

Service Level Agreement

1. AGREEMENT

- 1.1. The service provider will provide the customer with virtual customer support services during the time period of May 1, 2024 to May 1, 2025.
- 1.2. The service provider will provide up to two training sessions, totaling 2 hours, relating to the service provided to applicable stakeholders, prior to delivery of service.
- 1.3. The virtual customer support services will maintain a maximum response time of 2 hours for critical services.
- 1.4. The virtual customer support services will maintain a maximum response time of 8 hours for non-critical services.

2. SERVICES

- 2.1. The ABC Company virtual customer support service is a remote service offered via phone and ticketing systems.
 - 2.1.1. T1(Tier 1) live agents answer incoming phone calls and service tickets. T1 agents address issues if able and escalate issues to T2(Tier 2) specialists, as needed.
 - 2.1.2. T2 specialists further investigate issues and reach resolution.
 - 2.1.3. Remote-access sessions are utilized when necessary to gather information and resolve issues.
 - 2.1.4. The goal of all customer interactions is a first-call resolution.

3. DEFINITIONS

- 3.1. "The service provider" refers to ABC Company.
- 3.2. "The customer" refers to XYZ, Inc.
- 3.3. "Virtual customer support services" refers to answering and/or redirecting customer inquiries including hardware, software, and networking issues as they relate to corporate equipment. These inquiries may be made via telephone or via the ticketing system.
- 3.4. "Maximum response time" refers to the longest time permitted before a T1 or T2 specialist will begin to investigate a particular inquiry.
- 3.5. "Remote-access sessions" refers to authorized remote connect by a T1 or T2 specialist to a client's device. This is typically reformed over RDP or an authorized third-party application.
- 3.6. "First-call resolution" refers to the ideal that a customer will have their inquiry resolved the first time, without the need to repeat inquiries to the

virtual customer support service.

4. EXCLUSIONS

- 4.1. The service provider will not be responsible for incidents outside of the scope of the virtual customer support services.
- 4.2. The service provider will not be responsible for issues relating to malicious actions.
- 4.3. The service provider will not be responsible for issues relating to third-party hardware or software.

5. REVIEW SCHEDULE AND CHANGES

- 5.1. Periodic review of the services provided will be performed on an as-needed basis as requested by the customer, or annually, whichever comes first.
- 5.2. Changes to this agreement, or the provided services, may be made following a periodic review.

6. PENALTIES

- 6.1. Failure to maintain the agreement on the part of the service provider will allow for a credit on services at a rate of 10% percent reduced rate per 2-week increments.

7. TERMINATION

- 7.1. The agreement may be terminated at the request of the customer, following a periodic review and a 60-day written notice to the service provider.

8. POINTS OF CONTACT

Name	Role	Email
Jim Doe	Cyber Security Specialist	jim.doe@abc.com
John Doe	Agent Manager	john.doe@abc.com
Jane Doe	Technical Lead	jane.doe@abc.com

9. SIGNATURES

- 9.1. By signing below, all parties agree to the terms and conditions described in this agreement.

Service Provider Signatures:

Name (print)	Department	Telephone	Date	Signature

Customer Signatures:

Name (print)	Department	Telephone	Date	Signature