Effective April 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.

		Business Hours Hourly Rate	Hours
		Included in Agreement	Included in Agreement
	Included in Agreement	Included in Agreement	
	Included in Agreement	Included in Agreement	

SUPPORT LEVEL	Description
Level 1 Support	All support incidents begin in Level 1, where the initial Service Request is created, the issue is identified and clearly documented, and basic hardware/software troubleshooting is initiated.

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Level 2 Support	All support incidents that cannot be resolved with Level 1 Support are escalated to Level 2, where more complex support on hardware/software issues can be provided by more experienced Engineers.
Level 3 Support	Support Incidents that cannot be resolved by Level 2 Support are escalated
	to Level 3, where support is provided by the most qualified and experienced Engineers who have the ability to collaborate with 3rd Party (Vendor) Support Engineers to resolve the most complex issues.

Service Request Escalation Procedure

- Service Request is Received
- Service Request is Created
- Issue is Identified and documented in Help Desk system
- Issue is qualified to determine if it can be resolved through Level 1 Support

If issue can be resolved through Level 1 Support:

- Level 1 Resolution - issue is worked to successful resolution
- Quality Control –Issue is verified to be resolved
- Service Request is closed, after complete problem resolution details have been updated in Help Desk system

If issue cannot be resolved through Level 1 Support:

- Issue is escalated to Level 2 Support
- Issue is qualified to determine if it can be resolved by Level 2 Support

If issue can be resolved through Level 2 Support:

- Level 2 Resolution - issue is worked to successful resolution
- Quality Control –Issue is verified to be resolved
- Service Request is closed, after complete problem resolution details have been updated in Help Desk system

If issue cannot be resolved through Level 2 Support:

- Issue is escalated to Level 3 Support
- Issue is qualified to determine if it can be resolved through Level 3 Support

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If issue can be resolved through Level 3 Support:

- Level 3 Resolution - issue is worked to successful resolution
- Quality Control –Issue is verified to be resolved
- Service Request is closed, after complete problem resolution details have been updated in Help Desk system

If issue cannot be resolved through Level 3 Support:

- Issue is escalated to Onsite Support
- Issue is qualified to determine if it can be resolved through Onsite Support

If issue can be resolved through Onsite Support:

- Onsite Resolution - issue is worked to successful resolution
- Quality Control –Issue is verified to be resolved
- Service Request is closed, after complete problem resolution details have
- been updated in Help Desk system

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