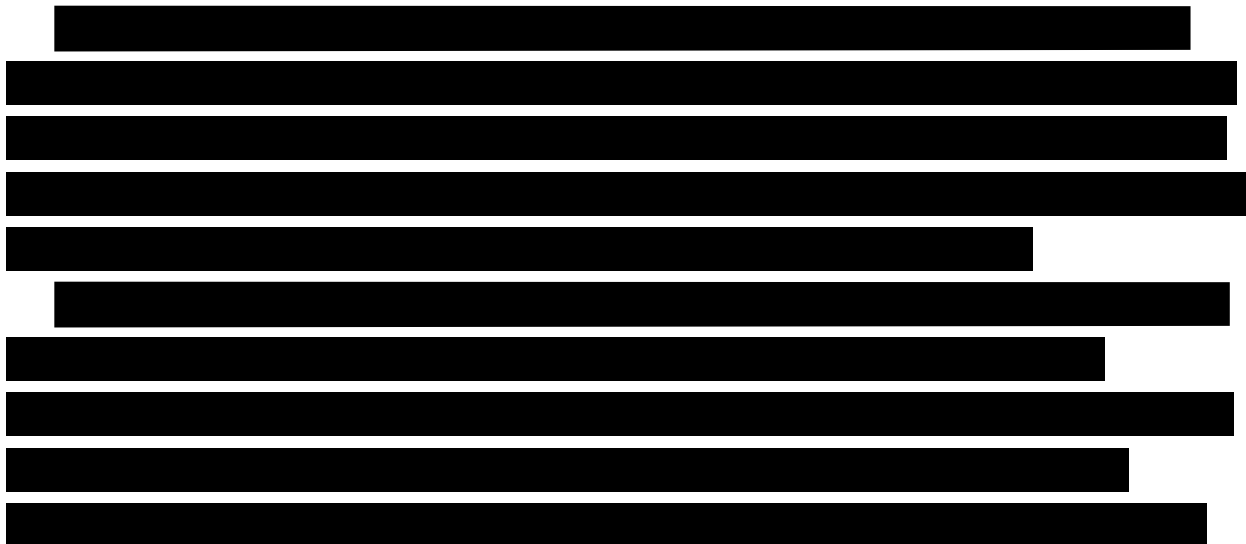
For associated services ordered together and assigned UBIs with the same service group ID, the SLAs are governed by the longest provisioning interval. As described in Section G.3.3.1.3, if the time between the service order and the CWD is greater than the defined provisioning interval, the service provisioning SLA is waived.

We complete orders for disconnect of all services within the provisioning intervals defined of 30 days. Failure to complete the provisioning of service within the specified timeframe constitutes failure to meet the SLA.



For project orders (orders that require special treatment by MetTel due to size, complexity, or importance), performance objectives are based on the baseline completion dates in the Project Plan agreed upon and documented by the Government and MetTel at the time orders are placed and confirmed by MetTel. An ICB defines the performance objective, and the delivery schedule is established in the Task Order.

Failure to complete the provisioning of service within the timeframe specified in the TOPP constitutes failure to meet the SLA. If the TOPP does not specify timeframes, the standard provisioning SLAs and intervals defined in Section G.8.2.2 Service Provisioning SLAs apply.



1.1.6.2.3 Billing Accuracy SLA [G.8.2.3]

We submit billing that meets performance standards for Billing Accuracy for each Task Order as defined in Section G.4 Billing. Failure to meet the defined accuracy standards constitutes failure to meet the SLA. We apply associated credit in accordance with G.8.4 SLA Credit Management Methodology using the formula: Billing Accuracy Credit = 1% of contractor's Total Billed Revenue on the applicable TO for the month.

1.1.6.3 Service Level General Requirements [G.8.3]

We understand we are responsible for meeting all SLA requirements as defined in Section G.8.2 Service Level Agreement Tables. This includes delivering the service, maintaining the service at specified AQLs, measuring KPIs, reporting compliance, and issuing a specified credit when performance fails to meet the performance objective.

1.1.6.3.1 Measurement [G.8.3.1]

We measure each SLA in accordance with its definition provided in Section G.8.2 Service Level Agreement Tables. Procedures for measuring and sampling are provided in the quality assurance section of the Program Management Plan, described in G.9.4.

1.1.6.3.2 Reporting [G.8.3.2]

We provide service level management reports as detailed in Section G.8.5 Service Level Reporting Requirements and in MetTel's response to Section 1.1.3 BSS.

1.1.6.3.3 Credits and Adjustments [G.8.3.3]

We provide credits and/or adjustments to the Agency of record or GSA in the event we do not meet the defined contractual or Task Order SLA as outlined in 1.1.6.2.1.

1.1.6.4 SLA Credit Management Methodology [G.8.4]

We understand the Government is entitled to receive credit within two billing cycles if we fail to meet the performance objectives specified in the SLAs. The amount of credit is calculated as specified in Section G.8.2 Service Level Agreement Tables.

In cases where multiple SLA credits are triggered, all credits are paid to the limitation that the total maximum penalty on a service in a given month does not exceed the total billed cost for that service, and the Government may grant a waiver from all or part of a credit if exceptional circumstances warrant.

The Task Order on the bill defines the customer that receives the credit and may grant a waiver for all SLAs.

1.1.6.4.1 Credit Management [G.8.4.1]

The GSA CO, OCO, or authorized ordering official may submit an SLA Credit Request (SLACR) as defined in Section J.2.8. The GSA CO or OCO may designate, in writing, additional personnel or systems authorized to submit SLACRs to the contractor. Additional credit management requirements may be defined in the Task Order.

The Government reserves the right to submit a SLACR at any time within 6 months of the original SLA failure. We respond to the request within 30 days by submitting a SLACR response and issue the credit within two billing cycles.

We work with the Government to resolve any disputes and agree on an appropriate credit award in accordance with Section G.4.4 Billing Disputes.

1.1.6.5 Service Level Reporting Requirements [G.8.5]

We use the MetTel EIS Portal for the Service Level Reporting requirements. The MetTel EIS Portal can produce pre-made or ad hoc reports. Users can customize reports to be distributed via email at desired intervals (i.e., run the revenue report every Friday and send to the Sales leadership team).

1.1.6.5.1 Report Submission [G.8.5.1]

Unless otherwise specified, each report is Task Order-specific and addresses only those actions and metrics applicable to the Task Order in question. As specified in Section G.5 Business Support Systems, reports are electronically submitted via the contractor's web interface and via direct data exchange.

1.1.6.5.2 Report Definitions [G.8.5.2]

We deliver a SLAR on the 15th of each month documenting SLA performance incident-based SLAs, service-specific SLAs, service-provisioning SLAs, and program management SLAs. J.2.8 defines the report contents.

The SLACR response documents our response to a Government request for SLA credits. Section J.2.10 defines the response contents. We deliver this response within 30 days of receiving an SLACR.

The Trouble Management Performance Summary (TMPS) report documents trouble management performance by summarizing the number of trouble reports opened and

resolved during the reporting period. Unless otherwise specified by the Task Order, we may use our standard commercial report format provided it contains the information specified. We deliver this report within 14 days after the end of each FY quarter.

MetTel documents Trouble Management Incident-level Performance (TMIP) by describing each trouble report issued during the reporting period by MetTel trouble report number, Agency and AHC, UBI, time opened, and time resolved. Unless specified by the TO, we use our standard commercial report format provided it contains the specified information. We deliver the TMIP report within 14 days following each FY quarter.