

Appendix B

Service Level Agreement

Production Commitment	Impartner Production Environment
SLA Production target – application	99.5% system availability excluding scheduled maintenance.
Scheduled maintenance	Most scheduled maintenance is done non-disruptively. If the system is needed to be shut down for maintenance purposes, advanced notice is given to the customer, and work is performed off hours. Typical availability is not affected by more than 15 minutes. Routine maintenance and patching are conducted without impacting availability, and work is performed during off-peak weekend hours without advanced notice.
Phone support window	Standard Support includes 24/7 access to online customer support, as well as phone support Monday through Friday from 2 AM to Midnight (12 AM) MT (US).
Issue severity definition and turnaround/resolution timelines	<p>Service requests may be submitted by you online through Impartner's web-based customer support systems (Customer support ticket or Support Request Form), by email, or by telephone. The service request severity level is selected by you and should be based on the following severity definitions:</p> <p>Severity 1</p> <p>Your production use of the SaaS program is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency. A Severity 1 service request has one or more of the following characteristics:</p> <ul style="list-style-type: none">▪ Impartner application or partner portal is unavailable from web browser.▪ Critical documented functionality is not available.▪ System performance is such that it prevents users from performing necessary functions. <p>Impartner will use reasonable efforts to respond to Severity 1 service requests within one (1) hour. Impartner will work 24/7 until the Severity 1 service request is resolved or as long as useful progress can be made. You must provide Impartner with a contact during this 24/7 period, either on site or by mobile phone, to assist with data gathering, testing, and applying fixes. You are requested to propose this severity classification with great care, so that valid Severity 1 situations obtain the necessary resource allocation from Impartner.</p> <p>Severity 2</p> <p>You experience a severe loss of service. Important features of the SaaS program are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion. Impartner Support works to provide an initial response within 4 hours.</p> <p>Severity 3</p>

You experience a minor loss of service. The impact is an inconvenience which may require a workaround to restore functionality. Impartner Support works to provide an initial response within 24 hours to the creation of a Severity 3 request. We request all Severity 3 requests be made online using our Customer support ticket ticketing system.

Severity 4

You request information, an enhancement, professional services or content placement on the portal or documentation clarification regarding the SaaS program, but there is no impact on the operation of such program. You experience no loss of service. The result does not impede the operation of a system. We request all Severity 4 requests be made online using our Customer support ticket ticketing system. Impartner Support works to provide an initial response within 24 business hours to the creation of a Severity 4 request.

SLA for professional service work	SLA for most portal content updates and changes is 24-48 business hours. Updates that involve custom programming or other professional services will take longer. Impartner will make commercially reasonable efforts to complete the tasks submitted or enter a commitment or completion time for such tasks in Customer support ticket within 24-48 business hours after submission.
Notification of root cause and corrective action for unscheduled downtime	<p>In the rare case that there is downtime outside the SLA described above, Impartner will provide an email notification of such downtime and explain root cause and corrective measures that have been taken.</p> <ul style="list-style-type: none"> ▪ Recovery Time Objective (RTO): The primary business impact is the loss of public confidence and the interruption of sales cycles. The expected RTO is less than 12 hours. ▪ Recovery Point Objective (RPO): The unrecovered transactions will have to be reentered into the system. The data loads from other system will have to rerun to recover lost data. The expected RPO is less than 12 hours.
Uptime reporting	Client may request this report monthly via Customer support ticket, and Impartner will provide a report of portal uptime.
Critical patches and updates	Impartner commits to making system, software, and hardware updates and patches to Production environments in a commercially reasonable manner per its internal policies.
Development & Stage Commitment	Impartner Development & Stage
SLA Development & Stage systems target – application	99% system availability excluding scheduled maintenance.
Maintenance windows or other planned down time	Most scheduled maintenance is done non-disruptively. If the system is needed to be shut down for maintenance purposes, it is the intent of Impartner to perform this during night or weekend hours (US) to avoid disruption to the service. Typically availability is not affected by more than 15 minutes. Routine maintenance and patching are conducted

without impacting availability, and work is performed during off-peak weekend hours without advanced notice.

Support window	Customer Care provides 24/7 access to online customer support, as well as phone support Monday through Friday from 8 AM to 5 PM MT (US). Phone support outside these hours is available at an additional cost.
Issue severity definition and turnaround/resolution timelines	<p>Service requests may be submitted by you online through Impartner's web-based customer support systems (Customer support ticket or Support Request Form), by email, or by telephone.</p> <p>Please note that these systems are provided for convenience and testing. However, testing and server sync times do not reflect that of production services. Such that these systems are not production based, the SLA for these systems will be as follows:</p> <ul style="list-style-type: none">- Initial response time will be within 48 business hours- Time to resolution will be based on commercially reasonable efforts while ensuring production items take priority <p>Please note that Impartner is not responsible to ensure that content, data, assets and/ or other information in PRM matches that of production.</p>
Support escalation process	<p>Escalating an issue brings a heightened level of awareness to management and, when appropriate, more resources to resolve a given issue. In the case of Development and Stage environments, escalations can be submitted, but will not be prioritized over Production issues nor held to the same standard of the Production environment.</p> <p>Service request severity escalation requests can be made online or by calling the dedicated support manager. To escalate an issue, contact the dedicated support manager who will then engage the appropriate team members to work with you to develop an action plan.</p>
Notification of root cause and corrective action for unscheduled downtime	In the rare case that there is downtime outside the SLA described above, Impartner will provide information related to these systems upon request of the client for root cause information.
Critical patches and updates	Impartner commits to making system, software, and hardware updates and patches to Development and Stage environments in a commercially reasonable manner per its internal policies.
