**Service Level Agreement**

* Time Availability – Service desk will be available to 9-5 Monday through Saturday.
* Application Response Time – Will call customer right away. Will also leave a voice mail and send out an email.
* Network Changes Notification – Service desk will inform customers right away if there is any changes that is being made either with a call or email.
* Performance Monitoring – Performance will be monitor twice a day and customer will be given full access to performance statistics.
* Security – Data sharing is prohibited between clients and anyone.