



Policy and Procedures Support Service Level Agreement (SLA)

INTRODUCTION

Hasty, LLC is a full service technology provider. Our experts take pride in their work and always keep the client's best interests in mind. The following information on this document is geared towards our technology support clients and is subject to change. For revisions to our SLA and other policies, please visit our website at www.hastyllc.com.

SCOPE

Technology support services are provided through Hasty, LLC (henceforth known as the "provider") for _____ (henceforth known as the "client"). For your organization, the provider is committed to delivering quality customer service and solutions in technology. To ensure the best possible experience, an agreement outlining specific services, priorities, and responsibilities related to the support of technology is provided. Projects outside of this scope are possible, however they are not guaranteed under this contract and will have to be agreed upon by both parties.

HOURS OF OPERATION

Assistance will normally be available from 9:00 AM to 5:00 PM CST, Monday through Friday. On weekends or nationally accepted holidays, support requests may fall under the emergency rate.

For issues that arise when the support staff is unavailable or busy assisting others, please leave a request for service via voice mail or email. Requests will be processed in the order in which they are received, with level of urgency in mind.

METHODS FOR REQUESTING ASSISTANCE/SERVICE

Support services can be accessed in the following ways:

Phone: 575-694-2789 or 989-366-1672 (texting allowed)

Voice Mail: Leave a message at one of the above mentioned phones

E-Mail: Send a message with a detailed description of the request for service to support@hastyllc.com or john@hastyllc.com

SETTING PRIORITY LEVELS FOR REQUESTS

The provider will make every effort to resolve issues at the time of the service request. This will be the initial method for resolving issues before assigning a priority level. With multiple service requests, support staff will use its best judgment when assigning priority levels and order of completion based on these levels. Some support cases may be scheduled at a more convenient time, such as after office hours (often determined at the time of service request).

Priority Table Defining Levels of Support

Priority	Monthly Hours Required	Definition	Response Time (Normal)	Response Time (After Hours)	Completion Time*
Very High	20+	A problem that affects the entire organization or group of users.	Within one hour	Within three hours	Within four hours
High	15+	A problem with no known workaround that affects a single user or any problem endured by up to X members defined as priority staff by client.	Within two hours	Within four hours	Within one working day
Medium	10+	A general service request or problem with workaround solution.	Within eight hours	Within ten hours	Within two working days
Low	5+	A service request that does not require immediate attention or involves long range planning.	Within one working day	Within four working days	Within five working days

**Completion time begins after initial response. Unforeseen circumstances outside of the provider’s control such as but not limited to client unavailable, act of God, shipping times or internet outages may extend the completion time.*

CUSTOMER RESPONSIBILITIES

In order to facilitate the support process, the client is required to:

- Provide detailed information regarding the reason for service request including symptoms, when first occurred and how often they occur, as well as any known triggers.
- Must have a support case contact with the power to make financial decisions.
- Make every effort to be available to communicate with the provider if required.
- Provide consent for the provider to access the computer remotely for support when requested.
- Leave the computer on for the time period necessary (usually overnight) with hibernation/sleep disabled when remote support is scheduled.
- Notify the provider in advance of any pre-determined required assistance.

Payment

Support Package Table

Hours of Support	Standard Hourly Rate	After-Hours Rate	Emergency Hourly Rate*
0-7	\$__	\$__	\$__
8-12	\$__	\$__	\$__
13-17	\$__	\$__	\$__
18-22	\$__	\$__	\$__
23-27	\$__	\$__	\$__
28-35	\$__	\$__	\$__
36+	\$__	\$__	\$__

***A \$25 fee is applied when emergency hourly rate falls outside of standard hours. An emergency is classified as any task that requires the provider to put the client as a priority over another client with the same or higher level of contract or urgency.**

Travel reimbursement will be billed at the cost of \$0.50 per mile. Time while traveling is billed at \$30 per hour and any support calls during travel may have postponed response/completion times. While keeping the client’s best interests in mind, the provider will try to handle requests remotely in order to reduce costs.

Any hardware/software costs paid for by the provider on the behalf of the client must be paid in full at the end of the next billing cycle.

Payment for the standard monthly charge per billing period (one month) is due on or before the final date of that cycle and no later than 5:00 PM EST the following day. Late fees will be applied at a rate of \$15 per day. Overages in time, travel expenses, and late fees must be paid in full and included in the next payment cycle.

The provider may schedule work outside of normal hours for a service call that occurred during normal hours, which will not be billed at emergency rates.

Damages

The sum of any reimbursement for damage/loss incurred by the client directly or indirectly due to action(s) of the provider can never be greater than the standard amount paid per billing cycle on this contract.

Support cases scheduled more than 24 hours in advance will be billed at the standard hourly rate as described above, even if scheduled for an after-hours time.

Any damages to equipment loaned to the client by the provider must be replaced at the expense of the client within 30 days. The replacement part(s) must be of equal or greater value.

If a support case is not responded to or resolved within the time frame guaranteed in this agreement, for every hour over the time 30 minutes of work time will be deducted up to the total amount of time for that one support case. Overage time for completion of project will not be billed. Deductions will be noted on the next invoice, starting with any emergency rate time first. This does not include support requests starting within one hour of closing (5:00 PM CST), therefore response/completion time will be deferred to the following start of business day (9:00 AM CST).

Termination

There must be written notice 30 days prior to the beginning of the next billing cycle before termination of this contract, by either the client or the provider. Any item(s) borrowed must be returned by the end of the final billing period, unless otherwise stated. If an item is not returned then it shall be replaced at the expense of the borrower, at the cost of equal or greater value of that same item type.

Client Signature _____

Provider Signature _____

Johnathan Hasty, Hasty, LLC