ITERONIX HELPDESK

Service Level Agreement

Version 1.0

Audience: Client organisation · Version 2026-11-18

This Service Level Agreement ("SLA") forms part of the Master Services Agreement between **Iteronix LLC** and the Client. It applies to managed support Services in an active Order.

1. Support hours

Standard support hours are **Monday–Friday, 9:00–17:00 US Eastern Time**, excluding public holidays. Critical issues outside these hours are handled on a best-effort basis unless after-hours cover is included in an Order.

2. Priorities and targets

Priority	Definition	First response	Target resolution / workaround
Critical	Business stopped; many users or a key system down; active security incident	1 business hour	8 business hours
High	One user or function stopped, no workaround	4 business hours	2 business days
Medium	Issue with a workaround; degraded service	1 business day	5 business days
Low	Requests, questions, changes	2 business days	Best effort / scheduled

Targets are measured from when a ticket is logged in the portal (or by phone for Critical issues, followed by a ticket). Resolution targets are objectives, not guarantees, as they may depend on vendors, parts or Client.

3. Service credits

If Iteronix misses the **first-response** target for more than 10% of Critical and High tickets in a calendar month, Client may request a credit of 5% of that month's recurring support fee (maximum 10% per month). Credits must be requested within 30 days after month end, are applied to future invoices, and are **Client's sole and exclusive remedy** for service-level failures.

4. Exclusions

Targets do not apply to: scheduled maintenance; issues caused by Client, its users, third parties, unsupported or end-of-life systems, or force majeure; periods waiting on Client or vendors; requests outside the scope of the Order.

5. Client responsibilities

Log issues through the portal with sufficient detail, set priority honestly, provide access and a contact, and keep systems within supported versions.