

## 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.