



"Proactive, Vision, Wisdom, Customer Service."

Service Level Agreement

Network Dominance Service Level Agreement guarantees that all issues will be handled in a prompt manner according to the severity of the issue. These issues will be handled according to the Operation and Maintenance package purchased and chosen by the customer. The services defined in the package chosen by the customer will be available 5% to 95% of the time from 8:00a.m. Thru 6:00 p.m., 6 days per week, except Sundays.

100% of all Alarm Services will exhibit *60 minutes* or less of phone assistant and verification of material needed for repair. Response time for repair is determined by the assignment of Alarm Severity assigned in the Maintenance Contract. Missing the metric for business transactions measured over any business week will constitute a violation.

Minor Alarm Severity

<i>Issue</i>	<i>Inquiry Time</i>	<i>Phone Assistant Solution Goal Time</i>	<i>Update Interval</i>	<i>Onsite Support</i>
Non-Critical Inquiry	30 minutes	60 minutes	30 minutes	N/A
Specific PC's with Low Business need				
Initial Inquiry for New Business Need				
Virus Infected PC's				
Pop-ups on PC's				

Major Alarm Severity

<i>Issue</i>	<i>Inquiry Time</i>	<i>Phone Assistant Solution Goal Time</i>	<i>Update Interval</i>	<i>Onsite Support</i>
Service Incidents that effect individual User's	15 minutes	30 minutes	30 minutes	4 hours
Specific PC's with Medium Business need				
1 week after Initial Inquiry for New Business Need				
ISP connectivity Issues				
Server connectivity issues / Logon problems				
E-mail connectivity Issues				



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Critical Alarms Mission Critical Business Issues

Network Dominance wants to ensure reliable and efficient services to ensure minimal down time to each customer. Critical Alarms will take priority over any other alarm. The goal is to clear all Critical Alarms before moving onto any other issue.

The customer and Network Dominance will agree on each Critical issue.

Critical Alarm Severity

<i>Issue</i>	<i>Inquiry Time</i>	<i>Phone Verification Alarm Time</i>	<i>Update Interval</i>	<i>Onsite Support</i>
Service Incidents that effect Multiple User's, such as server connectivity	5 minutes	30 minutes	30 minutes	2 hours
Specific PC's with Critical Business need				
Power Failure				
Complete Telecom Failure				
Firewall Issues / Major Virus Infection / Worm spreading				
Loss of Data Backup / data corruption / System restore required / No network connectivity				