

# *Service Level Agreement (SLA)*

## SERVICE LEVEL AGREEMENT

ProVal Tech Client Consulting/Account Management Team is available **Monday through Friday, 8 AM - 5 PM, U.S Eastern Standard Time (EST), except for US Holidays**. Our Afterhours support team is available via support tickets 24x7.

Priority	Criteria	Initial Response Goal
1	On-Premise RMM Server Down: Entire Organization Impacted	1 hour
2	Application Impact: Multiple Users Impacted	4 hours
3	Reactive Issue or Request	1 business day

For all emergency support requests, Client should use one of the following methods to contact the ProVal Team:

- Email ProVal at support@provaltech.com with “**Emergency or Urgent**” in the subject line
- Call our support line at 407-588-0101, Option 2 for Support.

All support and SLA adherence provided by ProVal Technologies, Inc is considered “**best-effort support**”. We will exhaust all available resources to provide you with exceptional service. We may be limited due to availability of documentation, dependency on software vendor or, staffing.

## MSP RESPONSIBILITIES

- Client will provide an email address for the ProVal team on the Client’s domain, which will be used for all tool access and vendor support purposes. This mailbox is not monitored by the ProVal team and should never be used to open support requests.
- Client will keep ProVal informed on transitions/exceptions for any clients and keep the documentation updated on Client’s documentation space.
- Client is responsible for all software licenses of service tools used to deliver services.

- Client will provide ProVal with its default patch policy for all end-clients if one exists. If Client does not have a default patch policy, ProVal will use its default patching policy for clients.
- Client will provide ProVal with a patch window and post-patch server reboot window for all end-clients.
- Client will provide Master Role access to ProVal on RMM/PSA
- Client will be responsible for the procurement and maintenance of RMM/PSA licenses from the vendor, as well as the maintenance of the hardware and the operating system on which these applications run
- Client will ensure that its RMM/PSA server is being backed up regularly. ProVal Tech will not be responsible for any loss of data or settings due to a lack of proper server backups.
- Client will provision RMM agent on the RMM and PSA server, also provide alternate access.
- Client will provide info on every new onboarded customer to ProVal and information on how they need to be on-boarded for patching, monitoring, and maintenance.

## OTHER TERMS & CONDITIONS

- ProVal will not support product-related issues which are product defects/bugs. Customer is required to work with their Account Manager or RMM/PSA Support on these matters
- ProVal will not support plugin modules and add-ons that are not officially supported by the RMM/PSA vendor
- Manual patch remediation of end-client machines is not something that is performed or included on our RMM Admin programs. This can be purchased separately as a one-time project.
- ProVal Tech will not provide support for the software / operating system that is not supported by the software vendor
- Certain features of our programs may not be applicable to hosted RMM instances
- All projects are performed at the ProVal team's discretion, and may require a separate scope of work and fee based on complexity