SERVICE LEVEL POLICY
(Exhibit G)

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2. **Background and Description**

    EpiGrid, is an OEM provider of managed hosting / cloud solutions to a network of Reseller's who provide value added support and expertise for the Customer. In order to delineate and communicate scope for each party, EpiGrid has developed this "Service Level Policy" document that can be easily shared with the Customer, as needed, to explain applicable service levels and responsibilities for EpiGrid, Reseller, and Customer.

    In all cases, the Customer's first point of contact for any technical support issue or outage shall be their EpiGrid Reseller. The Reseller is responsible for providing the customer with Tier 1 Support as described in but not limited to this document. The EpiGrid Reseller shall exhaust all triage, support, troubleshoot the Customer's reported issue or outage as outlined in this document prior to escalating the issue or outage to EpiGrid.

3. **Referenced Documents**
    All the below documents can be found at www.epigrid.com/legal
    3.1.   EpiGrid Terms of Service
    3.2.   EpiGrid Privacy and Acceptable Use Policy
    3.3.   EpiGrid Site - Site Policy
    3.4.   EpiGrid Storage Capacity Policy
    3.5.   EpiGrid Statement of Services
    3.6.   EpiGrid Service Level Policy
    3.7.   EpiGrid SQL Licensing Compliance Policy

4. **Calendar and Operating Hours**

4.1. "Business Hours" or "Business Days"

    4.1.1. Monday - Friday 8AM – 8PM

4.2. Time Zone

    4.2.1. EpiGrid uses Eastern Standard Time (UTC -5) (GMT - 5).

    4.2.2. EpiGrid observes Daylight Savings (UTC -4) (GMT -4) when it is in effect.

4.3. Holidays

    4.3.1. EpiGrid observes all United States Federal Holidays.

    4.3.2. EpiGrid also observes the Christian Holidays of Christmas and Easter.

5. **Definitions**

5.1. Tier 1 Support

    5.1.1. Provider - Customer's EpiGrid Reseller.

    5.1.2. This is the initial level of support for customers paying for EpiGrid Hosted Services. The EpiGrid Reseller will be the first point of contact for customers reporting an issue, outage, or adding/removing services.

5.2. Tier 2 Support

    5.2.1. Provider - EpiGrid.

    5.2.2. This is the second level of support available to the EpiGrid Resellers only. It is initiated after the EpiGrid Reseller has identified/triaged the reported issue or outage

5.3. Tier 3 Support

    5.3.1. Provider - EpiGrid Partners.

    5.3.2. This is the third level of support reserved for and available to EpiGrid itself only. EpiGrid will utilize this level of support upon identifying/triaging the reported issue or outage.

5.4. Release

    5.4.1. Shall mean any release, update, new version, service release, or patch to the EpiGrid services which EpiGrid generally makes available and are necessary or appropriate for Customer to use and to access the Customer's EpiGrid Services.

5.5. Response Time

    5.5.1. The duration of time between the receipt of and the initial confirmation via support ticket reply, email, or otherwise.

5.6. Resolution Time

    5.6.1. The duration of time between the initial confirmation of communication of an issue or outage and the communication of actions or commencement of actions that, in good faith, will rectify the issue or restore the outage.

5.7. Compound Time or Compounded Time

    5.7.1. The sum total of response and resolution time when an issue or outage must be escalated from Tier 1 support to Tier 2 support or even Tier 3 support.

5.8. Ping

    5.8.1. the act of using a Windows command prompt command "ping" to test the connection from the workstation endpoint to the server

5.9. <u>Ticket</u>

    5.9.1. a communication as documented in the EpiGrid support system (Help Desk/Support Desk/Ticketing system) for each unique issue or outage

6. **SLA / Response Time**

    6.1. <u>EpiGrid Reseller "Service Level Policy"</u>

        6.1.1. Each EpiGrid Reseller is responsible for establishing their own Tier 1 "Service Level Policy" including the definition of Priority, response time, and resolution time. Response times and Resolution times between the EpiGrid Reseller and the Customer are subject to the Reseller's "Service Level Policy" and additionally the Compounded Time for Response and Resolution if the issue or outage is escalated to Tier 2 or Tier 3 support.

    6.2. <u>EpiGrid Response and Resolution Time</u>

        6.2.1. EpiGrid (Tier 2) Response time is stated from the time EpiGrid receives communication from the Reseller. Likewise, Tier 3 response time is from the time EpiGrid communicates the escalation to the Tier 3 provider.

        6.2.2. EpiGrid (Tier 2) Resolution time is stated from the first response sent from EpiGrid to the Reseller through the resolution of the issue unless the issue or outage is escalated to Tier 3 support in which case the Resolution time will be the compound of EpiGrid's resolution time and that of the Tier 3 support provider.

    6.3. <u>Tier 1 (Reseller) Priority, Response Time, and Resolution Time.</u>

        6.3.1. Please review your EpiGrid Reseller's Service Level Policy.

    6.4. <u>Tier 2 (EpiGrid) Priority, Response Time, and Resolution Time</u>

Priority		Response Time	Resolution Time
CRITICAL	The EpiGrid services suffer an error or issue in a production down situation that cannot be reasonably circumvented and which so substantially impairs the performance of the EpiGrid services, as to render the EpiGrid services effectively unusable. - greater than 75% of a single customer's users are impacted at a single location - greater than 25% of a single customer's users are unable to "Ping" the server and cannot connect using the Sophos VPN Client at a single customer's location	1 hour	4 hours
HIGH	The EpiGrid services suffer an error or issue, which cannot be reasonably circumvented, and which substantially impairs the use of one or more portions or features of the EpiGrid services required by Customer to perform necessary business functions but does not effectively render the EpiGrid services unusable as a whole.	6 hours**	1 Business Days

Priority		Response Time	Resolution Time
	- greater than 25% but less than 75% of a single customer's users are impacted at a single location - less than 25% of customer's users are unable to "Ping" the server and cannot connect using the Sophos VPN Client as a single customer location -		
MEDIUM	The EpiGrid services suffers an error or issue that has: (a) limited impact to production environment (b) minor disruption to business, or (c) easily implemented workarounds. - less than 25% of a single customer's users are impacted at a single location - any issue related to Site - Site connections - any issue related to a custom network configuration - any recovery / restore request - adding named Sophos VPN Client Users	1 Business Day**	2 Business Days
LOW	A general inquiry, information request, enhancement request, Move/Add/Change request, provisioning change request, cancelation request, or document request	2 Business Days**	5 Business Days

** Except for CRITICAL issues, support requests received by EpiGrid after 5pm EST shall be deemed received at the start of the next Business Day.

6.5.	Tier 3 (EpiGrid Partner's) Priority, Response Time, and Resolution Time

6.5.1.	EpiGrid's Partners Response and Resolution times are similar to that of EpiGrid's, where they differ EpiGrid will inform the requestor of appropriate expectations on a case by case basis

7. **Scope of Response and Resolution**

7.1.	EpiGrid will resolve each reported error or issue with EpiGrid services by using commercially reasonable efforts to provide one or more of the following:

7.1.1.	a patch or fix as necessary; or

7.1.2.	a reasonable workaround for the error or issue; or,

7.1.3.	if either (i) or (ii) are not reasonably practicable, a specific action plan regarding how EpiGrid intends to address the reported error or issue and an estimate on how long it may take to correct or workaround the error or issue.

7.1.4.	If a permanent repair cannot be made, a temporary resolution (bypass and recovery) will be implemented to the extent possible.

7.1.5.	Customer agrees to use commercially reasonable efforts to assist and provide information to EpiGrid and Reseller as required to replicate and resolve errors or issues with the EpiGrid services reported by Customer to Reseller or EpiGrid in accordance herewith.

7.1.6.	If EpiGrid reasonably determines that Customer's issue or outage is not caused by

EpiGrid or its systems, equipment, or software, nor constitutes a material failure by the EpiGrid services to function in accordance with the EpiGrid services, EpiGrid is not obligated to provide support. Nevertheless, EpiGrid will, if possible, offer suggestions as to how the Customer or Reseller can remedy the problem.

8. **Minimum Reseller Triage and Troubleshooting**
The following is a brief summary. The referenced documents should be reviewed in detail.

8.1. User of Single Workstation can not connect to EpiGrid Services
  8.1.1. Verify workstation has internet connectivity
  8.1.2. Verify Sophos VPN Client connection
  8.1.3. ReSet Sophos VPN Client password
  8.1.4. Perform Ping test (screenshot results)
  8.1.5. Attempt to RDP into server

8.2. Multiple users and Workstations
  8.2.1. same as 9.1 above

8.3. Customer Reporting Server is down / unavailable
  8.3.1. same as 9.1 above

8.4. Customer reports a Site-Site connection is down
  8.4.1. refer to 4.3 above
  8.4.2. same as 9.1 above

8.5. Customer reports slow/sluggish performance
  8.5.1. same as 9.1 above
  8.5.2. re-perform 9.1 above from an alternate physical location and from a different LAN
  8.5.3. check for abnormal server processes and disk drive storage capacity
  8.5.4. check that required application windows services are active and running
  8.5.5. refer to 4.5 above

8.6. Customer reports an issue or dysfunction of application
  8.6.1. refer to 4.5 above

9. **Determination of Priority**
EpiGrid reserves sole discretion in assigning priority of a reported issue or outage. EpiGrid will reasonably attempt to establish an appropriate priority from the information communicated or by requesting information in its response.

10. **Ticket Flow, Escalation, Auto-Acknowledgement, Helpdesk Portal**
    10.1. Ticket Flow
        10.1.1. Communication of an issue or outage should be submitted as a Ticket to the EpiGrid helpdesk
        10.1.2. Tickets submitted via EpiGrid's Helpdesk Portal (login required) will have an initial Priority of "High"
        10.1.3. Tickets submitted via email will have an initial Priority of "Medium"
        10.1.4. Tickets raised via any other means except for the purpose of escalation of an existing ticket will have an initial Priority of "Low"

    10.2. Escalation
        10.2.1. Methods and Modes of escalation are communicated to the Resellers in a separate document

    10.3. Auto-Acknowledgement
        EpiGrid recognizes that its Resellers and Partners also employ ticketing systems that auto-acknowledge. To avoid ticket responses from bouncing back and forth between ticketing systems as well as avoid undesired automated ticket creation, EpiGrid has selectively turned off auto-acknowledge features. If an auto-acknowledge is not received Reseller's can confirm EpiGrid's receipt of a ticket by checking the EpiGrid Helpdesk Portal

        EpiGrid's ticketing system will auto-acknowledge tickets raised by unrecognized email addresses with a generic response indicating the sender should contact their EpiGrid Reseller. As such, the Reseller's are responsible for updating EpiGrid with changes/additions/removal of Reseller contacts.

    10.4. EpiGrid Helpdesk Portal
        EpiGrid has an online portal for our ticketing system. The system requires an invitation and then a login to access it. EpiGrid Resellers are responsible for requesting invitations to the EpiGrid Helpdesk portal.