



Effective March 6, 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.

Response Time

Response times are prioritized as Company Down, Department Down, User Down and Regular as those terms are defined below. Upward will respond remotely to service-related incidents, requests submitted by the Customer, or both within the following average time frames:

- Within 15-minutes (during business hours) for issues classified as **Company Down** priority.
- Within 30 minutes for issues classified as **Department Down** priority.
- Within 45 minutes for issues classified as **User Down** priority.
- Within 1 hour for issues classified as **Regular** priority.
- Best Effort for issues classified **As Time Permits** priority.

A priority is assigned to each incident based on the nature of the issue:

Incident Severity	Qualification
Company Down	Outage of critical systems affecting entire company. The issue severely impacts the Client’s course of business and urgent, business critical tasks cannot be performed across the organization.
Department Down	Loss of core functionality affecting critical systems for one or more departments, resulting in the issue significantly impacting the Client's course of business and necessary tasks cannot be performed
User Down	Loss of core functionality affecting critical systems for one or more users, resulting in the issue significantly impacting the Users productivity, necessary tasks cannot be performed.

Regular Request	Loss of functionality or service availability that compromises users ability to get work done but does not impede all work.
As Time Permits	All other issues.

Timely and frequent communication is critical to effective and satisfactory incident management. All incidents will be updated on average, every two business days by a member of the Upward team. Tickets may be closed due to lack of user response.

Any concerns with regards to Service Level Objectives must be delivered in writing to the Upward account management team. Starting on the date of notice, Upward will have sixty (60) days to demonstrate it has corrected the performance gaps in writing to Client.