

Managed Network Services - Service Level Objectives

This document was last modified December 22, 2021 and may updated from time to time by Datavalet.

1 SERVICE LEVEL OBJECTIVES (SLO)

1.1 Network Infrastructure Management Service Levels

Process	Measurement	SLO	Target
Tier 2 Support Desk Service	Call response time	Calls answered in 60 seconds or less	80% or above
Incident Notification	Mean-time-to-Notify (MTTN)	Severity 1 -> Severity 2 -> Severity 3 ->	20 minutes 60 minutes 4 hours
Incident Response	Mean-Time-To-Respond (MTTR)	Severity 1 & Severity 2 -> Severity 3, Severity 4 ->	15 minutes 30 minutes
Incident Resolution	Mean-time-to-Restoration (MTTRes) performed remotely	Severity 1 -> Severity 2 -> Severity 3 -> Severity 4 ->	4 hours 8 hours 3 Days 5 Days
Post Incident Review (PIR)	PIR document		7 Business Days

1.2 Service Levels Exclusions:

- 1.2.1 Failure of a device is caused by premise conditions which do not meet vendor specifications (for example: humidity, power outage/fluctuations, etc.), customer misuse (for example: physical disconnection, reset, configuration modification, etc.) or third-party elements and devices (for example: switches, modems, ISP lines, etc.)
- 1.2.2 Any failure to perform which is due to force majeure actions, including but not limited to acts of God, wars, terrorism, riots, embargoes, acts of civil or military authorities, fires, floods, accidents, pandemics or epidemics, or strikes, labor problems, computer, telecommunications, Internet service provider or hosting facility failures or delays involving hardware, software or power systems not within Datavalet's possession or reasonable control.
- 1.2.3 Failure of a device following a prior recommendation from Datavalet to the Customer to pro-actively replace or upgrade devices due to manufacturer defects (software or hardware) determined through Problem Management
- 1.2.4 For every implementation Phase, a "Soak Period" of up to thirty (30) days will be established. During the Soak Period the MTTN and MTTR service levels will not be applicable
- 1.2.5 Future environmental changes at the sites such as network redesign, additional wireless devices, upgraded equipment, physical changes (for example: renovations) or increase in user traffic which may have an impact on wireless connectivity and may require revisions to the wireless network

- 1.2.6 Resolution delays that are outside of Datavalet's control, (ex: pending customer actions or responses, physical access to sites, etc.)
- 1.2.7 Failure of a device to recover to operational status due to a confirmed manufacturer defectiveness (software or hardware) which impacts performance
- 1.2.8 Service Level exclusion applies to the access points or other hardware in scope that will require a scissor lift to perform a replacement