Effective June 2, 2026. 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)	1	Within 30 min
Significant Degradation of Service (large number of users or business critical functions affected)	2	Within 2 hours
Limited Degradation of Service (limited number of users affected, business processes can continue)	3	Within 4 hours
Small Service Degradation (business process can continue, one user affected)	4	Within 8 hours

Support Tier	Description
Tier 1	All support incidents begin in Tier 1, where the trouble ticket is created, the issue is identified and clearly documented, and basic hardware/software troubleshooting is initiated.

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Tier 2	All support incidents that cannot be resolved in Tier 1 Support are escalated to Tier 2 where more complex support on hardware/software issues can be provided by more experienced staff.
Tier 3	Support incidents that cannot be resolved by Tier 2 Support are escalated to Tier 3 where support is provided by the most qualified and experienced engineers who have the ability to collaborate with third-party vendors if necessary.

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.

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