

## i-Tech Client Response Time Service Level Agreement (SLA)

This SLA agreement pertains to i-Tech clients under a valid service contract only. Total Technology Support (TTS) clients will have priority over all non-TTS client requests. All non-contracted client requests that are on a time-and-material basis (T&M) will be on a best-efforts basis only and will not fall under this agreement.

The following table indicates the severity and impact rating that determines the priority level a ticket is assigned. Please note that these priority levels are for normal business hours 8AM to 5PM EST Monday through Friday excluding i-Tech observed holidays.

		Severity		
		Low	Medium	High
Impact	Low	<b>P4</b> <b>Severity: Low</b> - One user or a small group of users is affected. <b>Impact: Low</b> - More of an irritation than a stoppage	<b>P3</b> <b>Severity: Medium</b> - Departments or large group of users are affected. <b>Impact: Low</b> - More of an irritation than a stoppage	<b>P3</b> <b>Severity: High</b> - Whole company is affected. <b>Impact: Low</b> - More of an irritation than a stoppage
	Medium	<b>P3</b> <b>Severity: Low</b> - One User or a small group of users is affected. <b>Impact: Medium</b> - Business is degraded, but there is a reasonable workaround.	<b>P3</b> <b>Severity: Medium</b> - Departments or large group of users are affected. <b>Impact: Medium</b> - Business is degraded, but there is a reasonable workaround.	<b>P2</b> <b>Severity: High</b> - Whole company is affected. <b>Impact: Medium</b> - Business is degraded, but there is a reasonable workaround.
	High	<b>P2</b> <b>Severity: Low</b> - One User or a small group of users is affected. <b>Impact: High</b> - Major Business processes are stopped.	<b>P2</b> <b>Severity: Medium</b> - Departments or large group of users are affected. <b>Impact: High</b> - Major Business processes are stopped.	<b>P1</b> <b>Severity: High</b> - Whole company is affected. <b>Impact: High</b> - Major Business processes are stopped.

\* All calls are answered on a first-in first-out (FIFO) basis and support tickets are queued according to the priority level assigned from the above table. Severity and Impact rating will determine the priority level the ticket is assigned. Escalations can be requested but can not be guaranteed under this SLA. Response times are calculated within business hours from 8AM to 5PM and the calculation for the response time SLA achievement will roll to the next business day when the time 5PM is reached. i-Tech can provide non-business hours support at the client's request but will fall under the "excluded services" provision of this agreement and additional charges will apply. Client understands that i-Tech can only offer a best-efforts basis for non-business hours support as i-Tech does not guarantee support response times after normal business hours. Resolution times can not be estimated nor guaranteed.

## Support Tiers

The following details describes our Support Tier levels:

Support Tier	Description
Tier 1 Support	All support incidents begin in Tier 1, where the initial trouble ticket is created, the issue is identified and clearly documented, and basic hardware/software troubleshooting is initiated.
Tier 2 Support	All support incidents that cannot be resolved with Tier 1 Support are escalated to Tier 2, where more complex support on hardware/software issues can be provided by more experienced Engineers.

## Response Time

The following table shows the targets of response time for each priority level. Please note that these times are for normal business hours 8AM to 5PM EST Monday through Friday excluding company observed holidays.

Support Hours	Priority Level	Time to Respond	Resolution Plan Within	Resolved Within	Success Target
Mon-Fri 8:00am- 5:00Pm	1 = Emergency	30 Minutes	45 Minutes	4 Hours	90%
	2 = Quick	30 Minutes	1 Hours	8 Hours	
	3 = Normal	30 Minutes	2 Hours	24 Hours	
	4 = Next Visit	30 Minutes	173 Hours	173 Hours (1 Month)	

The following table shows the time by priority level to escalate to a Tier 2 Engineer if Tier 1 Engineer can't resolve it.

Priority	Escalation Threshold (in hours)*
1	Within 1 hour
2	Within 2 hours
3	Within 4 hours

\* Time to respond refers to the Tier 1 Support Help Desk to contact the client and gather details of the reported problem and support ticket entry completion. Resolution Plan refers to the response of the Tier 1 Support Help Desk to begin working on the support ticket remotely. Escalation threshold (in hours) represents the time units in hours from when Tier 1 Support begins working on the problem until the problem is required to escalate to Tier 2 Support. It is important to note that these response times are calculated within normal business hours from 8AM to 5PM and the calculation for the response time SLA achievement will roll to the next business day when the time 5PM is reached. i-Tech can provide non-business hours support at the client's request but will fall under the "excluded services" provision of this agreement and additional charges will apply. Client understands that i-Tech can only offer a best-efforts basis for non-business hours support as i-Tech does not guarantee support response times after normal business hours unless otherwise contracted. For purposes of this agreement the success target is calculated on an average of each calendar month.

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## Service Request Escalation Procedure

1. Support Request is Received
2. Ticket is Created
3. Issue is Identified and documented in Help Desk system
4. Issue is qualified to determine if it can be resolved through Tier 1 Support

**If issue can be resolved through Tier 1 Support:**

5. Level 1 Resolution - issue is worked to successful resolution
6. Quality Control –Issue is verified to be resolved to Client’s satisfaction
7. Ticket is closed, after complete problem resolution details have been updated in Help Desk system and client is notified via email of ticket closure and problem resolution

**If issue cannot be resolved through Tier 1 Support:**

8. Issue is escalated to Tier 2 Support
9. Issue is qualified to determine if it can be resolved by Tier 2 Support

**If issue can be resolved through Tier 2 Support:**

10. Level 2 Resolution - issue is worked to successful resolution
11. Quality Control –Issue is verified to be resolved to Client’s satisfaction
12. Ticket is closed, after complete problem resolution details have been updated in Help Desk system and client is notified via email of ticket closure and problem resolution

**If issue cannot be resolved through Tier 2 Support:**

13. Issue is escalated to Onsite Support
14. Issue is qualified to determine if it can be resolved through Onsite Support

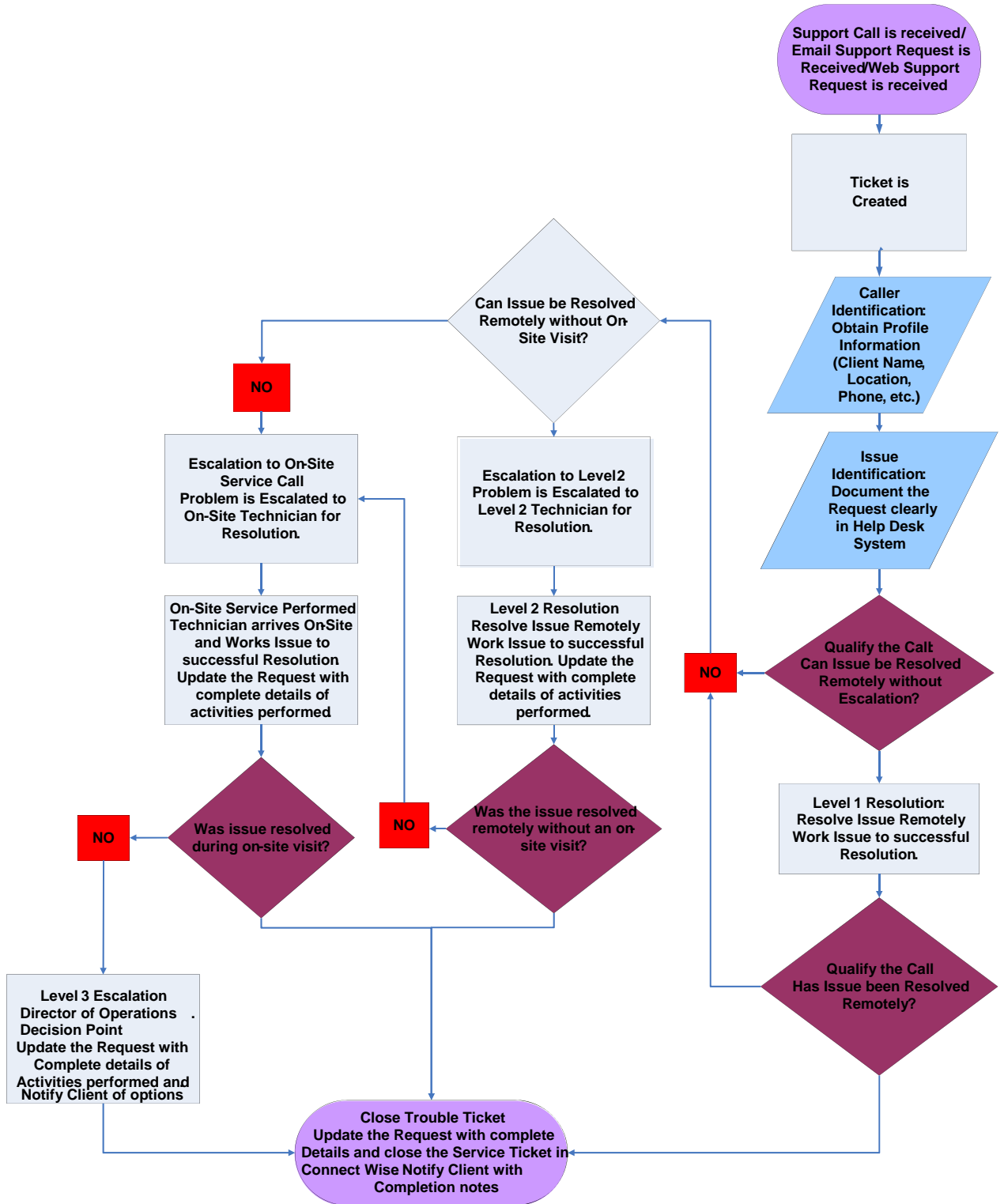
**If issue can be resolved through Onsite Support:**

15. Onsite Resolution - issue is worked to successful resolution
16. Quality Control –Issue is verified to be resolved to Client’s satisfaction
17. Ticket is closed, after complete problem resolution details have been updated in Help Desk system and client is notified via email of ticket closure and problem resolution

**If issue cannot be resolved through Onsite Support:**

18. Director of Operations Decision Point – request is updated with complete details of all activity performed and client is contacted with alternative options for issue resolution

# Service Level Agreement



## Service Level Agreement Commitment

This agreement provides the minimum service performance criteria i-Tech will provide our contracted clients. Service performance measurement is the success target indicated within this agreement and is calculated on a calendar month basis. If at any time our service levels fall below the criteria indicated within this agreement, the following remedial action plan will take effect:

1. **First incident of SLA below criteria** – i-Tech Director of Operations will conduct a quality assessment review of the failure and generate a report for the client indicating root cause of the failure and a documented remediation plan to ensure the failure is not repeated. This report will be delivered via Email to the client with all remediation actions verified complete.
2. **Second incident of SLA below criteria** – i-Tech President and Chief Operating Officer will conduct a second quality assessment review of the failure along with a review of the first incident remediation plan failure. The client will be provided a second report of the findings and a second remediation plan. This report will be delivered in person by the Director of Operations to the client.
3. **Additional incidents of SLA below criteria** – i-Tech President and Chief Operating Officer will conduct an in-depth review of the repeated incident and will meet with the client in person to discuss the action plan for remediation including setting up a weekly cadence call until resolution is verified complete and client is satisfied.

Note: Following 12 successive months without an incident the incident count resets back to zero and any new incidents will begin back at the "First incident of SLA below criteria".

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