

# Intercall

## InterCall Service Level Agreement

InterCall will provide the InterCall Services in accordance with the following service levels (the “Service Levels”). Service Levels are measured on a monthly basis for all locations. The measurements herein are based on InterCall items InterCall can control and therefore do not include: (i) the acts or omissions of Customer's employees, agents, contractors, or vendors, or anyone gaining access to the Services by means of Customer's passwords or equipment; (ii) scheduled maintenance; or (iii) a failure of the Internet and/or carrier defects affecting the Services. InterCall's tracking and reporting flexibility gives the Customer a clear picture every month as to InterCall achieving its Service Levels. InterCall constantly monitors Service Levels and provides internal incentives to both its reservations and call execution personnel based on performance.

### Service Levels

#### Availability

SERVICE PLATFORM	SERVICE LEVEL	DEFINITION	MEASUREMENT
Reservationless Platform	99.9%	Availability of the Reservationless platform through the dial-up network.	Automated continuous periodic access attempts to audio conference bridge.
Operator Assisted Platform	99.9%	Availability of the Operator Assisted platform through the dial-up network.	Automated continuous periodic access attempts to audio conference bridge.
Document/Web Conference Platform	99.9%	Availability of the document conferencing platform through the Internet.	Automated continuous server health and status monitoring.

#### Accuracy

Accuracy is defined as the number of Information Tickets created by InterCall divided by the number of calls. Information Tickets are defined as internal InterCall records written for any call that is less than 100% perfect.

- + Accuracy goal is 98% in Reservations
- + Accuracy goal is 98% in Event Services/Call Execution

#### Operator Assisted Call Execution

## Intercall

This is a measure of the time taken to add conference participants to operator assisted conference calls. The measurement will be based on the percentage of participant calls answered in a particular time.

- 1) Reservations - 80% of participant calls answered in 20 seconds or less.
- 2) InterCall will meet the following call execution objectives 80% of the time:
  - a) Standard (calls that require InterCall to retrieve either no information or only first and last name)
    - i) Up to 100 participants – 20 seconds
    - ii) 101 to 500 participants – 45 seconds
    - iii) 500+ participants – 60 seconds
    - iv) For each **additional** 500 participants – 60 seconds
  - b) Event (calls that require InterCall to retrieve first and last name, phone number and two additional pieces of information)
    - i) Up to 100 participants - 60 second
    - ii) 101 to 500 participants – 75 seconds
    - iii) 500+ participants – 90 seconds
    - iv) For each **additional** 500 participants – 90 seconds
  - c) Premium (calls that require InterCall to retrieve first and last name, phone number and 4 additional pieces of information)
    - i) Up to 100 participants – 90 seconds
    - ii) 101 to 500 participants – 105 seconds
    - iii) 500+ participants – 120 seconds
    - iv) For each **additional** 500 participants – 120 seconds

\*\*Note that for each call type defined above, the remaining 20% of callers could hold for a maximum of 1 minute for Standard calls, 3 minutes for Enhanced calls, and 5 minutes for Premium calls.