



Effective July 11, 2023. 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 following table shows the targets of response times for each priority level:

***Definitions:***

*Normal Business Hours* = 8am-5pm, Monday-Friday, Non-Holidays

*Extended Business Hours* = 6pm-7am, Sunday-Saturday, Including All Holidays

Priority	Impact	Definition	Example	Normal Business Hours	Extended Business Hours
Urgent	Global Issue	Affects entire Company or Site	Core Component, Server, Application or Service) Down (Network	< 15min	< 1hr
High	Multi User Issue	Multiple Users Affected	Specific Component, Application or Service) Down, Affecting a subset of users (Network	< 1hr	< 4hr
Medium	End User Issue	Single User Affected	Local User Hardware or Software Problem	Within 1 Business Day	N/A

Low	Feature Request	Onboarding, Software Upgrade, User Requests	Email Alias Creation, Software Version Upgrade, Distribution List Creation	Within 1-2 Business Days	N/A
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† - Stated Response 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