Effective December 27, 2024. 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:

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

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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