

Service Level Agreement

1. Availability

Support for these managed services will be provided through this Service Level Agreement ("SLA"). This SLA outlines the duties of Client to request support, and the duties of Slingshot LLC ("Company," "Provider," "we," "us," or "our") to perform support services. This SLA is incorporated into and governed by the applicable Order, the Master Services Agreement ("MSA"), and any relevant Service Attachments. In the event of a conflict between this SLA and the MSA or any Service Attachment, the MSA or applicable Service Attachment shall control, unless otherwise specified in the Order.

The managed services are provided per this SLA as part of the applicable Order. All requests will be related to a support ticket. All support tickets will be prioritized and service levels for response time and maximum time to resolution will be managed.

2. SLA Business Hours

Standard SLA Business Hours are:

- 8:00 AM to 5:00 PM CST, Monday through Friday
- **APPLIES TO CHURCHES ONLY instead of previously listed schedule:** 7:00 AM to 4:00 PM CST on Sunday, and 8:00 AM to 5:00 PM CST Monday through Thursday.

All tickets will be responded to within SLA Business Hours. Tickets received after business hours on a business day will be treated as received at business open on the following business day.

Provider observes all US Federal Holidays. During observed holidays, no standard tickets will be completed and SLA response time commitments will not apply until the following business day. After-hours emergency support remains available during holidays for Critical-priority tickets only. Provider reserves the right to identify observed holidays and adjust its holiday schedule from time to time.

3. Remote Access Resolution

For tickets related to user experience—such as desktop operating system issues or productivity software—Client must be available for troubleshooting via a scheduled phone call and remote desktop sharing tool. For items that can be resolved remotely without Client present, devices must be turned on and accessible remotely. Client grants to Provider the explicit right to remotely access Client's network systems to perform services, consistent with the remote access provisions of the MSA.

4. On-Site Visits

Provider will attempt to resolve all tickets remotely first, especially engaging the co-managed IT employee of Client if one exists. If a device cannot be managed remotely, an on-site visit must be coordinated. SLA response time commitments will not apply to tickets where Client is needed for an on-site visit but is unavailable; however, the incident will be resolved as soon as possible once Client is available and Provider has scheduling availability.

5. Response Time

Response time is calculated from the time Client submits a request to the time Provider acknowledges the ticket. All ticket submissions sent to support@yourslingshot.com will receive an automated response within 10 minutes providing a link to the ticketing system.

Response time commitments are subject to the exclusions set forth in this SLA and in the applicable Service Attachment (including the Managed IT Attachment). Provider is not responsible for response time delays caused by Client actions or inactions, force majeure events, internet connectivity loss, hardware or software malfunctions not caused by Provider, or other conditions outside of Provider's reasonable control, as further described in the applicable Service Attachment and the MSA.

6. Managed Services vs. Project Work

No managed service ticket shall be estimated to take more than five (5) hours or more than two (2) people to resolve. If a ticket is expected to exceed these thresholds, Client may be notified of the need to approach the request as project work. In such cases, Provider will provide Client an additional quote for service via a separate Order in accordance with the MSA. Provider reserves the right to decline to perform services that are in violation of applicable law or that are not typically associated with the Services provided by Provider.

7. Ticket Priority Levels

All tickets are assigned a priority level. Client is responsible for assigning an initial priority level when submitting a ticket. Provider will review and may adjust the priority based on the nature of the issue. The following priority definitions and response time commitments apply during SLA Business Hours, except where otherwise noted:

Low Priority

Tickets related to changes in the technical environment or support requests that do not impact productivity. Maximum response time: 24 business hours.

Examples include, but are not limited to:

- Adding a new user to the domain, or changing their account information
- Creating a new email mailbox
- Creating a new user on the domain
- Modifying firewall to work with new processes being implemented

- Troubleshooting connectivity or functionality of a single computer when another working computer can be used instead
- Questions about Microsoft Office or Google Drive
- Permissions changes for file share / cloud share
- Creation of new file share / cloud share

Medium Priority

Tickets related to productivity where a temporary workaround exists or the issue is not urgent. Maximum response time: same business day if submitted prior to 1:00 PM CST; next business day if submitted at or after 1:00 PM CST.

Examples include, but are not limited to:

- Resetting a password to email, domain, workstation, or server
- Troubleshooting email—issues with sending or receiving
- Workstation operating system or software application issues
- Missing file needs to be found or restored
- Printer troubleshooting

High Priority

Tickets related to productivity that are urgent but do not impact a significant portion of Client's employees or customers. Maximum response time: 2 hours within SLA Business Hours.

Examples include, but are not limited to:

- Resetting a password to domain, workstation, or server where other productivity solutions are not available
- Individual loss of network connectivity

Critical Priority

Tickets pertaining to a major system outage affecting either a significant portion of Client's employees or customers. Maximum response time: 30 minutes, 24 hours a day, 7 days a week.

Examples include, but are not limited to:

- Loss of network connectivity affecting more than five (5) people
- File server unavailable
- Business application down

8. SLA Exclusions

Provider's SLA response time commitments do not apply during, and Provider shall not be held in breach of this SLA for, any period in which the following conditions exist, consistent with the exclusions in the applicable Service Attachment and MSA:

- Expired manufacturer warranty or support—parts, equipment, or software not covered by a current vendor/manufacturer warranty or support.

- Alterations and modifications not authorized by Provider—any repairs made necessary by Client-authorized or unauthorized changes to equipment or software.
- Hardware or software malfunction not caused by Provider that adversely affects Provider's ability to perform the Services.
- Client resource problems—any problem resulting from a Client resource not under Provider's management or control.
- Network changes made by Client that were not communicated to or approved by Provider.
- Task reprioritization—any problems related to a prioritization of tasks by Client.
- Force Majeure Events as described in the MSA.
- Client actions or inactions, including failure to fulfill Client obligations under any applicable agreement.
- Internet connectivity loss at Client locations for any reason.
- Problem ticket management delay—the interval between initial occurrence of an issue and the time Client reports it to Provider.
- Power supply malfunction, including UPS or power-protective equipment failure.
- Third-party criminal activity, including but not limited to hackers, phishers, crypto-locker, and ransomware, consistent with the MSA.
- Malware—Provider is not responsible for harm caused by Client's access to third-party APIs or the execution or transmission of malicious code.
- Services provided outside of SLA Business Hours, except for Critical-priority tickets.
- Client's failure to maintain equipment under a manufacturer's warranty or current maintenance contract.

9. Support Contact Method

Clients may submit support requests through the following channels. Please indicate the desired priority level when submitting a ticket:

- By Email: Send an email to support@yourslingshot.com. A ticket will be created automatically, and an automated acknowledgment will be sent within 10 minutes. Please include the desired priority level in the subject line.
- By Phone: Call (612) 682-1800 and press option 2 for Tech Support to speak with a live person or leave a voicemail. A ticket will be created on your behalf.

10. Warranty Disclaimer

This SLA does not alter, expand, or supersede the warranty disclaimer set forth in the MSA or any applicable Service Attachment. Provider does not warrant that services will be performed error-free or uninterrupted. Provider's liability arising from any failure to meet SLA commitments is limited as set forth in the MSA's Limitation of Liability provisions.

11. Third-Party Services

This SLA does not apply to services, systems, or components provided by third-party service providers. Provider is not responsible for the acts or omissions of third-party service providers.

Client's rights regarding claims against third-party service providers shall be governed by such service provider's end-user license agreement or terms and conditions, consistent with the Third-Party Services provisions of the MSA.

12. Governing Documents and Conflict Resolution

This SLA is subject to and governed by the applicable Order, the MSA, and any relevant Service Attachments. In the event of any conflict between this SLA and any of those documents, the Order shall control first, followed by the MSA, followed by any applicable Service Attachment, and then this SLA. This SLA does not modify or supersede any limitation of liability, indemnification, warranty disclaimer, or payment obligation set forth in the MSA or any applicable Service Attachment.