



Service Level Agreement (SLA)

Effective Date: [01/01/2024]

This Service Level Agreement is between WS Telecom INC ("Contractor") and customers ("Customer") using our SDN solutions, IP leasing, and routing services.

1. General Provisions

1.1. WS Telecom INC offers Software-Defined Networking (SDN) services, including network automation, performance optimization, and secure connectivity solutions (hereinafter - the Services).

1.2. This Service Level Agreement is valid for Customers who have ordered the following services:

- **SDN Solutions:** Enterprise-level network automation and performance management.
- **IPv4/IPv6 Leasing:** Address space leased as part of SDN or routing services.
- **Routing Services:** IP announcements and traffic management through WS Telecom INC's network.

1.3. This SLA may be updated by WS Telecom INC without prior notice to the Customer.

2. Service Uptime Guarantee

WS Telecom INC endeavors to provide 99.9% service uptime. Exceptions include but are not limited to:

- **Non-compliance:** Downtime due to violations of the Terms of Service, Acceptable Use Policy, or payment obligations.
- **Force Majeure:** Events outside our control, such as natural disasters, DDoS attacks, or third-party failures.
- **Customer Negligence:** Issues caused by weak security practices or misconfigured software.
- **Planned Maintenance:** Notifications of planned work exceeding 30 minutes will be provided via email or our status page.
- **Third-party Actions:** Interruption caused by upstream providers or other external dependencies.

3. Equipment and Infrastructure 3.1. WS Telecom INC guarantees that all infrastructure and equipment supporting SDN services will be fully functional.

3.2. Hardware replacements (e.g., faulty components) will be resolved within 24 hours of detection.

3.3. Technical support is available 24/7, with a maximum response time of 5 hours for ticket-based requests.

4. Support

4.1. WS Telecom INC provides ongoing support for:

- Network configuration and optimization.
- Performance monitoring and troubleshooting.

- IPv4/IPv6 routing and IP management.

4.2. Customers are responsible for ensuring secure access credentials and compliance with the Acceptable Use Policy.

Contact Information:

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