



Service Level Agreement – Virtual Number Services

Proactive Customer Notification. BullsEye Telecom guarantees 24 hours a day, 7 days a week that you will be notified of any network outage resulting in downtime. You will be entitled to a prorated credit equivalent to one (1) day's share of your monthly recurring Virtual Number charge for any month in which BULLSEYE TELECOM does not notify you of a service affecting outage, provided that the e-mail address, phone number and other contact information provided by you to us for this purpose is accurate and current.

On-Time Installation. BullsEye Telecom guarantees new service installation by the quoted activation date provided, contingent only on the availability of facilities from your service location to your serving local exchange carrier's central office. If BULLSEYE TELECOM does not meet the respective installation interval listed below, you are entitled to the following:

SERVICE:

- Virtual Number Portability

COMMITMENT:

- 30 business days from the receipt of a completed order

CREDIT:

- Credit for one full month of service

Note: The performance metrics defined in this Service Level Agreement do not apply to number porting delays caused by customers previous service provider or to non-availability of network services arising from traffic or other service impacts induced by extraordinary events such as viruses, denial of service attacks and other network events that are not originated by or are beyond the control of BULLSEYE TELECOM.