



Effective April 15, 2025. These Service Level Objectives supersede and replace all prior versions.

Service Level Objectives

These Service Level Objectives are between EPION, LLC a Tennessee 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 table shows the targets of response times for each priority level:

Trouble	Priority	Response Time [†]
Service not available (all users and functions unavailable).	1	Within 1 Business Hour
Significant degradation of service (large number of users or business critical functions affected).	2	Within 2 Business Hours
Limited degradation of service (limited number of users or functions affected, business process can continue).	3	Within 3 Business Hours
Small service degradation (business process can continue, one user affected).	4	Within 4 Business Hours

Moves, Adds and Change Requests ⁱ (Urgent)	5	Within 8 Business Hours
Moves, Adds and Change Request (Non-Urgent)	6	16 Business Hours

† - 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

ⁱ • Moves

- o Relocating user workstations or devices (physically or virtually)
- o Reassigning hardware to a different location or user
- o Changing network cabling or switch port assignments due to physical moves

• Adds

- o Adding new users to systems, applications, or networks
- o Installing new software or provisioning new devices
- o Creating new shared drives, email distribution lists, or access groups
- o Deploying additional printers, workstations, or peripherals

• Changes

- o Modifying user permissions or group memberships
- o Reconfiguring systems, email rules, or network settings
- o Changing backup schedules, retention policies, or alert thresholds
- o Adjusting firewall rules, VPN configurations, or wireless settings

MAC requests may be subject to additional charges depending on the nature, scope, and frequency of the request and whether they fall outside of the standard scope of support defined in the service agreement.