

This SLA is meant to set expectations on the service level for resold cable modems that include WIFI and voice services served over customer owned WIFI network.

Resold WIFI services:

Please note that some services quoted and provided by Telesystem are resold services and rely on third party partners and infrastructure. Telesystem makes no representation regarding the latency, speed, or quality of third-party services and is not responsible for any Service Availability, Core and Transport, Time to Respond or Time to Repair issues that result from a problem with such third-party services. Telesystem will honor back to its customer any performance measures that are outlined in the underlying third-party carrier agreements.

Although a credit may be requested from the underlying provider Telesystem makes no guarantee of the customer receiving credit, as the terms fall within the MSA between Telesystem and their partner and will be addressed on a case-by-case basis. Because cable modem services are best effort, credits from third party providers are only requested if failure is due to hardware or plant infrastructure that directly feed customer premise.

Time to Respond: Telesystem will respond to any open trouble ticket within 20 minutes. If needed Telesystem will open a trouble ticket with their partner (in a resold environment). Since Telesystem has limited or no visibility to troubleshoot or identify the issues at the customer premise resolution time may be extended.

Time to Repair: Telesystem makes no guarantee of time to repair

Customer will be responsible for all costs associated with dispatches to the customer location.

Voice Services Provided over Customer owned WIFI network

Customers must follow the standards provided for their WIFI network during implementation. Following these standards will provide the customer with the best experience while using the WIFI phones over the network that the customer owns and manages.

If customers use WIFI phones that connect to the customer owned WIFI network and experience dropped calls, static or loss of registration to the phones the customer must reach out to the service provider or vendor that manages their WIFI connection.

The customer should reach out to Telesystem if a call cannot be completed and this represents a potential issue in completing calls throughout the Telesystem network. Telesystem may ask to troubleshoot with the service provider or vendor that manages their WIFI connection which may be billable to the customer.

Telesystem makes no guarantee of performance on these devices as they are reliant on a network that Telesystem does not manage nor has any visibility to.

Customer will be responsible for all costs associated with dispatches to the customer location.