

Service Desk Service Level Agreement (SLA) Details

Unlimited Remote and Onsite Support:

- FWIT shall provide unlimited remote and onsite support for “Incidents.”
 - Incidents is defined as events that result in the interruption or degradation of the performance of one or more technology services or technology systems. Incidents do not include any Excluded Services.
- FWIT seeks, but cannot guarantee, to resolve all issues remotely for expediency and efficiency.
 - Onsite support for Incidents will be provided, as needed, at FWIT’s sole and exclusive discretion, to meet FWIT’s service obligations and goals.
- Service Level Agreement (“SLA”) Response Time
 - SLAs are for “Incidents,” as defined above, and not for vCIO consulting or Service Requests, also known as Available Moves, Adds, Changes (“MACs”), which are defined below.
 - Ticket Priority is determined by FWIT, at its sole and exclusive discretion, in accordance with industry standards.
 - Response time is measured as the amount of time between FWIT’s initial receipt of a reported issue (a ticket is created in FWITs Professional Services Automation system) and FWITs first interaction with the reported issue, defined as a review of the reported issue by an FWIT representative to determine the appropriate next step.
- Response SLA Minutes & Hours are measured only during the relevant Service Desk Hours noted below.
 - Regular Service Desk Hours:
 - Monday – Friday 8 AM – 5 PM Central Time
 - After Hours & Weekend Service Desk Hours:
 - Monday – Friday 5 PM – 9 PM Central Time
 - Saturday – Sunday 8 AM – 5 PM Central Time

Priority	Regular Service Desk Hours SLA	After Hours & Weekends SLA
Priority 1 (Critical)	30 Minutes	2 Hours
Priority 2 (High)	1 Hour	2 Hours
Priority 3 (Medium)	2 Hours	2 Hours
Priority 4 (Low)	4 Hours	2 Hours