

Service Level Agreement (SLA)

by: Green Technology Services

Effective Date: Date Agreement is signed

1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between Green Technology Services and *Customer* for the provisioning of IT services required to support and sustain the Managed Services Agreement.

This Agreement outlines the parameters of all Managed Services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

2. Goals & Objectives

The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the Customer(s) by the Service Provider(s).

The goal of this Agreement is to obtain mutual agreement for Managed Services provision between the Service Provider(s) and Customer(s).

The objectives of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

3. Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the primary stakeholders associated with this SLA:

IT Service Provider(s): Green Technology Services ("Provider")

Managed Services Customer(s): Customer listed on Agreement ("Customer")

4. Periodic Review

This Agreement is valid from the Effective Date outlined on managed services agreement and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The Account Manager ("Document Owner") is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required.

5. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

5.1. Service Scope

- The following Services are covered by this Agreement;
- Manned telephone support
- Monitored email support during normal business hours
- Remote assistance using ScreenConnect and a Remote Management Tool
- Planned or Emergency Onsite assistance
- Monthly system health check

5.2. Customer Requirements

Customer responsibilities and/or requirements in support of this Agreement include:

- Payment for all support costs at the agreed interval.
- Reasonable availability of customer representative(s) when resolving a service related incident or request.

5.3. Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service related incidents.
- Appropriate notification to Customer for all scheduled maintenance.

5.4. Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.

6. Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

6.1. Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Telephone support : 8:00 A.M. to 5:00 P.M. Monday – Friday
- Calls received out of office hours will be forwarded to a mobile phone to technician on call rotation.
- Email support: Monitored 8:00 A.M. to 5:00 P.M. Monday – Friday

- Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day
- Onsite assistance guaranteed within 24 hours during the business week

6.2. Service Requests

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

0-4 hours (during business hours) for issues classified as High priority.

Within 24 hours for issues classified as Medium priority.

Within 48 hours for issues classified as Low priority.

Remote assistance will be provided in-line with the above timescales dependent on the priority of the support request.