DATA SERVICE LEVEL AGREEMENT

Who Is Covered Under This Agreement
This agreement is intended to cover all Converged Communications Managed Services Clients:

> OnSite - Pro-Active Maintenance Contracted Clients
> OnDemand - Remote Support Solution Clients

Methods of Contact
The Helpdesk acts as a central point of contact for technical support, including hardware and software questions and consulting, installations, networking, network connection requests, and troubleshooting. Clients may submit requests online at: https://helpdesk.ccsmo.com or by calling: 816-559-8355.

Hours of Operation
Assistance will normally be available from 7:00 AM to 6:00 PM, Monday through Friday, except when Converged is closed due to holidays, administrative closings, or inclement weather. Phone coverage may not be available at all times due to staffing limitations. IT Voicemail is reviewed and answered 24 hours a day. Requests can be submitted by e-mail 24 hours a day.

Responsibilities of Those Making a Request
Before contacting the Helpdesk users should explore help that is readily available to them. This help might come from the help utility that is built into each application and the operating system software, and/or peers in the department. When such local help has been exhausted and assistance is needed, then the users should contact the helpdesk through one of the methods described in Section 2. In contacting the helpdesk provide the following information:

- Complete contact information (first and last name, department, and phone number) type of computer on which you are experiencing a problem (Dell or Macintosh, Laptop, or Desktop), and operating system (Mac OS X, Windows 7, 8, Windows Server OS).
- A clear, specific description of the problem or request, including info regarding any error messages you may have received.

Hardware Support
Hardware support is divided into three categories; full supported, minimally supported, networked only.

Full Supported: This category refers to hosted hardware purchased through or in Converged Communications that fall into one of the following three criteria. Converged Communications has chosen Dell to be the PC vendor of choice for all operating systems (such as Microsoft Windows, Linux, Free BSD) that function on an Intel-based platform and will fully support the Dell hardware models listed below.

> OptiPlex Desktops
> Inspiron Workstations
> PowerEdge Servers
> Latitude Laptops

IBM Laptops, Dell Dimension desktops, and older Macintosh PowerPC models will be supported as non-standard systems.

Minimally Supported: This category of hardware included all Converged hardware not covered in the fully supported category. Hardware in this category will be included in the client's inventory and given the ability to connect to the company network. The support for this hardware and all the software installed on it (excluding inventory and antivirus software) will be the responsibility of the client who purchased it unless this equipment is included in the Pro-Active Maintenance Contract.

Networked Only: This category includes all non-Converged managed hardware. Client Staff owned equipment is covered under this category. Staff owned equipment is directly supported only for the purpose of connecting it to the company wide network. This support will consist of assistance in assuring that the network card is correctly configured for the client's operating system to properly function on the company LAN or Wireless Network. It is the client employee's responsibility to insure that the operating system software is functioning properly and that the computer is free of viruses, spyware, and adware.

*Non direct support assistance will be available during business hours unless otherwise noted in the Pro-Active Maintenance Contract.

Staff personally owned equipment is discouraged on any company network, but in certain instances, with the approval of the client administrator, Converged will provide the ability for this hardware to be connected to the network.

Software Support
Software support is broken into three categories; full supported, installation only, and not supported. Software support is available only to fully supported hardware.

Full Supported: The software in this category is considered the clients standard software. Upgrades for these standard software programs are to be done on all client owned computers in a "reasonable" timeframe. Although exceptions are possible the software in this category will be upgraded only when desired by the client. Operating System software will be kept up-to-date with the latest security patches and updates, as they are made available. Major OS upgrades will be performed at least once every four years at the start of the new replacement cycle. Exceptions to this cycle will be considered by Computing Services Department in consultation with the client administrator. Software in this category will be upgraded as necessary. Many of these packages get automatically upgraded as regular operating system updates are performed. Converged will install, troubleshoot, and help in the use of these applications.

> Recommended Software Packages:
> Operating Systems:
> Windows Operating Systems
> Productivity Systems:
> Office Suite: MS Office 2013 Professional
> Design Utility: Adobe Cloud – InDesign

Installation Only: Converged will install additional products if necessary. All additional software must be provided and approved by client administrator. A special category of `Installation Only' software is specialized software used by a few people because of its discipline or related special purpose. In these cases Converged will work with the individuals to determine if the software will work on the current standard operating system installed at the client site. Converged will provide installation of this software on `Fully Supported Hardware' if the user does not feel capable of performing the installation. Support of this type of software will be the responsibility of the client unless noted otherwise in the Pro-Active Maintenance contract.

Not Supported: Converged Communications reserves the right to remove any unsupported software if it is suspected the software causes a recurring problem on a client system that Converged supports.

Responsibilities of Computing Services
Computing Services, using tracking software, will maintain records of incoming requests as they are received. If a user reaches a person by telephone the Helpdesk staff member will try to determine the nature of the problem and refer the query to the appropriate specialist. Based on the "Priorities and Response Times" statement below the requests will be answered. However a Helpdesk staff member will make personal contact with the requestor within 4 work hours

Priorities and Response Times
The Helpdesk will use the following guidelines in prioritizing requests and will strive to begin working on the problem within the target timeframe. Actual response times may be shorter or longer depending on the volume of requests at any one time.

*Target Response Time is defined as the time between receipt of the call and the time than a Support Team member begins working on the problem.

Due to the wide diversity of problems that can occur, and the methods needed to resolve them, response time IS NOT defined as the time between the receipt of a call and problem resolution.

Priority	Criteria	Target Response Time
1	Affects more than five individuals; or is mission critical and there is no workaround available. Examples: E-Mail services are not functional; network printing is not available; system computing technology is not functioning.	Will call or page technicians for immediate response.
2	Affects one to five individuals, no workaround available. Example: Document located on user's hard drive must be printed, but user's monitor is not functional.	Initial response within 2 working hours.
3	Affects fewer than five people, workarounds available. Example: Can't check e-mail from one computer, but could use WebMail from another computer.	Initial response within 4 working hours.
4	No effect on productivity, or unsupported software. Examples: Monitor showing b/w instead of color.	Initial response within 1 working day.