

**Tusass A/S
(Referred to as Tusass)
Wholesale Data Services**

**ANNEX F
Service Level Agreement**

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1 Definitions

In this Annex, a reference to a clause or Appendix unless stated otherwise, is to a clause or Appendix of this Annex. Words and expressions have the meaning given in Annex A.

2 Service Level Agreement

Each Service is provided as a best effort service. Tusass aims to provide an uptime for all services of 99.6% measured over a calendar month but gives no guarantees.

Tusass will handle all faults reported by the Service Taker with the same priority as faults reported for its own end End-Customers.

Network faults, including faults for Global IP, National IP, Local IP, Connect IP, are prioritized over faults on individual services, including BSA and Co-location Services.

3 Compensation

If a Service is not available for more than 5 (five) consecutive days, a partial refund may be requested by the Service Taker.

4 Availability

Delivery of each circuit is subject to availability.