



Sinu
Your IT Department

SINU IT SERVICE SERVICE LEVEL AGREEMENT

Operational Support

Sinu IT Service will be operational 24 hours per day, 365 days per year. Technical support will be available in the form of available dedicated technical support representatives who are available by email at support@sinu.com at least during normal business hours (M-F, 10:00 a.m. to 6:00 p.m. eastern time).

Sinu will log the time, date and summary of the incident being called for and will commence its issue resolution process.

Severity Level Description:

All support requests, and all software, hardware or functionality problems or failures will be prioritized according to the following criteria:

Low Priority: Service is up and running and the problem causes only limited or insignificant impact, and operation and functionality are available with minor impact.

Medium Priority: Service is up and running, but the problem causes significant impact to Customer with no acceptable workaround. Operation and functionality are available, but in a significantly impaired fashion.

High Priority: Service is down or effectively unusable as a result of the problem. Problem causes mission-critical impact, with no acceptable work-around on functionality used to perform significant tasks.

Response Time

During regular business hours, Sinu will respond to new support requests within four hours. After the problem is prioritized pursuant to the above criteria, Supplier will commence maintenance on the problem within the timeframes noted below and notify Supplier personnel all in accordance with the following standards:

High Priority: Supplier will respond to service request within one (1) hour of notification of problem. Supplier will open a service ticket upon receipt of Customer request or identification of a problem; Supplier will notify Customer of the status of the problem by email and phone within the subsequent 1 hour; Supplier will notify its personnel immediately.

Medium Priority: Supplier will respond to service request within eight (8) hours of notification or discovery of problem; Supplier will open a service ticket upon receipt of Customer request or identification of a problem; Supplier will notify Customer of the status of the problem by email and phone within four (4) hours; Supplier will notify its personnel within the following timeframes within one (1) hour of discovering the problem.

Low Priority: Supplier will respond to service request within a commercially reasonable time of notification or discovery of problem; Supplier will open a service ticket upon receipt of Customer request or identification of a problem; Supplier will notify Customer of the status of the problem by email within twenty four (24) hours; Supplier will notify its personnel within twelve (12) hours.

All times are relevant to regular business hours.



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On-Site Support

The Provider will perform on-site support when all means of problem resolution through remote support have been exhausted. The Provider will perform on-site support on the basis of a Client request at the location, day and time upon which the contracting parties have mutually agreed.

System Maintenance

Supplier will conduct all maintenance relating to upgrades of Sinu IT Service ("Scheduled Maintenance") only outside of normal business hours (between 9:00 p.m. EST and 8:00 a.m. EST). Supplier will provide a minimum of 48 hours notice prior to any Scheduled Maintenance. Supplier must perform maintenance, service and repair required on all software to ensure that the Service functions correctly.

Service Levels for Hosted Services

Service Levels: Pursuant to the following paragraph of this Service Level Agreement, the hosted Sinu IT Service services (such as email) will be available under all circumstances. Upon failure to meet the foregoing service level, Sinu will credit Customer for the day (calculated on a pro-rated basis of the Customers monthly fee for Sinu IT Service) in which the failure(s) occurred.

Sinu IT Service Outage: Every one hour, Sinu will poll test files residing on the Sinu IT Service network. If Sinu fails to retrieve the test file from the streaming network during any one 1-hour polling period, then Sinu will have failed to meet its service level commitment.