

SERVICE LEVEL AGREEMENT (SUPPORT)

Terms not specifically described in this Service Level Agreement for Support ("Support SLA") shall have the meanings as set forth in Section 1 of the Terms of Service or elsewhere in the Agreement.

- 1 **ELIGIBILITY.** This Support SLA shall apply only to Customers receiving VS's Support Desk, including "live" support channels by phone or chat. To be eligible for the Support SLA, Customers must be current in their payment of Fees to VS and must remain compliant with the terms and conditions of the Agreement.
- 2 **CASE PRIORITIES.** To provide high quality support and to effectively assign resources to incoming cases, the following four types of case priorities have been identified:

Priority 1	Critical	Critical business impact occurs on a production system preventing business operations. End Users and Patrons are prevented from working within the Software with no workarounds. Examples include: Software crashes or is goes off-line; functionality critical to business operation not available; data breach or loss of Customer Data.
Priority 2	Major	Significant business impact occurs on a production system severely impacting business operation. End Users and Patrons are impacted by the issue but may still be able to work in a limited capacity within the Software. Examples include significant performance degradation; functionalities important to business operation not available; loss of Software functionality has an escalating impact on business operations.
Priority 3	Medium	Minor business impact occurs on a production system that causes a partial or non-critical loss of functionality in the Software. A limited number of End Users and/or Patrons are affected.
Priority 4	Low	Issues occurring on a non-production system in the Software. Examples include: a question, comment or enhancement.

3 RESPONSE TIMES. VS will respond and escalate support issues in accordance with the table below. All days referenced below are calendar days, not business days.

	Priority 1 (within)	Priority 2 (within)	Priority 3 (within)	Priority 4 (within)
Initial Response	1 hour	4 hours	5 days	-
Correction Identified /Pursued	24 hours	7 days	As agreed between parties	-
If Issue Remains Unresolved				
Escalation Stage 1 – to Support Managers	12 hours	7 days	-	-
(Status Report Intervals)	(Every 4 hours)	(Daily)		
Escalation Stage 2 – to Directors	24 hours	7 days		
(Status Report Intervals)	(Every 4 hours)	(Daily)		
Escalation Stage 3 – to President	72 hours	10 days	-	-
(Status Report Intervals)	(Every 4 hours)	(Daily)		

4 CUSTOMER REPORTING CHANNELS; PROCESS. Support Desk Customers experiencing support issues must report customer support concerns through VS's established support channels, including:

- Customer support line available at (877) 883-8757
- Chat support available through the support portal on the Site
- For after-hours support, VS pager number at 802-490-1911

All issues or questions reported to support are tracked with a support case that contains at a minimum the Customer account name, contact person, software product and version, module and/or menu selection, detailed description of the issue, and any other pertinent information. Case

statuses are viewable on the VS support portal. Each case is stored in a queue and the first available support representative will be assigned to the next case issue based on priority.

While reviewing the case issue, the assigned support person will contact the Customer, if additional information is needed. The VS support person will either resolve the issue or advise Customer regarding the status and the course of action being taken to resolve it. All correspondence and actions associated with a case are tracked in the support database. If the issue needs to be escalated to a development resource, Customer will be informed. While issues escalated to development will be scheduled for resolution, they may not be resolved immediately depending on the nature and complexity of the issue. Customer may view the development status at any time.