myodien com SERVICE LEVEL AGREEMENT TYPES

Time & Materials Service Level Agreement:

- 1. Time & Material Service Level Agreements are "Pay as You Go" Technical Support Services.
- 2. Time & Materials Service Level Agreements are comprised of the following Technical Support Levels:
 - a. Training/Research Support
 - b. Level I Technical Support
 - c. Level II Technical Support
 - d. Level III Technical Support
 - e. Emergency Technical Support
- 3. Time & Material Service Level Agreement Hours of Operation are as follows:
 - a. Monday thru Friday 08:00 A.M. to 05:00 P.M. (MST (Mountain Standard Time)) (Holidays Excluded)
 - b. Time & Material Service Level Agreement rates do not include After Hours Technical Support Services.
 - c. Time & Material Service Level Agreement rates do not include Weekend Technical Support Services.
 - d. If After Hours Technical Support Services or Weekend Technical Support Services are requested by the "CLIENT," all labor will be billed at Level III Technical Support.

POLICY NUMBER:	MOC-FORM-0006
POLICY CATEGORY:	FORMS (GENERAL)
INITIATION DATE:	01/01/2018
APPROVED BY:	SENIOR MANAGEMENT TEAM
REVISION NUMBER:	R01-18
REVISION DATE:	01/01/2018

PAGE 1