

SERVICE LEVEL AGREEMENT

Revised Effective November 24, 2020

CLIENT SUPPORT

General Client Support is available between the hours of 8:00 am and 8:00 pm EST Monday through Friday, except for Company recognized holidays, which include New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and the Friday after, and Christmas Day. In the event that a Holiday falls on a Saturday, the preceding Friday will be recognized as the Holiday, and in the event it falls on a Sunday, then the subsequent Monday will be recognized as the Holiday.

General Client Support SLA is as follows:

General Client Support SLA		
Level	Description	First Response Time
Priority 1 Total System Outage	<ul style="list-style-type: none"> ▲ Company Wide Hosted Infrastructure Outage ▲ Company Wide Hosted Network Outage ▲ Hosted Line of Business Application Outage ▲ Critical Job Function Outage 	15 minutes
Priority 2 Department or Localized Outage	<ul style="list-style-type: none"> ▲ Department or Localized Wide Hosted File-Share Outage ▲ Department or Localized Hosted Network Outage ▲ Hosted Department Line of Business Application Outage ▲ Business User unable to perform their daily functions and a temporary solution is not available. 	30 minutes
Priority 3 Business User Down	<ul style="list-style-type: none"> ▲ Business User Issues, but still able to perform daily activities with a temporary solution <ul style="list-style-type: none"> ○ Affected by Peripherals ○ Server ○ Networking ○ Application Issues ○ Login Issues 	1 Hour

Exclusions / Additional Conditions is governed by section 32(k) in the DAS Services Standard Incorporated Terms and Conditions.

First Response Time is the time to first contact the client from the first time that DAS Services is notified either by phone call to the Support Line (603-458-7190), or an email is received to help@DASMSP.com. Although every attempt to resolve the issue will be made on the initial call, there may be more information that needs to be gathered and analysis that is required. There is no guarantee that the issue will be resolved in that timeframe, or at all, but that reasonable commercial efforts will

be expended until the issue is resolved to the Client's reasonable satisfaction. Please see General Terms and Conditions for specific product warranties.

Emergency Client Support is available after hours 24/7/365 for issues rendering critical business core functions inoperable. Emergency Client Support issues should only be reported via the Support Line (603-458-7190). Every reasonable effort will be made to respond within 15 minutes and resolve the issues as soon as reasonably possible thereafter.