

Service Level Agreement

Support Contact Methods

Severity	Support Hours	Contact Method
1	24 x 7	Call 866-390-8200 ext. 1
2-3	8am-5pm weekdays , excluding Holidays	Call 866-390-8200 ext. 1 Email support@bluerocktech.com

Service Hours

Service Response Category	Service Response Availability
Network Management and Monitoring	24 Hours a Day / 365 Days a Year
Remote / Onsite User Support & Help Desk	8am – 5pm, Mon - Fri
Emergency Remote / Onsite Support	24/7, as needed*

*After-hour rates apply outside normal business hours, Weekends and Holidays. Holiday schedule includes New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas Day.

Response Times

Situation Level	Severity	Response Time	Escalation Threshold	After Hours Threshold
Emergency Global issues affects all users Internet or Server down	1	<1 Hour	<1 Hour	1 Hour
Significant Upper level users issues Issues that affect several users	2	<2 Hours	<2 Hours	2 Hours
Interruption Single user issue	3	<8 Hours	<8 Hours	8 Hours*

*Response times are measured within the Help Desk support hours

Support Escalation Process

Support Tier	Description
Tier I	Trouble ticket created identifying and documenting the issue. Basic troubleshooting of hardware and software initiated. All support incidents begin in Tier I
Tier 2	Hardware and software issues of increased complexity are escalated to more experienced Network Engineers.
Tier 3	Escalation to Tier III includes collaboration with vendor-specific hardware/software support on client’s behalf to resolve the most complex issues.