DCB TECHNOLOGY, LLC

Effective September 28, 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.

Trouble	Priority	Response Time[†]
Services not available (all users and functions unavailable).	1	Within 1 Business Hour
Significant degradation of service (large number of users or business critical functions affected)	2	Within 1 Business Hours
Limited degradation of service (limited number of users or functions affected, business process can continue).	3	Within 2 Business Hours
Small service degradation (business process can continue, one user affected).	4	Within 3 Business Hours

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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.

Service Level Objectives do not apply to issues resulting from third-party outages, internet or carrier failures, power disruptions, unsupported environments, Client delays or lack of cooperation, excluded services, on-site dependencies outside Provider's control, security incidents requiring forensic or emergency response services, or physical security/life-safety systems.

† Response times stated in these Service Level Objectives are performance objectives only and are not guarantees of resolution, restoration, or uninterrupted service.

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