



Effective October 16, 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.

The below is a list of our Priorities and definitions:

Priority 1	Service not available (all users and functions unavailable).
Priority 2	Significant degradation of service (large number of users or business critical functions affected).
Priority 3	Limited degradation of service (limited number of users or functions affected, business process can continue).
Priority 4	Small service degradation (business process can continue, one user affected).

The following matrix shows the targets of response and resolution times for each priority level:

	Respond Within	Resolve Within
Priority 1	15 Minutes	4 Hours
Priority 2	15 Minutes	8 Hours
Priority 3	15 Minutes	16 Hours
Priority 4	15 Minutes	24 Hours

† - Stated Response and Resolution 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