Service Level Agreements

Our customers have varying needs to support their operations. We have three support levels to accommodate those needs:

Level 1

- Standard Support 8AM - 5PM M - F. Excluding Logically holidays. Response the same business day; resolution plan within 8 business hours
- Emergency Support for critical outages* 8AM - 5PM M - F. Excluding Logically holidays. Response within 1 business hour; resolution plan within 4 business hours

Level 2

- Standard Support 8AM - 5PM M - F. Excluding Logically holidays. Response the same business day; resolution plan within 8 business hours
- Emergency Support for critical outages and customer defined emergency support requests* 7AM - 7PM 7 Days / week. Excluding Logically holidays. Response within 1 extended support hour; resolution plan within 4 extended support hours
- Customer defined emergency support requests. Response within 1 extended support hour; resolution plan within 4 extended support hours

Level 3

- Standard Support 8AM - 5PM M – F. Excluding Logically holidays. Response the same business day; resolution plan within 8 business hours
- Emergency Support for critical outages* 24 / 7 / 365. Response within 1 hour; resolution plan within 4 hours
- Customer defined emergency support requests. Response within 1 extended support hour; resolution plan within 4 extended support hours

* A critical outage is a service interruption affecting over 50% of the users. A customer defined emergency is your definition for an emergency service need. We understand that it is not possible for Logically to accurately define what an emergency is to our clients in every circumstance. There may be an emergency for your business that only impacts one person. <u>Customer-defined emergencies are available for clients with Level 2 or 3 support.</u>

Estimated Remediation:

Many sites require significant additional labor over the first three months to clean-up and stabilize the network and application environment. This work is outside of the scope of the Premier Managed Services Agreement and reflected in the one-time "Estimated Remediation" cost. Actual remediation work will be billed as completed. There may be additional project work that is discovered during remediation efforts. Examples of this include but are not limited to, hardware replacements, OS upgrades and expired warranties. The quoting and completion of these projects will be evaluated between the client and Logically and be performed at an additional project cost.

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What Remediation is Included in our Remediation Fee?

A successful onboarding for IT support requires significant tracking and coordination for the many steps. Below are some examples of what is included in your onboarding and remediation fee.

- Up to 8 hours of Active Directory Clean Up (User and Machine true up)
- Up to 8 hours of service account evaluation, to confirm proper set up and use
- Up to 8 hours of clean-up of impactful Bloatware
- Up to 8 hours of DNS scavenging and DHCP coordination with settings
- Up to 8 hours of time service settings remediation
- Up to 8 hours of server device manager clean up
- Up to 8 hours of site modeling set up for domain controllers and sites
- Up to 8 hours of DNS forwarder clean up
- Up to 8 hours of Password Policy compliance review and remediation
- Up to 8 hours of Group Policy clean up
- Up to 8 hours of supported firewall firmware upgrades (end of life or non-supported firewalls not included)
- Up to 8 hours of certificate clean up on internal domain
- Moving O365 licenses to Logically's portal for ease of management

What is not included in our Onboarding and Remediation fee?

Some IT environments have been neglected and require a significant amount of remediation and organization to run efficiently. The below are examples of additional project work that may be required to successfully and efficiently complete the onboarding process. These items would require a separate quote, schedule and plan to complete.

- Operating System (OS) Upgrades
- Hardware replacements (servers, firewalls, switches, workstations, other devices)
- Over 8 hours of Group Policy clean up and remediation
- Over 8 hours of Active Directory health clean up and remediation
- Over 8 hours of removal and remediation of "Bloatware"
- Over 8 hours of Password Policy remediation
- Over 8 hours of gathering of warranty compliance without paperwork or discovery from monitoring software
- Over 8 hours of information gathering from outside vendors needed to support the client involving more than the initial request
- Over 8 hours of documentation creation for support requests outside of this agreement
- Set up of monitoring on Non-domain joined computers
- Over 8 hours of additional travel to remote sites
- Set up of nonstandard patch policies for servers, workstations and/or laptops