verified technologies

Effective August 15, 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 and service requests, 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 Providers' service ticket tracking system.

The following table shows the targets of response times for each priority level:

Level 1 - Emergency – Location wide issue that is preventing work activities or major revenue impacting event.

Examples:

- A server has gone down preventing access to important documents.
- Application server is offline for all users.
- Firewall or Switch not allowing Internet connection.
- Response Time – 15 minutes or less.

Level 2 - High – Major issue that impacts one or more computers, but not entire location.

Examples

- User's PC is not operational.
- Network printer is not working correctly for multiple users.
- Critical application is not working.
- Response Time – 1 Hour or less

Level 3 - Medium – User is experiencing an issue that can be worked around temporarily.

Examples

- Local printer is not working correctly.
- Document formatting is not correct.
- Acrobat Reader needs to be installed on a workstation.
- Response Time – 4 Hours or less

Level 4 - Low – User question or issue that has a due date beyond 24 hours.

Examples

- New user account needs to be created.
- User would like to know how to format an Excel document.
- Response Time – 1 Business Day or less

† - 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.