

TECHNICAL SUPPORT SERVICE LEVEL AGREEMENT

AGREEMENT DATE: March 5, 2025

BETWEEN:

- **CUSTOMER:** TechNova Corporation ("Customer")
- **SERVICE PROVIDER:** VelocityTel Services ("Provider")

1. SCOPE OF SERVICES

This Agreement covers technical support services for telecommunications systems and services provided by VelocityTel to TechNova Corporation, including:

- Voice services (SIP trunking, hosted PBX, unified communications)
- Data networking services (MPLS, SD-WAN, Internet connectivity)
- Cloud communication services (video conferencing, team collaboration)
- Mobile services and device management
- Security services (network security, threat monitoring)

2. SERVICE PERIOD

This Agreement shall be effective from April 1, 2025, and remain in effect for 24 months. The Agreement shall automatically renew for additional 12-month periods unless either party provides written notice of non-renewal at least 60 days prior to the expiration of the current term.

3. SUPPORT CHANNELS AND AVAILABILITY

3.1 Support Channels

Provider shall make the following support channels available to Customer:

Channel	Availability	Purpose
Help Desk Portal	24/7/365	Ticket creation, knowledge base, documentation
Technical Support Hotline	24/7/365	Critical issue reporting, real-time support
Email Support	24/7/365	Non-critical issue reporting
Live Chat	Business hours*	Quick questions, guidance
Video Support	By appointment	Complex troubleshooting, training

*Business Hours: Monday through Friday, 8:00 AM to 8:00 PM Eastern Time, excluding federal holidays.

3.2 Support Tiers

Provider shall implement a tiered support structure as follows:

Tier	Description	Staffing Hours	Escalation Threshold
Tier 1	First-level support, basic troubleshooting	24/7/365	30 minutes
Tier 2	Advanced technical support	24/7/365	2 hours
Tier 3	Expert engineering support	Business hours*	4 hours
Tier 4	Senior engineering and development	Business hours*	8 hours

4. INCIDENT MANAGEMENT AND RESPONSE

4.1 Incident Severity Classification

Severity	Description	Example
Critical (P1)	Complete service loss affecting multiple users or locations	Network outage, complete voice service failure
High (P2)	Significant service degradation affecting multiple users or partial service loss	Voice quality issues, intermittent connectivity
Medium (P3)	Limited service impact affecting individual users or non-critical functions	Individual phone issues, non-critical feature unavailability
Low (P4)	Minimal impact, information requests, feature questions	How-to questions, configuration requests

4.2 Response Time Objectives

Severity	Initial Response	Regular Updates	Target Resolution
Critical (P1)	15 minutes	Every hour	4 hours
High (P2)	30 minutes	Every 2 hours	8 hours
Medium (P3)	2 hours	Every 24 hours	24 hours
Low (P4)	4 hours	Every 48 hours	72 hours

4.3 Escalation Path

Escalation Level	Time Threshold	Contact
Level 1	Initial response	Technical Support Specialist
Level 2	After response time + 30 min	Support Team Lead
Level 3	After response time + 2 hours	Support Manager
Level 4	After response time + 4 hours	Director of Customer Support
Level 5	After response time + 8 hours	VP of Operations

5. PERFORMANCE METRICS AND REPORTING

5.1 Key Performance Indicators (KPIs)

Provider shall maintain the following KPI targets:

KPI	Target	Measurement Period
First Call Resolution Rate	≥ 75%	Monthly
Average Handle Time	≤ 18 minutes	Monthly
Customer Satisfaction Score	≥ 4.5/5	Monthly
Abandoned Call Rate	≤ 3%	Monthly
Average Speed to Answer	≤ 45 seconds	Monthly
Self-Service Success Rate	≥ 65%	Monthly

5.2 Reporting

Provider shall deliver to Customer:

- Weekly incident summary reports
- Monthly comprehensive performance reports
- Quarterly business review presentations
- Ad-hoc reports as requested by Customer

All reports shall be available through the Help Desk Portal and delivered via email to designated Customer representatives.

6. SERVICE CREDITS

6.1 Response Time Credits

Severity	Credit (% of Monthly Support Fee) per Incident
Critical (P1)	10%
High (P2)	5%
Medium (P3)	2%
Low (P4)	1%

6.2 Resolution Time Credits

Severity	Credit (% of Monthly Support Fee) per Incident
Critical (P1)	15%
High (P2)	10%
Medium (P3)	5%
Low (P4)	2%

6.3 KPI Credits

If Provider fails to meet any KPI target for a given month, Customer shall receive a service credit of 5% of the monthly support fee per KPI not met, up to a maximum of 20% per month.

6.4 Credit Request Process

Customer must submit credit requests within 30 days of the end of the month in which the failure occurred. Credits shall be applied to the next monthly invoice.

7. CUSTOMER RESPONSIBILITIES

7.1 Required Information

When reporting issues, Customer shall provide:

- Detailed description of the issue

- Impact assessment (users/locations affected)
- When the issue began
- Any recent changes to systems or configurations
- Steps taken to troubleshoot the issue
- Screenshots or error messages when applicable

7.2 Support Access

Customer shall:

- Maintain a list of authorized support contacts
- Provide remote access to systems when necessary
- Ensure availability of knowledgeable personnel during troubleshooting

8. CONTINUOUS IMPROVEMENT

8.1 Quarterly Business Reviews

Provider and Customer shall conduct quarterly business reviews to:

- Evaluate support performance against SLAs
- Identify recurring issues and root causes
- Develop action plans for improvement
- Review and adjust support requirements as needed

8.2 Knowledge Base Development

Provider shall document all resolved issues and solutions in a knowledge base accessible to Customer. Knowledge base articles shall be reviewed and updated quarterly.

9. TERMINATION

9.1 For Cause

Customer may terminate this Agreement with 30 days' written notice if:

- Provider fails to meet Critical (P1) response or resolution times for three consecutive incidents
- Provider fails to meet any KPI for three consecutive months

9.2 Transition Assistance

Upon termination, Provider shall provide transition assistance for a period of up to 90 days to ensure continuity of support services.

10. FEES AND PAYMENT

10.1 Support Fees

Customer shall pay Provider a monthly support fee of \$28,500 for services provided under this Agreement.

10.2 Payment Terms

Invoices shall be issued monthly and are due within 30 days of receipt.

SIGNATURES

FOR CUSTOMER:

Name: Alexandra Rodriguez

Title: Chief Technology Officer

Date: March 5, 2025

FOR PROVIDER:

Name: Daniel Park

Title: VP of Customer Success

Date: March 5, 2025

APPENDIX A: AUTHORIZED SUPPORT CONTACTS

[List of customer personnel authorized to access technical support services, including name, title, phone number, email, and support access level]

APPENDIX B: SUPPORTED SYSTEMS AND SERVICES

[Detailed inventory of all systems and services covered under this support agreement]