

NEXLINK COMMUNICATIONS INC.

Service Level Agreement

The service standards NexLink commits to, and what happens when we miss them.

Document	Version	Effective	Review by
NX-SLA-001	Interim 1.0	10 July 2026	10 July 2027

◆ **NOTE** *Interim version, in force from 10 July 2026. Adopted for immediate use and pending review by NexLink's attorney; terms may be updated. This document reflects generally accepted WISP practice and the Guyana Data Protection Act 2023. The current version is always at nexlinkonline.com.*

1. Purpose and scope

This Service Level Agreement ("SLA") sets out the service levels that NexLink Communications Inc. ("**NexLink**", "we", "us") commits to provide to a customer ("you") for fixed wireless internet service delivered over our licensed radio network. It forms part of your Customer Terms & Conditions.

- 1.1 This SLA applies to active, paid residential and business accounts in good standing. Different targets apply to residential and business plans, as set out below.
- 1.2 Fixed wireless service depends on an unobstructed radio path between your premises and our nearest tower. Trees, new construction, and weather can affect that path. The targets in this SLA are measured at our network demarcation point — the radio we install at your premises — not inside your home network or over your Wi-Fi.

◆ **NOTE** *Interim default value, adopted for immediate use and subject to legal review.*

2. Definitions

Availability means the percentage of time in a calendar month that the Service is capable of passing traffic between your premises radio and the public internet, excluding Scheduled Maintenance and Excused Downtime.

Scheduled Maintenance means maintenance for which we give advance notice under clause 5.

Excused Downtime means outages caused by matters outside our reasonable control, listed in clause 7.

Typical speed means the throughput a plan is expected to deliver under normal conditions, as published on the plan's Broadband Facts label. It is not a guaranteed minimum unless the plan is sold as a dedicated (uncontended) business circuit.

Business hours means 08:00–17:00 Monday to Friday and 09:00–13:00 Saturday, Guyana time, excluding public holidays.

3. Availability targets

Plan type	Monthly availability target	Measurement
Residential	99.0%	Monthly, per account, at the premises radio
Business (contended)	99.5%	Monthly, per account, at the premises radio
Business (dedicated circuit)	99.9%	Monthly, per circuit, with committed information rate

- 3.1** Availability is calculated as: $(\text{Total minutes in month} - \text{Excused Downtime} - \text{Scheduled Maintenance} - \text{Unplanned Outage minutes}) \div (\text{Total minutes in month} - \text{Excused Downtime} - \text{Scheduled Maintenance}) \times 100$.
- 3.2** An "Unplanned Outage" begins when you report a total loss of service to us, or when our monitoring detects one, whichever is earlier, and ends when service is restored.

4. Performance targets

Metric	Residential target	Business target
Typical download (busy hour)	≥ 80% of plan	≥ 90% of plan
Latency to Georgetown peering	≤ 40 ms	≤ 30 ms
Packet loss (monthly average)	≤ 1.0%	≤ 0.5%
Contention ratio (maximum)	1:20	1:10 (contended)

These targets are measured on our network, between your premises radio and our Georgetown peering point. They cannot account for the performance of destinations on the wider internet, which is outside our control.

5. Scheduled maintenance

- 5.1** We aim to perform maintenance that may interrupt service between 01:00 and 05:00 Guyana time, when usage is lowest.
- 5.2** For planned maintenance likely to interrupt your service, we will give at least **48 hours' notice** by SMS, WhatsApp, email, or a notice on our status page.
- 5.3** Emergency maintenance to protect network integrity or safety may be carried out with less notice, or none. We will restore service as quickly as reasonably practicable.

6. Fault reporting and response

- 6.1** You may report a fault by telephone on +592-223-5142, by WhatsApp on +592-724-0000, through the fault form on nexlinkonline.com, or in person at our office.
- 6.2** Before we dispatch a technician, our support team will attempt remote diagnosis. Many faults are resolved by restarting equipment or are traced to the customer's own Wi-Fi.

Priority	Definition	Target response	Target restoration
P1 — Total outage	No service at all	Business: 4 hrs · Residential: next business day	24 business hours
P2 — Degraded	Working but below target	1 business day	3 business days
P3 — Minor / query	No service impact	2 business days	By arrangement

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7. Excused downtime

The following are excluded from Availability and Performance calculations and do not qualify for service credits:

- Events of force majeure, including flood, storm, lightning, fire, and civil disturbance.
- Loss of mains electricity at your premises, or failure of your own equipment, wiring, or Wi-Fi.
- Loss of line of sight caused by new obstructions (trees, buildings) after installation.
- Failure or congestion of the wider internet beyond our Georgetown peering point.
- Suspension for non-payment or breach of the Acceptable Use Policy.
- Your request to delay a repair, or denial of access needed to effect it.
- Faults you cause, or that arise from changes you make to our installed equipment.

8. Service credits

8.1 If we miss the monthly Availability target for your plan, and you are in good standing, you may claim a service credit against your next invoice.

Availability achieved	Residential credit	Business credit
At or above target	None	None
1 to 2 points below	10% of monthly fee	15% of monthly fee
2 to 5 points below	20% of monthly fee	30% of monthly fee
More than 5 points below	30% of monthly fee	50% of monthly fee

8.2 You must claim a credit within **30 days** of the end of the affected month, by writing to support@nexlinkonline.com. Credits are your sole remedy for missed service levels and are capped at one month's fee in any month.

8.3 Credits are applied to the account and are not redeemable for cash.

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9. Customer responsibilities

- Keep our equipment powered, dry, and undamaged, and give safe access when a repair needs it.
- Maintain a clear line of sight to the tower by managing trees and obstructions on your property.

- Keep your account in good standing and your contact details current so we can send outage notices.
- Report faults promptly and cooperate with remote diagnosis.

10. Review

We may update this SLA from time to time. Material changes that reduce service levels will be notified at least 30 days in advance. The current version is always available at nexlinkonline.com.

Signatures

For NexLink Communications Inc. — name, title, date

Customer — name, account number, date