



Cost Breakdown:

Product	Sales Price	Quantity	Total License MRC	Total One-Time NRC
PBX Seat License	\$15	10	\$150	\$0
Inbound Toll Free Domestic Minutes	\$.02	TBD	TBD	\$0
Inbound Toll Domestic Minutes	\$.01	TBD	TBD	\$0
Outbound Domestic Minutes	\$.02	TBD	TBD	\$0
International Minutes	Based on grid	TBD	Based on grid	\$0
Polycom VVX310 Phone	\$5	10	\$50	\$0
Direct Dial Numbers	\$2	3	\$6	\$0
Number porting	\$20	3	\$0	\$60
Private bonded T1 connection 3 year term	\$659.07	1	\$659.07	\$0
Implementation Fee	\$500	1	\$0	\$500
		TOTAL	\$865.07	\$560

The first 10,000 domestic inbound toll and outbound domestic minutes per month are free for the pbx seat licenses.

Total MRC without the hard phones, and without the private connection is \$156.00

*Phones can be leased or purchased. The lease price for a 3 year commit is \$5 a month per seat license, or, you may buy them outright for \$140 apiece.



CorvisaCloud® Service Level Agreement (SLA)

Technical Support Services

AVAILABILITY OF TECHNICAL SUPPORT SERVICES

CorvisaCloud (hereinafter referred to as "CC") will provide technical support services ("Technical Support Services") from 7AM to 7PM Central Standard Time, Monday through Friday and twenty-four (24) hours, seven (7) days per week for all system reliability issues. CC will also provide emergency Technical Support Services twenty-four (24) hours, seven (7) days per week. All CC personnel providing Technical Support Services will have expertise and be trained in problem identification and resolution relating to the Services. Technical Support Services will be provided by toll-free telephone, web site access, or direct connection and CC will at all times comply with Customer's policies and procedures regarding remote access. If an on-site visit is required, it will be at the expense of Customer.

TELEPHONE SUPPORT

As part of Technical Support Services, CC will provide technical support personnel accessible by toll-free telephone for the resolution of technical questions and Services errors as further described in this Section 2. Without limitation of the foregoing, during the Subscription Term, CC will provide to Customer, without additional charge, all reasonably necessary telephone consultation requested in connection with Customer's or affiliates' use and operation of the Services or any problems therewith. Technical Support Services will not include configuration, unless such configuration is necessary to resolve an Error.

NOTICE OF ERRORS; ERROR CORRECTION

Services Error Classifications

Each error or problem with any Services ("Error") encountered by Customer and reported to CC will be classified by CC into one of the following classifications:

>>Class 1 Error: A "Class 1 Error" is defined as any reported or detected incident where the majority of the end users for a particular Service are severely affected or unable to access the Service. The incident has high visibility, materially affects Customer's ability to perform its business, and there is no workaround.

>>Class 2 Error: A "Class 2 Error" is defined as any reported or detected incident where the majority of the end users for a particular Service are affected, and results in an impact on their ability to access the Service. The incident has moderate visibility, moderately impacts the Customer's ability to perform its business (i.e., performance is degraded or functions limited), or an acceptable workaround exists which limits business impact.

>>Class 3 Error: A "Class 3 Error" is defined as any report or detected incident where a small percentage of end users for a particular Service are slightly affected. Incidents are usually related to cosmetic, documentation or other non-critical issues that do not result in a loss of system functionality or access. The Incident has little business impact or an acceptable workaround exists which minimizes the business impact.

Reporting Errors

Customer should report all errors to CorvisaCloud Support:

CONTACT PHONE NUMBER	CONTACT EMAIL
877.487.9256	support@corvisacloud.com



Response and Resolution Time:

CC will use commercially reasonable efforts to respond to Customer's initial Error reports with off-site telephone consultation, assistance and advice within the Response Times below:

CLASS OF ERROR	RESPONSE TIME IN HOURS	TARGET RESOLUTION TIME
Class 1 Error	0.5	ASAP
Class 2 Error	1	24 Hours
Class 3 Errors	24	As agreed

Security & Availability

SERVICE AVAILABILITY

Except for service outages caused by Customer, third party services or service outages for scheduled maintenance, upgrades, or repairs ("Scheduled Maintenance"), CC will ensure that (i) the Services will operate and be available to Customer at or above 99.99% availability twenty-four (24) hours per day, three hundred sixty-five (365) days per year (the "Availability Standard"), as calculated for each calendar month. CC will use its best efforts to notify Customer at least seven (7) days in advance of any Scheduled Maintenance. The Services may also become unavailable from an unexpected material error or malfunction during which Customer or an Authorized User is unable to exchange data using the Services because the CC Site is not functioning or not accessible ("Outage"). CC will use commercially reasonable efforts to minimize Outages of the Services and will respond to any Outage using appropriate error correction procedures. CC will, within ten (10) days of the end of each calendar month, provide Customer with a written report detailing the downtime resulting from Outages, if any, for the immediately preceding month. Customer may access system status at any time by visiting <http://status.corvisacloud.com>.

REMEDIES

To receive a credit if CC fails to satisfy the Availability Standard, Customer must notify CC and request a credit within thirty (30) days after Customer becomes aware of the failure. Upon confirmation that the the Outage was not caused by Customer or a third party service provider, CC will credit a pro-rated portion of the monthly Services fee for the day(s), or portion of a day, of the month during which the Services were unavailable due to an Outage. This credit will be applied to the next billing cycle after the incident is reported.

% AVAILABILITY FOR EACH CALENDAR MONTH	AMOUNT OF CREDIT	Downtime / Month
<99.99	5% of monthly bill	>4.32 minutes
<99.9	10% of monthly bill	>43.8 minutes
<99.5	20% of monthly bill	>3.6 hours
<99.0	50% of monthly bill	>7.2 hours

SECURITY

CC will make commercially reasonable efforts consistent with generally accepted industry practices to prevent unauthorized access to restricted areas of its servers and any databases or other sensitive material generated from or used in connection with the transactions contemplated by this Agreement.