

## SERVICE LEVEL AGREEMENT – Appendix E to DIR-SDD-1953

### **Objective**

This Service Level Agreement (**SLA**) documents and defines the support and procedures necessary to ensure high-quality and timely delivery of service provided by Vyopta. This document clarifies all parties' responsibilities to ensure customer needs are met in a timely manner.

### **Service Support**

- ***Hours of Support***

The Vyopta Service Desk provides remote support and operates from 8am to 5pm CST Monday through Friday (excluding normal holidays) and offers a single point of contact for all customer inquiries. The Vyopta support team provides business and technical infrastructure analysis, problem solving and first and second level diagnostics. In some cases, after hours is available at an additional cost.

- ***Contacting Support***

The Vyopta support team can be reached in several different ways:

Phone: 512.891.4200  
Email: [support@vyopta.com](mailto:support@vyopta.com).  
Video: [www.vyopta.com/videos](http://www.vyopta.com/videos)  
Website: [www.vyopta.com/support.html](http://www.vyopta.com/support.html)

- ***Response Times***

The following chart shows response time after initial assessment/assignment and creation of a ticket by the Service Desk. Times are measured in clock hours and/or minutes unless otherwise specified:

<u>Incident Prioritization Chart</u>		
<i>Priority</i>	<i>Target Incident Response Time</i>	<i>Target Resolution Plan Time</i>
High	30 minutes	3 hours or less
Medium	1 hour	6 hours or less
Low	2 hours	1 business day

- Priority for incidents are classified as follows:

*High* The entire system is “down” and inaccessible.  
*Medium* Operation of the system is severely degraded or major components of the system are not operation and work cannot reasonably continue due to hardware or software failure.  
*Low* Errors that are, non-disabling or cosmetic and clearly have little or no impact on normal operations (functional with workaround).

- Target Incident Response Time is the time the Service Desk has to respond to the customer to acknowledge receipt of the ticket and that it is being actively worked.

- Target Resolution Plan Time is the total time from ticket creation to formulation of a resolution plan to solve the incident. This resolution plan will detail the recommended steps to be taken and estimated time for resolution of the incident
- **Customer Notification**  
Vyopta will provide all communications via the following means: online ticket updates, voice/video calls, and/or email notifications utilizing the customer contact information. Customers should provide a designated point of contact for all communications from the Vyopta support team.

### **Customer Escalation**

The Vyopta support team is the single point of contact for all incidents to be reported to Vyopta. Please contact the Vyopta support team at 512.891.4200 or email them at [support@vyopta.com](mailto:support@vyopta.com) to report any incidents or to initiate service requests. If a ticket or a service issue needs to be escalated, contact the Vyopta support team supervisor.

If there is a reason to believe that the incident or request is not being handled appropriately or if additional questions need to be answered about Vyopta services, their business value or Vyopta processes, contact the Account Manager assigned to you. If this does not satisfactorily resolve the issue, please contact the Director of Business Relationship Management.

At any time, the Account Manager can be called to help explain Vyopta services or work with the business team on information technology business needs.

### **Feature Requests**

Any requests for additional features or functionalities for Vyopta's products are not considered to be an incident under the terms of the SLA. Feature requests may be submitted and may be developed, at Vyopta's sole discretion, for inclusion in future releases of Vyopta products.