Pelican Tek

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Service Level Objectives

These Service Level Objectives are between **Pelican Tek** a California company (sometimes referred to as "we," "us," or "our,"), and the Client (sometimes referred to as "you," or "your,") found on the applicable Order and, together with the Order, Master Services Agreement, Schedule of Services, and other relevant Service Attachments, forms the Agreement between the parties the terms to which the parties agree to be bound.

SUPPORT SERVICES

Following receipt of any notification that a support-related problem within the scope of the Services has occurred Provider, shall use reasonable best efforts to begin problem management within the response time targets identified below.

All incidents, with status or resolution, will be documented either via regular email updates to the Primary Client Contact (identified in the Agreement) or by posting updates to the ticket tracking system assigned to Client.

The following list has examples and the target of response times for each priority level:

Priority 1 - Critical (Respond within 15mins, Plan within 1hr)

• Your network is offline and 80% of your staff is unable to access the internet.
• A critical server is offline impacting more than 80% of your business.
• A highly sensitive termination, requiring immediate disabling of a user's account.

Priority 2 - High (Respond within 1hr, Plan within 4hrs)

• A SaaS based software application is inaccessible to 80% of your business.
• A user's computer will not turn on so they cannot work.
• Users are unable to connect to the wireless network.

Priority 3 - Medium (Respond within 4hrs, Plan within 24hrs)

• A users' computer is running slower than normal.
• One of the main printers is not working, but users can print to another one.

Priority 4 - Low (Respond within 24hrs, Plan within 48hrs)

• A personal printer is offline.
• A user needs a software program installed on their computer.
• A new hire request or planned employee termination.
• A person's computer or equipment needs relocation.

Priority 5 - No SLA

• General maintenance.
• Account / Business review.

***Stated Response Times represent a service goal and not a guarantee. Provider's ability to implement a solution to a reported problem may depend on input or information from Client or from third parties beyond its control, including Client's IT vendors.