

TELECOMMUNICATIONS INCIDENT RESOLUTION SERVICE LEVEL AGREEMENT

AGREEMENT DATE: April 12, 2025

BETWEEN:

- **CUSTOMER:** Pacific Northwest Financial Group ("Customer")
- **SERVICE PROVIDER:** TeleSystems Management ("Provider")

1. PURPOSE AND SCOPE

This Agreement defines the terms and conditions under which Provider will deliver incident resolution services for telecommunications systems and infrastructure operated by Customer across its 35 branch locations and 3 data centers. This Agreement covers incident management, resolution, root cause analysis, and post-incident review processes.

2. TERM

This Agreement shall commence on May 1, 2025, and continue for a period of 36 months. Either party may terminate this Agreement with 90 days' written notice.

3. INCIDENT CLASSIFICATION

3.1 Incident Severity Levels

Severity Level	Description	Business Impact	Example
Level 1 (Critical)	Complete loss of critical telecommunications service	Severe business disruption affecting multiple locations or critical business functions	Data center network outage, enterprise voice system failure
Level 2 (Major)	Significant degradation of telecommunications service	Substantial impact on business operations, but workarounds exist	WAN performance degradation, partial voice system outage
Level 3 (Minor)	Limited or isolated service impact	Minimal impact on business operations	Single circuit failure with redundancy, individual phone malfunction
Level 4 (Informational)	Non-service affecting issue	No immediate impact on business operations	Information requests, planned maintenance notifications

3.2 Incident Priority Matrix

Incident priority shall be determined by the combination of impact and urgency according to the following matrix:

Impact/Urgency	High	Medium	Low
High	Level 1	Level 2	Level 3
Medium	Level 2	Level 3	Level 4
Low	Level 3	Level 4	Level 4

4. INCIDENT RESOLUTION TIMEFRAMES

4.1 Response Times

Severity Level	Initial Response	Regular Updates	Escalation Threshold
Level 1	15 minutes	Every 30 minutes	1 hour
Level 2	30 minutes	Every 2 hours	4 hours
Level 3	2 hours	Every 8 hours	24 hours
Level 4	4 hours	As needed	N/A

4.2 Resolution Times

Severity Level	Target Resolution Time	Maximum Resolution Time
Level 1	4 hours	8 hours
Level 2	8 hours	24 hours
Level 3	24 hours	48 hours
Level 4	72 hours	5 business days

5. INCIDENT MANAGEMENT PROCESS

5.1 Incident Reporting

Customer may report incidents through the following channels:

- 24/7 Incident Hotline: +1-888-555-0123
- Email: incidents@telesystems.example.com
- Provider's Customer Portal: <https://support.telesystems.example.com>
- Automated monitoring alerts

5.2 Incident Lifecycle

All incidents shall follow this lifecycle:

1. **Detection:** Identification of the incident via monitoring or customer report

2. **Recording:** Documentation in incident management system
3. **Classification:** Assignment of severity level and priority
4. **Investigation:** Technical analysis to determine cause
5. **Resolution:** Implementation of fix or workaround
6. **Closure:** Verification of resolution and customer confirmation
7. **Post-Incident Review:** Analysis of cause and prevention measures (for Level 1 and 2)

5.3 Escalation Path

Escalation Level	Time After Incident Creation	Contact
Level 1	Initial assignment	Technical Support Specialist
Level 2	Critical: 1 hour Major: 4 hours	Incident Response Manager
Level 3	Critical: 2 hours Major: 8 hours	Service Delivery Manager
Level 4	Critical: 4 hours Major: 12 hours	Director of Operations
Level 5	Critical: 6 hours Major: 24 hours	Chief Technology Officer

5.4 After-Hours Support

Provider shall maintain 24/7/365 incident response capabilities for Level 1 and Level 2 incidents. Level 3 and Level 4 incidents reported outside business hours will be addressed the next business day unless specifically escalated by Customer.

6. ROOT CAUSE ANALYSIS

6.1 RCA Requirements

Provider shall conduct a formal Root Cause Analysis (RCA) for:

- All Level 1 incidents
- Level 2 incidents lasting longer than 8 hours

- Any incident at Customer's request
- Recurring incidents (three or more similar incidents within 30 days)

6.2 RCA Timeline and Content

Provider shall deliver a preliminary RCA within 24 hours of incident resolution and a comprehensive RCA within 5 business days. The RCA shall include:

- Incident summary
- Timeline of events
- Technical cause analysis
- Business impact assessment
- Remediation actions taken
- Preventative measures implemented or planned
- Lessons learned and recommendations

7. SERVICE LEVEL METRICS

7.1 Key Performance Indicators

KPI	Target	Measurement Period
Mean Time to Respond	Level 1: ≤ 15 min Level 2: ≤ 30 min Level 3: ≤ 2 hours Level 4: ≤ 4 hours	Monthly
Mean Time to Resolve	Level 1: ≤ 4 hours Level 2: ≤ 8 hours Level 3: ≤ 24 hours Level 4: ≤ 72 hours	Monthly
First-Time Resolution Rate	≥ 85%	Monthly
Incident Reoccurrence Rate	≤ 5%	Monthly
Incident SLA Compliance	≥ 95%	Monthly
Customer Satisfaction	≥ 4.3/5.0	Per incident

7.2 Measurement and Reporting

Provider shall measure performance against these KPIs and provide:

- Real-time incident dashboard accessible through Customer Portal
- Daily incident summary reports
- Weekly KPI performance reports
- Monthly comprehensive service level reports
- Quarterly business reviews

8. PENALTY STRUCTURE

8.1 Response Time Penalties

Severity Level	Penalty (% of Monthly Fee) per Incident
Level 1	5%
Level 2	3%
Level 3	1%
Level 4	0.5%

8.2 Resolution Time Penalties

Severity Level	Penalty (% of Monthly Fee) per Incident
Level 1	10%
Level 2	5%
Level 3	2%
Level 4	1%

8.3 Maximum Penalties

Total penalties shall not exceed 25% of the monthly service fee in any given month.

8.4 Penalty Exceptions

Penalties shall not apply when:

- Incident is caused by Customer's actions
- Customer prevents Provider from resolving the incident
- Incident occurs during scheduled maintenance windows
- Incident is due to force majeure events

9. BUSINESS CONTINUITY AND DISASTER RECOVERY

9.1 Major Incident Response Team

Provider shall maintain a Major Incident Response Team (MIRT) capable of 24/7 activation for Level 1 incidents. The MIRT shall include:

- Incident Commander
- Technical Specialists
- Communications Coordinator
- Customer Liaison
- Executive Sponsor

9.2 Disaster Recovery Coordination

In the event of a disaster affecting Customer's telecommunications infrastructure, Provider shall:

- Activate the MIRT within 30 minutes of disaster declaration
- Implement relevant disaster recovery procedures
- Coordinate with Customer's IT and business continuity teams
- Prioritize recovery of mission-critical systems as defined in Appendix B

10. CONTINUOUS IMPROVEMENT

10.1 Service Improvement Program

Provider shall implement a continuous service improvement program including:

- Trend analysis of incidents
- Proactive problem management
- Quarterly improvement initiatives
- Annual service review and optimization

10.2 Knowledge Management

Provider shall maintain a knowledge base of all incidents, resolutions, and workarounds, accessible to Customer through the Customer Portal.

11. GOVERNANCE

11.1 Service Review Meetings

Provider and Customer shall conduct:

- Monthly operational review meetings
- Quarterly service performance reviews
- Annual strategic service planning sessions

11.2 Change Control

Any changes to this Agreement shall follow the formal change control process defined in the Master Services Agreement.

12. FEES

Customer shall pay Provider a monthly fee of \$42,500 for services provided under this Agreement.

SIGNATURES

FOR CUSTOMER:

Name: Kevin Williams

Title: VP of Information Technology

Date: April 12, 2025

FOR PROVIDER:

Name: Maria Sanchez

Title: Chief Operating Officer

Date: April 12, 2025

APPENDIX A: CONTACT INFORMATION

[Detailed contact information for both Customer and Provider personnel involved in incident management]

APPENDIX B: MISSION-CRITICAL SYSTEMS

[Prioritized list of telecommunications systems and their business criticality ratings]