Effective July 16, 2026. These Service Level Objectives supersede and replace all prior versions.

Service Level Objectives

These Service Level Objectives are between Provider (sometimes referred to as "we," "us," or "our,"), and the Client (sometimes referred to as "you," or "your,") found on the applicable Order and, together with the Order, Master Services Agreement, Schedule of Services, and other relevant Service Attachments, forms the Agreement between the parties the terms to which the parties agree to be bound.

SUPPORT SERVICES

For Clients on any of the following Schedule of Services:

1. **smpl**8x5 PST Help Desk
2. **smpl**24x7 Help Desk
3. Gold 8/5 Help Desk
4. Gold 8/5 Help Desk
5. Voice Maintenance

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 Service Order ticket tracking system assigned to Client.

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

Trouble	Priority	Response Time†
This Premium Add-On Service is only available under special agreement (otherwise all users and functions unavailable).	1	Within 2 Business Hour

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Significant degradation of service (large number of users or business critical functions affected).	2	Within 4 Business Hours
Limited degradation of service (limited number of users or functions affected, business process can continue).	3	Within 5 Business Hours
Small service degradation (business process can continue, one user affected).	4	Within 8 Business Hours

Note - 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 and other vendors.

CLIENTS NOT SUBSCRIBED TO HELP DESK SERVICE

For Clients who are not subscribed to any of our Help Desk Service options or Voice

Maintenance, 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 8 hours or receipt of notification that there is an issue. © Scott & Scott, LLP