INSTALOGIC
Logical Business Solutions™

IT Service Levels

MANAGED IT SERVICES

Tier 1 - Instalogic's highest priority service level

The hourly rate for this service level is discounted based on a monthly hourly commitment with a minimum requirement of 4 hours a week. Network monitoring is included. We will monitor servers and managed networking equipment for warnings or issues and proactively correct any problems.

Costs

- All work over the monthly commitment will be charged on an hourly basis
- Monthly Fee: Minimum 16 hours a month at $75.00 per hour
- Hourly Fee: $85.00

Response Time

We will provide a four (4) business hour response time for all IT support tickets. Response times do not include time to repair.

MONITORED ON-DEMAND SUPPORT

Tier 2 - Instalogic's monitored on-demand service level

Customers needing server monitoring and next business day service use Tier 2. Server monitoring is included in the monthly fee. Instalogic will monitor critical servers for warnings or issues and proactively correct any problems.

Costs

- All work is charged on an hourly basis
- Monthly Fee: $250.00
- Hourly Fee: $85.00

Response Time

We will provide a one (1) business day response time for all IT support tickets. Response times do not include time to repair.

BREAK/FIX ON-DEMAND SUPPORT

Tier 3 - Instalogic's on-demand service level

All Instalogic customers not on a managed service agreement are included in this tier.

Costs

- All work is charged on an hourly basis
- Monthly Fee: $0.00
- Hourly Fee: $105.00

Response Time

We will provide a two (2) business day response time for all IT support tickets. Response times do not include time to repair.

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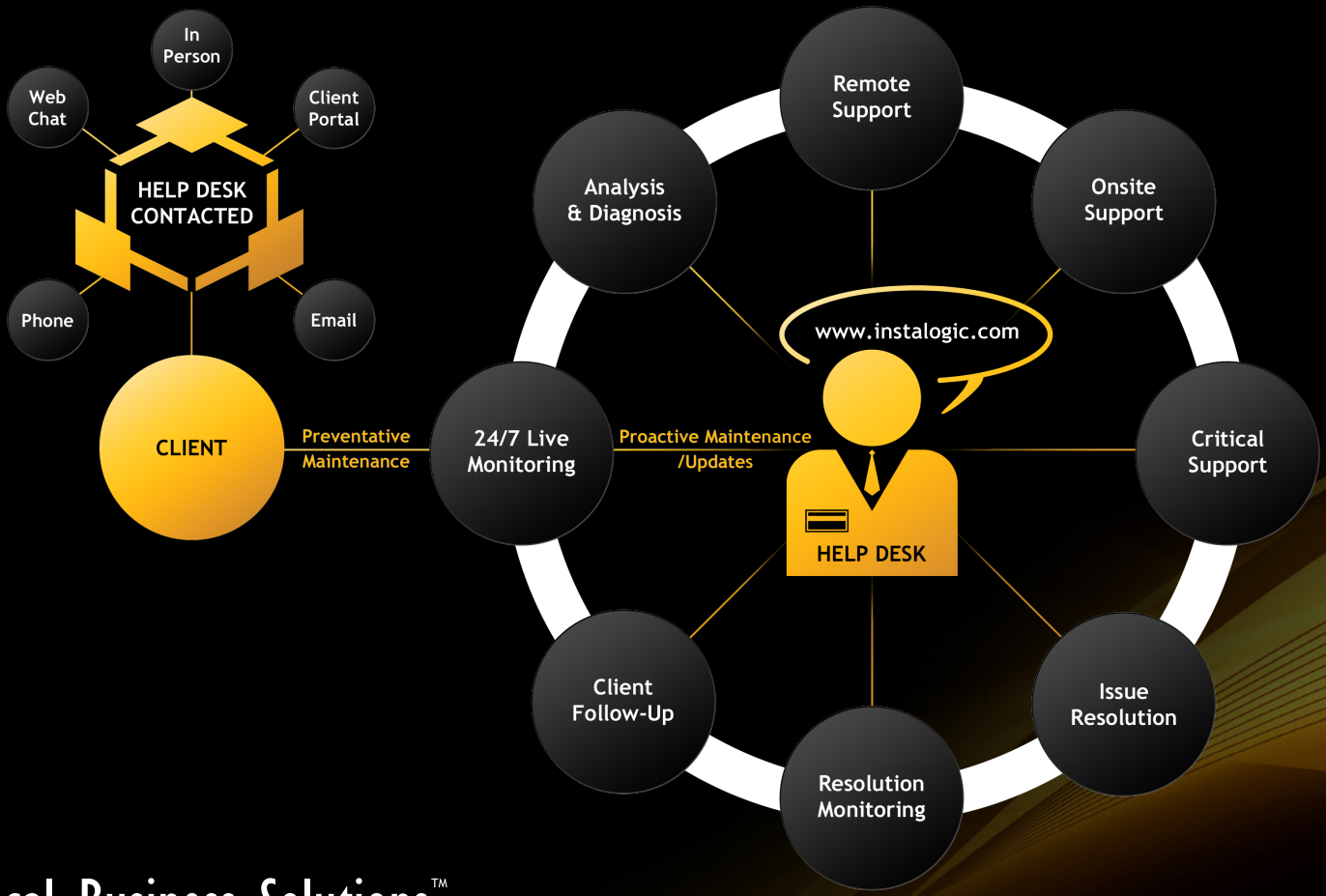
RESPONSE AND RESOLUTION TIMES

The following table shows the targets of response times for each priority level:

Priority	Trouble Severity	Response Time	Resolution Time
1	Service not available (all users and functions unavailable)	Tier 1 Within 4 Hours Tier 2 Within 24 Hours Tier 3 Within 48 Hours	ASAP - Best Effort
2	Significant degradation of service (large number of users or business critical functions affected)	Tier 1 Within 4 Hours Tier 2 Within 24 Hours Tier 3 Within 48 Hours	ASAP - Best Effort
3	Limited degradation of service (limited number of users or functions affected, business process can continue)	Tier 1 Within 24 Hours Tier 2 Within 24 Hours Tier 3 Within 48 Hours	ASAP - Best Effort
4	Small service degradation (business can continue, one user affected)	Tier 1 Within 24 Hours Tier 2 Within 48 Hours Tier 3 Within 72 Hours	ASAP - Best Effort



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Note: Instalogic's response times will not include time to repair and all response time are during business hours. Since all tasks are different we cannot guarantee the time to repair. Our response times will be best effort based on available IT personnel. Response times will include remote and onsite work based on availability. Remote support over the phone, email, or remote control applications will be included in the response time metrics.