

## Service-Level Objectives (SLO)

For ALL Services – Revised 05/01/2022

This Service Level Objective is between Cyber One Solutions, LLC. a Texas Limited Liability Company (sometimes referred to as "we," "us," "our," "Partner," OR "Provider"), and the Client found on the applicable Quote (sometimes referred to as "you," "your," "Customer," OR "Client") and, together with the Quote, Service Attachment (SA) and relevant Master Services Agreements (MSA) forms the agreement between the parties.

The parties further agree as follows:

### 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 support ticket assigned to Client.

### RESPONSE TIMES

Trouble	Priority	Response Time†
<b>Emergency</b> Service not available (> 50% of users and functions unavailable). Internet outage Server / systems outage.	1	Within 1 Business Hour
<b>Critical</b> Significant degradation of service (< 50% of users or business critical function affected). Critical application outages, partial server / network outage.	2	Within 2 Business Hours
<b>Normal</b> Small service degradation (business processes can continue, one user affected). Application troubleshooting, hardware troubleshooting.	3	Within 6 Business Hours
<b>IMAC</b> Install / Move / Add / Change – New User / Workstation Setups, Intra Office Moves	4	Within 3 Business Days

† - 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.

### PRIMARY PROVIDER CONTACT

The Primary Provider Contact identified in the Quote is Client's principal resource for administrative support related to the Service. Requests for IT-related support must be communicated through Provider's Trouble Management System.

The Primary Client Contact is Provider's principal resource for administrative input related to the Service. Client authorizes the Primary Client Contact to permit Provider to carry out any added-cost Services and agrees to pay the agreed-upon rate for such added-cost services when billed.

## **GEOGRAPHIC COVERAGE / DISPATCH RATES**

Provider will provide services for locations identified in the Quote.

## **IN SCOPE EQUIPMENT**

Provider can provide onsite troubleshooting and equipment installation, equipment removal, and/or equipment replacement services on the following elements within Client's infrastructure, including servers, desktops, notebooks, tablets, printers, network equipment, and other standard devices.

Provider will not provide support, repair, or maintenance services for the following:

- Equipment and infrastructure that is not owned by Client as a part of this agreement.
- Warranty or repair services on behalf of any manufacturer as a part of this agreement.

## **HOURS OF COVERAGE**

Normal business hours are Monday thru Friday 8:00 AM to 5:00 PM CST. Refer to the applicable Quote or Service Attachment for specific support hours.

**This area has been intentionally left blank.**