Effective October 20, 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.

Regular Office Hours	8AM to 5PM CST (Monday - Friday)
Telephone *(Local)* Available 24x7x365	(601) 898.1890 - Select Option 2 for customer service
Telephone *(Long Distance)* Available 24x7x365	(800) 748.6317 - Select Option 2 for customer service
Email Monitored during Office Hours	help@bcianswers.com
Website Monitored during Office Hours	http://bcianswers.com/home/service-desk-request

NOTE: Please include a name and telephone number, the program(s) being used, the location(s) the issues are happening as well as good call back time when calling in/sending in a service request.

V021319a

© Scott & Scott, LLP

Priority Levels

All service requests and emails will be evaluated, assigned one of the following priority levels, and handled accordingly.

PRIORITY 1 CRITICAL: Production systems are down, causing critical impact to business operations if service is not restored quickly. BCI commits substantial resources around the clock to resolve the situation.

PRIORITY 2 MAJOR: Production systems are severely degraded, impacting significant aspects of your business operations. BCI commits full- time resources during business hours to resolve the situation.

PRIORITY 3 MINOR: Productions systems are degraded. Functionality is noticeably impaired, but most business operations continue. BCI commits resources as available during normal business hours.

PRIORITY 4 INFORMATIONAL: Customer requires assistance but daily operations are not affected. BCI places these requests into a standard job queue for research and response.

NOTE: Priority 1 and 2 escalation times are measured in calendar hours, 24 hours per day, 7 days per week. Priority 3 and 4 escalation times corresponds with BCI's business hours: 8 a.m. to 5 p.m. Central Standard Time, Monday through Friday, excluding BCI holiday observance.

Response Times:

Type of Outage	Description	Response time
Non-critical	Functionality is noticeably impaired, but most business operations continue	• Phone: We will respond *within four hours during our normal office hours (8am to 5pm CST, M-F – excluding holidays)* • Onsite: We will be onsite(if deemed necessary) *within two business days during our normal office hours (8am to 5pm CST, M-F – excluding holidays)*
Critical	Core business operations have halted	• Phone: We will respond *within two hours 24x7x365* • Onsite: We will be onsite (if deemed necessary) *within four hours 24x7x365*

© Scott & Scott, LLP