



RMMI – Digital Document Solutions
Service Level Agreement

Provider of service: RMMI Support

Effective Date: January 1st 2020

Type of service: IT help desk - primary first level support

Service period: Software support service will be provided as long as all maintenance for software purchased through RMMI is current – hardware support will be provided as long as the effected hardware is under a RMMI support contract or for a minimum of 90 days from installation date.

Performance: In order to provide optimal first level support service, all problem and support requests must be received through RMMI's customer support portal (web based) or be received via email to support@rmm-i.com. A list of personnel authorized to request service must be provided to RMMI, it is the client's responsibility to notify RMMI of any changes to this list.

The RMMI Support team will provide the following support services:

1. First level software support for all software and hardware systems provided by RMMI.
2. All problems will be recorded.
3. Problems will be resolved or assigned to the appropriate specialist.
4. Problems will be monitored.
5. Clients will be notified of commitment times and any problems that occur in meeting the established commitment.
6. Problem resolution well be documented and available through the support portal.

Reliability: Services will be provided between the hours of 8:00 am and 5:00 pm Monday through Friday, except holidays. During this time all support tickets will receive a response within 4 hours.

Response Time: First level problem determination will be assigned using the following criteria:

1. Number of customers affected
2. Effect on business mission
3. Context of problem
4. Deadlines
5. Estimated solution time
6. Application Involved
7. Frequency of problem
8. Client's sense of priority
9. Client's commitment level
10. Availability of workaround
11. Threat to data integrity of computer security

Service Rates: No charges will be incurred for any issues related to software bugs, hosting configuration or outages, server or project miss-configuration, or errors made by RMMI personnel. Issues related to workstation miss-configuration, hardware replacement or refreshes, user error, or environmental variables outside of RMMI's control will be billed in 15 minute increments at the prevailing service rate of \$150/hr.

Modifications: This agreement may be amended at any time with mutual consent of both parties.