



Effective September 29, 2025. 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.

<b>Service Priorities:</b>	Priority 1 - Emergency Response	
	Priority 2 - Quick Response	
	Priority 3 - Normal Response	
	Priority 4 - Extended Response	
Urgency - Low		
Urgency - Medium		
Urgency - High	Whole company is affected - People related	
Impact - Low		
Impact - Medium		
Impact - High		
	<b>High Urgency</b>	<b>Medium Urgency</b>
<b>High Impact</b>	Priority 1	Priority 2
<b>Medium Impact</b>	Priority 2	Priority 3
<b>Low Impact</b>	Priority 3	Priority 3

<b>Schedule Method</b>			SLA clocks will run from M-F from 8A to 5P	
<b>Standard SLA (8 Hours/Day)</b>	<b>Respond Within</b>	<b>Resolution Plan Within</b>		
<b>Priority 1 - Emergency</b>			.2 Hours	.5 Hours
<b>Priority 2 - Quick</b>			.2 Hours	1 Hours
<b>Priority 3 - Normal</b>			.2 Hours	2 Hours
<b>Priority 4 - Extended</b>			.2 Hours	4 Hours
<b>No SLA</b>	N/A	N/A		

† - 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