

## Red Cientifica Peruana SLA (Corporate Gold Plan)

### FAULT REPORTING/SERVICE RESTORATION

<i>Coverage</i>	<i>RCP Phone (preferred)</i>	<i>RCP E-mail</i>
24 hours a day, 7 days a week, 365 days a year	422-4848 / 421-1343 ext. 206,207,260, 310,324	<a href="mailto:soporte@rcp.net.pe">soporte@rcp.net.pe</a>

### AVAILABILITY SERVICE LEVEL

<i>Overall Target</i>	<i>EQUIPMENT</i>
99.95%	From RCP's Internet to the first hop with the international supplier.

### Availability Remedies

<i>If Network is available:</i>	<i>During this Period:</i>	<i>Then the Credit is:</i>
99.95% or greater	1 Month	No Remedy
Less than 99.95%	1 Month	Pro-rated charges of One day of the monthly fee

### DELAY SERVICE LEVEL

<i>Target Delay</i>	<i>POPS</i>
80 millisecond round-trip testing ("RTT")	Average times of access to RCP's International POP
84 to 90 millisecond RTT	For Internet in the first Hop to the International Suppliers

### Latency Remedies

<i>If Target Levels:</i>	<i>During this Period:</i>	<i>Then the Credit is:</i>
Exceed 80 milliseconds to international POP	1 Month	Pro-rated charges of one day of the monthly fee
Exceed 90 milliseconds for first hop to International Suppliers	1 Month	Pro-rated charges of one day of the monthly fee

### PACKET DELIVERY SERVICE LEVEL

<i>Target Delivery</i>	<i>POPS</i>
99%	Between the customer Network and the closest hop router of RCP's uplink provider.

### Packet Delivery Remedies

<i>If Target Levels:</i>	<i>During this Period:</i>	<i>Then the Credit is:</i>
Less than 99%	1 Month	Pro-rated charges of one day of the monthly fee

**CNC reserves the right to revise these Service Level Agreement from time to time.**

**In the case of any credit dispute, MCI will represent on the behalf of the customer. RCP and MCI will prevail over the final decision if the credit claim meets the criteria of the SLA. .**

**SLA Scope:** MCI' and Red Cientifica Peruana (RCP) Corporate Gold Plan is a leased line service that provides a Service Level Agreement encompassing (1) guaranteed International Overbooking ratio of 1:1, (2) Statistic control service of the link traffic, 24 hours a day, updated every five minutes, using a web interface, with which a detailed control of the consumption of the link bandwidth can be kept, (3) Service availability level of 99.95%. (4) Average times of access to international POP are approximately 80 milliseconds and from 8 to 4 additional milliseconds in the case of international suppliers using the optic fiber link, thereby generating a response time of 84 to 90 milliseconds for Internet in our first hop with the international supplier.

**Process:** RED CIENTIFICA PERUANA in its capacity as the sole ISP Multi-platform of Peru, makes use of different local carriers in the market, thereby obtaining the best solution through different technologies, both wired and wireless, for our clients. Under this scheme, RCP operates as the only interlocutor with the client and has a specialized Customer Service Center. All outages will be called into RCP customer Service Center at the following number: 422-4848 / 421-1343 ext. 206,207,260, 310,324. Network unavailability will not include Scheduled Maintenance, or any unavailability resulting from (a) any Customer-ordered telephone company circuits, (b) Customer's applications, equipment, or facilities, (c) acts or omissions of Customer, or any use or user of the service authorized by Customer or (d) reasons of Force Majeure

**Remedy** Customer must provide the company name, account number, circuit ID, Service, contact name and number, email address, SLA violation in order to process the request. If MCI determines in its reasonable commercial judgment that there is a SLA non-compliance, at Customer's request, Customer's invoice will be credited an amount equal to one day pro-rated charges of MCI's billed monthly fee for the service for which the SLA is not compliant.