



## Service Level Agreement for Permitium

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### Purpose

This document outlines the service level roles, responsibilities, and objectives of the support team for Permitium, LLC.

### Scope of Services

To provide online and telephone support for all clients and consumers of Permitium, LLC applications.

### Contact Methods

Permitium Contact Type	Email	Phone	Skype
Client	<a href="mailto:support@permitium.com">support@permitium.com</a>	(855) 712-PERM	permitium.support
Consumer	<a href="mailto:help@permitium.com">help@permitium.com</a>	(855) 642-2453	

### Hours of Operation

Regular business hours are 8:00 a.m. to 5:00 a.m. Monday through Friday. Exceptions may be made for closures due to holidays or administration. During closures and non-business hours Help Desk calls will be routed to the on-call technician.

### Method of Service

We will, using FreshDesk, maintain records of incoming requests as they are received. When receiving a request by telephone the team member will attempt to determine the nature of the problem and create a service ticket. All requests will be handled according to the Classification and Response Matrix listed below which is assed internally based on the nature of the issue reported and the degree of business impact resulting from the problem. While it is understood the nature of reported issues may vary greatly, all phone calls for support need to be answered as they are received. In the instance phone calls for support cannot be answered as they are received all resulting voicemails must be answered as soon as possible after receiving notification of the voicemail and resolved according to the Classification and Response Matrix.



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### Classification and Response Matrix

Classification	Response	Description	Target Resolution
<b>Urgent</b>	Respond within 15 minutes and an update every 30 minutes until resolution	Provided systems are completely offline with no access for clients or consumers	As quickly as possible. Target resolution should be within 2 hours
<b>High</b>	Respond within 1 hour	Application errors causing a workaround strategy to continue business	Target resolution should be within 4 hours
<b>Medium</b>	Respond with 2 hours	Troubleshooting of application errors and password resets	Completed within 1 business day of receipt
<b>Low</b>	Respond within 1 business day	General questions and training requests	Next business day or at technician discretion
<b>After Hours</b>	Respond within 30 minutes afterwards following the classification matrix		Next business day or at technician discretion