



## Broadband Services – Service Level Statement

Broadband Services are provided on a **best-efforts basis**, without guaranteed service levels, outage credits, or remedies. Performance may vary due to network conditions, usage patterns, or factors beyond the reasonable control of Vision CTS (“VCTS”).

Notwithstanding the foregoing, VCTS will use **commercially reasonable efforts** to restore any outages on its network, will keep Customer reasonably advised of restoration progress, and will endeavor to meet the following service objectives (which are targets only and not binding commitments):

- **99.95% Network Availability**
- **Four (4) hour Mean Time to Restore (MTTR)**

Customer is responsible for routine operational support for VCTS equipment and broadband service components located at a site, including but not limited to performing reboots or other basic troubleshooting measures, as reasonably requested by VCTS.

For the avoidance of doubt, VCTS shall not be liable for any interruption, degradation, or failure caused by:

- third-party web links or applications,
- denial-of-service attacks or other hostile network activity,
- failures or instability of the public Internet, or
- circumstances outside VCTS’s direct control.

VCTS designs and prices Broadband Services with the understanding that different service tiers deliver different levels of performance, availability, and resiliency. Customers requiring higher levels of assurance, redundancy, or dedicated performance should discuss alternate solutions with VCTS