

## KwikTag Support Service Level Agreement

- KwikTag Support provides timely response to issues submitted by email or phone during operational hours, Monday through Friday, 6:00 a.m. to 6:00 p.m. MST. Case creation, acknowledgement, and severity assignment will occur within the following timelines:
  - Incoming Calls (1-877-594-5111) – 2 minutes or less
  - Incoming Emails ([support@kwiktag.com](mailto:support@kwiktag.com)) – within 2 hours
- Once a case has been opened, a severity assigned, and acknowledgment sent to the customer, the SLA in the table below takes effect. Please note that resolution time targets are based on normal hours of operation (not elapsed time) and represent a best effort. Once it has been determined that a case is a feature request or defect fix, the SLAs below no longer apply. Case# and Case owner will not change until the case is closed with customer approval.

Severity Level	Definition	Target Resolution Time
Critical	<b>The problem results in extremely serious interruptions to a production system.</b> It has affected, or could affect, the entire user community. Tasks that should be executed immediately cannot be executed because of a complete crash of the system or interruptions in main functions of the production system. Data integrity and/or security is compromised and the service request requires immediate processing as the issue can result in financial losses. In a desktop application, whether part of, or independent of a solution, the issue is at risk of creating imminent financial losses due to missing critical project deadlines or deliverables.	Best efforts to resolve issue within 4 hours; if the issue cannot be resolved within the specified timeframe, an estimated time for correction will be provided within 2 hours
High	<b>The problem results in serious interruptions to normal operations, will negatively impact an enterprise-wide installation, urgent deadlines or at risk.</b> In a production system, important tasks cannot be performed, but the error does not impair essential operations. Processing can still continue in a restricted manner, and data integrity may be at risk. In a pre-production environment, the problem hinders deployment of an enterprise installation. In a desktop application, meeting urgent project deadlines that have a financial impact are at risk. The service request requires timely processing, because the malfunction could cause serious interruptions to critical processes or negatively impact business.	Best efforts to resolve issue within 8 hours; if the issue cannot be resolved within the specified timeframe, an estimated time for resolution will be provided within 4 hours
Medium	<b>The problem causes interruptions in normal operations.</b> It does not prevent operation of a production system, or there could be minor degradation in performance. The error is attributed to malfunctioning or incorrect behavior of the software. The issue will affect a pilot or proof-of-concept deadline in a development environment. In a desktop application, meeting important project deadlines may be at risk.	Best efforts to resolve issue within 24 hours; if the issue cannot be resolved within the specified timeframe an estimated time for resolution will be provided within 16 hours.
Low	<b>The problem results in minimal or no interruptions to normal operations</b> (no business impact). The issue consists of "how to" questions including issues related to APIs and integration, installation and configuration inquiries, enhancement requests, or documentation questions.	Best efforts to resolve issue within 48 hours; if the issue cannot be resolved within the specified timeframe an estimated time for resolution will be provided within 32 hours.

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