

LogicalisOne Service Level Objectives (SLOs)

LogicalisOne provides SLOs that are defined as targeted levels of service Customer can expect from the service and are aspirational targets aimed at guiding the quality and responsiveness in processing service requests and serve as a representation of Logicalis' operational goals. These SLOs are to be interpreted as service objectives and not as strict performance metrics. Failure to meet or exceed any stated SLO will not be considered a breach of this contract, nor will it trigger any penalties, liabilities, or rights to terminate this SOW. Logicalis' Services will be entitled to the warranties, if any, set forth in the Agreement.

- **Ticket Log:** Logicalis will provide a portal that is available 24/7 to log service requests
- **Service Desk:** Logicalis will provide level 1 phone support through our services desk 24/7
- **Response Time:** All responses will be provided during business hours M-F 8AM-5PM Central Time. All ticket requests submitted during business hours will be responded to within 24 hours. Any tickets submitted outside of business hours will be responded to on the next business day within 24 hours from that point.
- **Scheduling:** Service requests will be assigned a service date within 5 business days. There is no guarantee or commitment made around the amount of time/days between request date and actual service date.

Ticket Status Classification: There are two types of statuses that can be identified on a ticket issued for LogicalisOne. Status does not impact or change SLOs of the service, but it does impact the escalation and actions taken by the team:

- **Standard:** Customer needs to implement, fix or adjust a covered service, but it is not causing a current problem or outage. Request for standard service should be requested through service desk or portal.
- **Emergency:** Something is not working properly that is having a business impact. Emergency requests should be made by contacting the CSM. CSM engagement and management of emergency tickets is considered a service and will consume service credits. See Service Definition for more details.