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## SERVICE LEVEL AGREEMENT

- A. **Definitions.** All terms used herein are used in accordance with the Terms of Service Agreement. Specifically, "Error" refers to a Section 8.6 (*Calculation Errors and Glitches*) of the Terms of Service Agreement or any other failure of the System to perform as intended by the Vendor.
- 1) "Level 1 Error" refers to errors identified on the Summary Error Page (SEP) in the System that are caused by incorrect User inputs.
  - 2) "Level 2 Error" refers to any error identified on the Summary Error Page in the System and indicated in the SEP as not correctable by the User.
  - 3) "Level 3 Error" refers to un-identified errors on the Summary Error Page and not apparent to the User or noticeable in the calculation results or reports produced by the System.
  - 4) "Remedy" refers to a solution that returns the system to material compliance with the Vendors design.
  - 5) "Response" refers to an e-mail acknowledgement of a User's technical support request (TSR).
  - 6) "Subscription" refers to the permission the Vendor provides the Customer to access the System during the Term or in the case of the Quick Deal, the one-time only access.
  - 7) "Vendor", "System" and "Customer" as defined in the Terms of Service Agreement.
  - 8) "Browser" means the software application used for retrieving, presenting and traversing information resources on the internet used by the User.
- B. Vendor shall address System Errors as follows:
- 1) *Level 1 Error*: Remedy: User Corrected; Response: As corrected by User
  - 2) *Level 2 Error*: Remedy: User Notifies the Vendors customer service (contact contained in Vendors website); Response: within 5 business days. If the Error cannot be solved within 30 business days of Response, Customer may terminate the Subscription for cause per Section 11.2 (*Termination for Cause*) of the Terms of Service Agreement.
  - 3) *Level 3 Error*: Remedy and Response: No remedy or response until identified. When identified and reported to Vendors customer service, response within 5 business days. If the Error cannot be solved within 30 business days of Response, Customer may terminate the Subscription for cause per Section 11.2 (*Termination for Cause*) of the Terms of Service Agreement.
- C. The System is best accessed using the Browser provided by Google; Google Chrome. The User will be directed to use the Chrome Browser for any TSR's that relate to the Browser.