

Secarus ManagedIT Service Level Agreement

Response Times

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

| PRIORITY | TROUBLE DESCRIPTION | RESPONSE TIME* | ESCALATION THRESHOLD |
|------------------|--|-----------------|----------------------|
| 1 Critical | Mission critical server not available to all users. E.g., E-mail is down. | Within 1 hour | 30 minutes |
| 2 High | Significant service degradation for a group of users. E.g., Accounting department can't print checks. | Within 4 hours | 1 hour |
| 3 Normal | Issues affecting a single user or service E.g., I need my E-mail configured on my phone. | Within 8 hours | 2 hours |
| 4 Maintenance | Maintenance items addressed by remote support. E.g., Monitoring alerts generated for disk space. | Within 16 hours | 4 hours |
| 5 IMAC | Installs, Moves, Adds, Changes. E.g., I need a new computer. | Within 24 hours | 8 hours |

* Response time and Escalation threshold is measured in work hours between 9am and 5pm Central Time on standard business days. Response time indicates the time between the request for support being entered and the triage process begins by a Technician.

Support Tiers

The following details and describes our Support Tiers:

| SUPPORT TIER | DESCRIPTION |
|-----------------------|---|
| TIER 1 SUPPORT | All support incidents being in Tier 1 where the initial trouble ticket is created. The issue is identified and clearly documented. Basic hardware and software troubleshooting is initiated by Technicians. |
| TIER 2 SUPPORT | Support incidents that cannot be resolved under Tier 1 Support are escalated to Tier 2 where more complex support of hardware and software issues can be provided by more experienced Engineers. |
| TIER 3 SUPPORT | Any support incident that cannot be resolved by Tier 2 Support is escalated to Tier 3 where the most qualified and experienced Engineers provide support. These Engineers have the ability to collaborate with 3 rd party vendor support to resolve the most complex issues. |

Support & Issue Escalation Process

| SUPPORT PHASE | ACTION TAKEN |
|-----------------------------------|---|
| SUPPORT REQUEST INITIATED | ManagedIT Clients perform one of the following actions: <ul style="list-style-type: none"> • Sends email to Help@Secarus.com • Submits a Ticket via the Client Portal • Calls (773) 570-7950 and connects with Technical Support |
| SUPPORT REQUEST RECEIVED | Support request is received, and a Service Ticket is created. |
| SUPPORT RESPONSE INITIATED | Issue is identified and qualified to determine proper resource assignment. Contact is made with requestor if more complete information is required. |
| TIER 1 SUPPORT | <ul style="list-style-type: none"> • The issue is worked to successful resolution. • Issue is verified to be resolved to Client's satisfaction. • Service Ticket is closed after complete problem resolution details are entered in Help Desk system. |
| TIER 2 ESCALATION | If issue cannot be resolved through Tier 1 Support, the Service Ticket is escalated to Tier 2 Support. |
| TIER 2 SUPPORT | <ul style="list-style-type: none"> • The issue is worked to successful resolution. • Issue is verified to be resolved to Client's satisfaction. • Service Ticket is closed after complete problem resolution details are entered in Help Desk system. |
| TIER 3/ON-SITE ESCALATION | If issue cannot be resolved through Tier 2 Support, the Service Ticket is escalated to On-Site or Tier 3 Support. |
| TIER 3/ON-SITE ESCALATION | <ul style="list-style-type: none"> • The issue is worked to successful resolution. • Issue is verified to be resolved to Client's satisfaction. • Service Ticket is closed after complete problem resolution details are entered in Help Desk system. |
| MANAGEMENT ESCALATION | If issue cannot be resolved through Tier 3 or On-Site Support, the Service Ticket is escalated to Management |
| MANAGEMENT DECISION POINT | <ul style="list-style-type: none"> • Service Ticket is updated with complete details of all activity performed. • Managers consult with Client on how to proceed. |