

SERVICE LEVEL ATTACHMENT

This Service Attachment is between Contrast Communications, Inc., a Pennsylvania company (sometimes referred to as “we,” “us,” “our,” OR “Provider”), and the Client found on the applicable Order (sometimes referred to as “you,” “your,” OR “Client”) and, together with the Order and Master Services Agreement 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.

RESPONSE TIMES

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

† - 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 Order is Client’s principal resource for administrative support related to the SLA. Requests for IT-related support must be communicated through Provider’s Trouble Ticket system.

The Primary Client Contact is Provider’s principal resource for administrative input related to the SLA. 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 Order.

IN SCOPE EQUIPMENT

Provider can provide on-site troubleshooting and equipment installation, removal or replacement services for the following equipment within Client’s covered locations:

- Infrastructure, including servers, desktops, notebooks, tablets, printers, network equipment, CCTV, cameras, cabling, digital signage and other standard devices.

Provider **will not** provide services for the following:



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- Equipment and infrastructure that is not owned by Customer
- Warranty repair services on the behalf of any manufacturer

HOURS OF COVERAGE

Normal business hours are Monday thru Friday 8:30 AM to 5:30 PM. Local time.

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