



Effective December 18, 2023. These Service Level Objectives supersede and replace all prior versions.

Service Level Objectives

These Service Level Objectives are between Provider (sometimes referred to as “we,” “us,” or “our,”), and the Client (sometimes referred to as “you,” or “your,”) found on the applicable Order and, together with the Order, Master Services Agreement, Schedule of Services, and other relevant Service Attachments, forms the Agreement between the parties the terms to which the parties agree to be bound.

SUPPORT SERVICES

Following receipt of any notification that a support-related problem within the scope of the Services has occurred Provider, shall use reasonable best efforts to begin problem management within the response time targets identified below.






All incidents, with status or resolution, will be documented either via regular email updates to the Primary Client Contact (identified in the Agreement) or by posting updates to the ticket tracking system assigned to Client.

The following table shows the targets of response times for each priority level:

Trouble	Priority	Response Time [†]
Service not available (all users and functions unavailable).	Critical	Within 1 Business Hour
Significant degradation of service (large number of users or business critical functions affected).	High	Within 2 Business Hours
Limited degradation of service (limited number of users or functions affected, business process can continue).	Medium	Within 3 Business Hours

Small service degradation (business process can continue, one user affected).	Low	Within 4 Business Hours
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† - Stated Response Times represent a service goal and not a guarantee. Provider's ability to implement a solution to a reported problem may depend on input or information from Client or from third parties beyond its control, including Client's IT vendors

Priority	Examples
 Critical	Your main server is offline and all users are unable to work One of your switches has failed and stopped half the company from working A VPN link has gone down between your offices, meaning one entire site is offline
 High	Your internet connection is offline, but users are still able to work locally The CEO or Financial Controllers computer has completely stopped working The main software in use for your accounting department is not working
 Medium	A users email won't load on their desktop but they are getting email on their phone One of the main printers is not working, but users can print to another one A user is having problems connecting to the wireless network
 Low	Printing is slightly slower than normal as the print server is over worked A user is unable to scan a document A user needs a program installed on their PC for some new work
 None	Pro-active maintenance of systems CIO/IT Management meeting with your Account Manager Client utilizing our "Best Effort" services (non contracted client)