



Effective August, 1st, 2025, these Service Level Objectives supersede and replace all prior versions.

Service Level Objectives

These Service Level Objectives are between Hondo Lane Enterprises, LLC D/B/A Computek (sometimes referred to as “we,” “us,” “our,” or “Computek”), and the Client found on the applicable Order (sometimes referred to as “you,” “your,” or “Client”) and, together with the Order, Schedule of Services, Service Attachment for Managed Services, Service Level Objectives, and Schedule of Third-Party Services, as may be amended, shall form the “Contract” between the Parties, the terms to which the Parties agree to be bound.

SUPPORT SERVICES

Following receipt of any notification that a support-related problem within the scope of the Services of an applicable Order has occurred, Computek, shall use reasonable best efforts to begin problem management within the response time targets identified below.

All incidents, with status or resolution, will be documented either via regular email updates to the project manager or contact person, as identified and designated in advance by Client in writing to Computek, or by posting updates to the ticket tracking system assigned to Client.

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

Trouble	Priority	Response Time [†]
EMERGENCY Service not available (all users and functions unavailable).	1	Within 1 Business Hour
CRITICAL Significant degradation of service (large number of users or business critical functions affected).	2	Within 2 Business Hours
NORMAL Limited degradation of service (limited number of users or functions affected, business process can continue).	3	Within 5 Business Hours

[†] - Stated Response Times represent a service goal and not a guarantee. Computek’s ability to

implement a solution to a reported problem may depend on input or information from Client or from third parties beyond its control, including Client's IT vendors. Helpdesk services are available during Computek's normal working hours of 8:00 AM – 5:30 PM Central Standard Time, Monday through Friday, excluding observed holidays. After-hours support may incur additional charges as defined by the Order.