



# SERVICE LEVEL AGREEMENT

---

## What is ALBIE Proactive Support?

ALBIE is our 24x7x365 proactive monitoring and trouble ticket remediation services for non-MASS data circuits. We proactively monitor your circuit's internet accessible IP address to ensure your circuit is up and responsive.

## What Are The Differences Between the Basic and Premium Package?

ALBIE's Basic Package includes 24x7x365 monitoring. From 8-5pm EST, Monday-Friday, excluding holidays, a live engineer will reach out to you to alert you to a possible issue and will actively work with the underlying provider to troubleshoot and remediate the issue during that window. Anything outside that window will be an automated message from MOM (MASS Operations Monitor). If you are experiencing an issue that we have not detected, you can always call into the NOC during that window.

ALBIE's Premium Package includes 24x7x365 monitoring. 24 hours a day, a live engineer will reach out to you to alert you to a possible issue. An engineer will actively work with the underlying provider to troubleshoot and remediate the issue. If you are experiencing an issue that we have not detected, you can always call into the NOC.

## Is there One Charge Per Month Regardless of the Amount of Tickets?

The Basic Package comes with one trouble ticket resolution per month. Whether that ticket takes 1 or 20 hours of our engineer's time, there is no additional charge for that ticket resolution. Each additional ticket that we work on with the underlying provider will be at a cost of \$49.95.

The Premium Package has unlimited trouble ticket resolutions.

## What Happens If I Have More Than One Trouble Ticket Per Month?

We will place a cap on the charges for each circuit at 3 additional trouble tickets. We will still provide the same services, but capping the charge.

## What Response Times Should I Expect?

If you call into our NOC, you will be speaking to an actual engineer within 5 minutes. As far as our proactive monitoring, we will alert you once we see a circuit as unresponsive for 2 consecutive minutes. In certain instances, we may wait a few minutes to see if the circuit restores on its own before we reach out. On the weekend late evenings/early mornings (12am-7am), we may wait even longer since providers tend to perform maintenances during that window.

## What if I'm Unhappy with The Service?

ALBIE will strive hard to meet your expectations but if you are unhappy with the service, you can cancel at any time. You will only be responsible for that month's charges.

---

IN NO EVENT SHALL MASS BE LIABLE TO THE CUSTOMER FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES, INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF REVENUE, LOSS OF PROFITS, OR LOSS OF CUSTOMERS, CLIENTS OR GOODWILL ARISING IN ANY MANNER FROM THIS AGREEMENT AND/OR THE PERFORMANCE OR NONPERFORMANCE HEREUNDER. MASS' ENTIRE LIABILITY AND CUSTOMER'S EXCLUSIVE REMEDIES WITH RESPECT TO THE ALBIE SERVICE SHALL NOT EXCEED ONE (1) MONTH'S MONTHLY FEE INCURRED BY CUSTOMER FOR THE ALBIE SERVICE.

Let's Talk! 866.791.MASS [6277] • email: [albie@masscommgroup.com](mailto:albie@masscommgroup.com) • [masscommgroup.com/ALBIE](http://masscommgroup.com/ALBIE)

