



Service Level Agreement - Support

Effective 1.1.2024

This Service Level Agreement - Support (“**Support SLA**”) supplements and otherwise forms a part of the Agreement between the Parties. Any capitalized terms not defined herein have the meaning given to them elsewhere in the Agreement.

A. Scope of SLA

This Support SLA outlines certain performance standards that TPx endeavors to meet as a part of its managed service offerings. This SLA is separate from the Packet-Based SLA or the TDM SLAs that address TPx network performance.

B. Managed Service Support

Support Case Priority Levels (“**Priority Level(s)**”) are established in the table below based on urgency and impact of the incident. Urgency refers to the immediacy with which an issue requires attention, while impact assesses the severity of its consequences on the Customer’s business operations. By considering both urgency and impact, priority levels can be accurately assigned, ensuring that resources are allocated efficiently to address the most pressing issues first, thereby minimizing disruptions and maintaining business continuity.

The Priority Level for any individual Support Case is initially defined by TPx. As your Managed Service Provider, we understand the general impact of different service events that may affect your business and can generally accurately make this determination. If you think the priority determination made by TPx is incorrect, let us know by escalating through our [standard support escalation process](#). Final determination will always rest with us, but we understand the need to work together to meet your requirements and value your information and context in making the right determination.

Table 1: Priority Level Matrix

		IMPACT			
		How many users are affected			
		Critical Single site customer with whole site affected or multisite customer with 2+ sites affected by the same issue	High Single location or Business Unit affected	Medium Multiple users affected	Low Single user affected
URGENCY How are the users affected	Critical Can no longer work Device Down	P1	P2	P2	P3
	High Can no longer perform primary work functions	P2	P2	P3	P3
	Medium Work functions impaired Link Down	P2	P3	P3	P4
	Low Inconvenient or HA event	P4	P4	P4	P4
	Informational	P5	P5	P5	P5

TPx uses Mean-Time-To-Respond (**MTTRespond**) and Mean-Time-To-Resolve (**MTTResolve**) targets for each Priority Level. These serve as Key Performance Indicators (KPIs) for monitoring Service Level Agreements and demonstrating our organizations commitment to delivering prompt and reliable support to Customer. The following definitions are used in setting the MTTRespond and MTTResolve targets:

Respond: "Respond" means that we will receive and acknowledge the issue, create a support case, and assign a technical resource. All response time targets are measured within TPx standard business hours unless Incident Response for the covered system or service is specifically entitled to 24x7x365 response.

Resolve: "Resolve" means to successfully address and rectify a Support Case. This involves diagnosing the root cause of the issue, implementing necessary fixes or workarounds, and restoring the affected system, service, or functionality to its normal operational state. All resolve time targets are measured within TPx standard business hours unless Incident Response for the covered system or service is specifically entitled to 24x7x365 response.

MTTRespond: is the average time it takes TPx to respond to an incident for a specific service and customer during a specific time period. TPx calculates the MTTRespond by taking the total cumulative response time of all tickets for a single service within a given business month and dividing that number by the number of new tickets opened in that business month.

MTTResolve: is the average time it takes TPx to resolve an incident for a specific service and customer during a specific time period. TPx calculates the MTTResolve by taking the total cumulative resolve time of all tickets for a single service within a given business month and dividing that number by the number of new tickets opened in that business month.

Table 2 below outlines the MTTRespond and MTTResolve targets used by TPx.

Table 2: MTTRespond and MTTResolve Targets

Priority Level	MTTRespond	MTTResolve
P1 =Critical	1 Hr	4 Hrs
P2 - High	2 Hrs	8 Hrs
P3 - Medium	4 Hrs	12 Hrs
P4 - Low	8 Hrs	48 Hrs
P5 - Informational	24 Hrs	120 Hrs

