



SOFTWARE MAINTENANCE SERVICE LEVEL AGREEMENT

Effective Date: April 25, 2025

Document Owner:	Danielle Donohue
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Version

Version	Date	Description	Author
1	2/1/2024	Thor Service Level Agreement	Danielle Donohue

Approval

(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)

Approvers	Role	Signed	Approval Date
Adam Murphy	President		
Danielle Donohue	Director of Operations		
	Project Lead		

1. Agreement Overview

This Service Level Agreement is valid as of the effective date of the agreement and remains valid until the contract end date as stated within the agreement.

2. Goals & Objectives

The **goal** of this Agreement is to provide mutual agreement between the Service Provider (Sourcereer) and Client.

The **objectives** of this Agreement are to:

- a. Provide a thorough understanding of service ownership and the roles and responsibilities.
- b. This Agreement represents a concise description of the services provided by the Service Provider.
- c. Match perceptions of expected service provision with actual service support & delivery.

3. Periodic Review

The terms stated within the Service Level Agreement shall be valid during the contract period herein. Sourcereer will review this agreement quarterly. Revisions to this agreement shall be published annually on the 1st of April, however, during the revision periods, the current Agreement shall be considered valid.

4. Service Agreement

The following are the responsibility of the Service Provider in the ongoing support of this Agreement:

a. Service Scope

The following Services are covered by this agreement:

1. Software maintenance activities
2. Software bug fixes.
3. Software changes approved by client and Sourceree lead.
4. Software updates to ensure proper functionality as technology advances.
5. Plan and Manage the efforts to perform all maintenance activities.

b. Customer Requirements

Customer responsibilities and/or requirements in support of this Agreement include:

1. Payment for all support, hosting, and licensing costs at the agreed interval.

c. Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

1. Adhering to appropriate response times associated with service-related incidents.
2. Advance notification to the Client for all maintenance related downtime of application.
3. Adhering to SLA standards set within the executed Sourceree Master Agreement or Maintenance Agreement with the Client

d. Service Assumptions

Assumptions related to in-scope services and/or components include:

1. Changes to services will be communicated and documented to all stakeholders.

5. Service Management

For maintaining adequate client-support levels, this Agreement lists the available scope of services provided by the Service Provider. This lists details regarding availability, monitoring, and other relevant factors.

a. Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Telephone support: 8 A.M. to 5 P.M. Monday – Friday
 - Calls received out of office hours will be forwarded to voicemail and best efforts will be made to answer / action the call, however, no action can be guaranteed until the next business day.
- Email support: Monitored 8 A.M to 5 P.M Monday – Friday
 - Emails received outside of office hours will be collected, however, no action can be guaranteed until the next business day.
- Maintenance Agreement. Please refer to your Software Maintenance Agreement relating to any billable costs of service.
- Please note Sourceree does not provide support during Federal Government Holidays.

6. Service Requests

In support of services outlined in this Agreement, Sourceree will respond to service-related incidents and/or requests submitted by the Client within the timeframes mutually agreed upon within the project timeline. Should an emergent issues arise, Sourceree will respond to service-related incidents and/or requests submitted by the Client within the timeframes:

- Within 8 hours (during business hours) for issues classified as **High** priority.
 - High priority issues affect many users with work a stoppage.
- Within 48 hours for issues classified as **Medium** priority.
 - Medium priority issues affect few users with work a stoppage.
- Within 5 working days for issues classified as **Low** priority.
 - Low priority issues are those that have minimal impact to users and have a work around that allows work to continue.

Remote assistance will be provided in-line with the above timescale dependent on the priority of the support request.

Service Requests are to be emailed to your Technical Point of Contact as Outlined within the Scope of Work or per terms of your Software Maintenance Agreement.