

Exemplar IT Solutions Client Service Level Agreement

SLA Version: 2.23

Services

Exemplar's service plan provides the Client business with a system-wide resource management platform, which enables our technicians to view status reports on Client devices, relevant machine data and specs, as well as receive warnings and critical alerts in order to attend to problems before they arise. This service also includes an integrated remote access platform for fast, reliable support. Optionally, we also provide endpoint security software, as well as cloud backup support & storage. Exemplar will create and store records pertaining to network infrastructure, credentials, and unique practices/requirements required on a per-Client basis.

Support

Exemplar provides administration and maintenance for Windows systems (endpoints & Server), camera installations, A/V installations, wireless networking, limited software support, VOIP system support, and more. We take a holistic approach to networking, wherein everything has its place, purpose, and priority. This allows us to provide consistent & exemplary service to each of our Clients, with a minimum of critical issues. Client users will be supplied with a helpdesk portal contact, allowing them to submit tickets, correspond with technicians, and view ticket status. Support scope and priorities will be determined in cooperation with the relevant Client manager(s).

Support items outlined in this document include the tools and costs required to execute the services outlined. With the exception of explicitly stated included support hours credit, technician's time will be billed hourly per Exemplar's current rates at time of services performed.

Access Plan

- 5% Hourly service discount
 - Priority support
 - RMM Inclusion (resource management)
 - Helpdesk ticketing
 - 48 Hour ticket response
 - Basic Client documentation
 - General phone availability for admin contact(s)
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Care Plan

- 10% Hourly service rate discount
- Highest priority level response, typically on site sub-1 hour for critical events
- 2-Hour phone response window for vital, time-sensitive service down events
- 8-Hour ticket response window for urgent needs
- Support chat space for selected admins/power users
- Full and constant system administration (vs. break-fix)
- Full documentation, Client system is broken down and evaluated, monitored, and maintained
- Labor credit distribution equal to the number of hours a response is delayed past the target response time

Note: Care Plan is **not a guarantee of infrastructure invincibility**. It is the cost of running a **highly prioritized system**, and receiving extra, regular scrutiny in order to architect a resilient network.

Target response times above are a *maximum estimate* based on Client needs and Exemplar's capacity. We strive to provide excellent, tailored service, and response times will typically be in correlation with the severity of an event in order to keep our Clients running smoothly, often much faster than listed.

All response times and targets in this SLA are applicable between 7AM-7PM EST, Monday-Friday, excluding all federal holidays. **Critical or Urgent** event responses outside of standard operating hours may be billed at twice the standard hourly rate.

Client Support Agreement Terms

The following terms will be defined and agreed to on an individual Client basis. By signing below, the Client agrees to the monthly price specified below in return for the services and support specified above. Exemplar IT Solutions is **not liable**, financially or otherwise, for any damage or loss resulting from cyber attacks, malware, individuals with malicious intent, or circumstances outside human control, including but not limited to natural disasters or accidents. This document is subject to immediate mutual review and amendment upon the inclusion of additional services, or changes in Client system scale. This agreement is exclusive, meaning that during the term of this agreement, the Client will not contract any other IT service providers or technicians which overlap or conflict with Exemplar's operations and responsibilities, without the express consent of Exemplar IT Solutions.

Client City of Buchanan, MI

Date 12/20/2022

Support tier: Care Plan

Monthly price: \$1,200.00

6 Month initial price if paid in full \$6,750.00

Initial support term: 6 Months

Support start date: 12/13/2022

Renewal date: 6/1/2023

Required cancellation notice: 60 Days

Signature of authorized
Exemplar IT Solutions agent:

Caleb J Theriault

Signature of authorized
Client agent:
