

## Service Level Agreement – Addendum

### Response Times

#### 1. Definitions:

**1.1. High Priority** – This service priority is used for critical down outages that impact all users at one or more locations, making one or more systems completely unavailable to conduct day-to-day business.

**1.1.1. Examples:** Equipment failure, system failure, and extended power outages.

**1.2. Medium Priority** – This service priority is used when a user’s device remains operational, but one or more software(s) are impacted, and other users and businesses remain operational.

**1.2.1. Examples:** Core (Shared) equipment failure, entire application is not useable, phone service, or phone system outage.

**1.3. Low Priority** – This service priority is used when an issue or problem occurs within an application, but the user and business can conduct business normally.

**1.3.1. Examples:** A user’s device fails, the application functions correctly but remains usable by workaround, and printing problems.

#### 2. Response Times:

The following response times are for initial call back and on-site times. The response times are based upon service calls received between 6:00 a.m. and 6:00 p.m. CST. Response times are based on support hours of 6:00 a.m. to 6:00 p.m. CST. The response times are for service calls, where the customer uses the primary support communication method, i.e. the Cyber Solutions, LLC support phone line. Due to the complexity of email communication and delays that can occur Cyber Solutions, LLC does not guarantee response times for service requests sent via email. Cyber Solutions, LLC will make best efforts to respond to email service requests but cannot guarantee response times for email service requests. If the Customer attempts to contact Cyber Solutions, LLC via other methods, Cyber Solutions, LLC makes no guarantee as to response times.

Actual time for completion of services will vary depending on the complexity of the situation, resource availability, and vendor availability. On-site response times exclude travel time. The priority level can be lowered or de-prioritized by Cyber Solutions, LLC based on the criticality of the issue. The response times can also be lowered if a 3<sup>rd</sup> – party vendor



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deprioritizes an issue, or has a response time that exceeds Cyber Solutions, LLC's listed response times.

## **2.1. Fully Managed Services:**

### **2.1.1. High Priority:**

2.1.1.1. Call Back: Within two (2) hours

2.1.1.2. On-site: Within four (4) hours

### **2.1.2. Medium Priority:**

2.1.2.1. Call Back: Within four (4) hours

2.1.2.2. On-site: Within eight (8) hours

### **2.1.3. Low Priority:**

2.1.3.1. Call Back: Within eight (8) hours

2.1.3.2. On-site: To be scheduled based on Cyber Solutions, LLC's schedule as well as customer's schedule. The goal is that service will be scheduled on a mutually agreeable business day within 5-7 business days of receiving request for service.

## **2.2. Remote Support / Phone Support:**

### **2.2.1. High Priority:**

2.2.1.1. Call Back: Within two (2) hours

### **2.2.2. Medium Priority:**

2.2.2.1. Call Back: Within four (4) hours

### **2.2.3. Low Priority:**

2.2.3.1. Call Back: Within eight (8) hours

2.2.4. There is no on-site guarantee for this level of service no matter the priority level.

## **2.3. Hosted Services, Cloud Services, or Third-Party Provided Services:**

### **2.3.1. High Priority:**

2.3.1.1. Call Back: Within two (2) hours

### **2.3.2. Medium Priority:**

2.3.2.1. Call Back: Within four (4) hours

### **2.3.3. Low Priority:**

2.3.3.1. Call Back: Within eight (8) hours

2.3.4. There is no on-site guarantee for this level of service no matter the priority level.

## **2.4. Other Customers:**

2.4.1. For previous customers who no longer have services through Cyber Solutions, LLC, current customers who do not have any of the services outlined in 2.1-2.3, or



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new customers who have not yet hired Cyber Solutions, LLC, Cyber Solutions, LLC makes no guarantees as to when they'll be available to assist those potential customers.