



Effective March 26, 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 Times and Normal Business Hours:

Willits Technologies will prioritize service requests by severity and respond to critical events as soon as possible. Severity levels will be determined by Provider at its reasonable discretion.

Willits Technologies will respond to all new service requests submitted by customers within 4 hours during normal business hours. (Typical response times are 30 minutes or less). We will attempt to respond to critical requests submitted outside of normal business hours on a best-efforts basis.

Normal business hours are 8:00am to 5:00pm Central Time, Monday through Friday, excluding holidays.