

## Appendix A – Service Level Agreements (SLAs)

**(To be effective 30 days following commencement of the Services/Solution.)**

Immediately following is SHI's proposed Customer Support's SLA for this contract. Upon award, SHI agrees to review the SLAs with the Commonwealth and ensure mutual agreement.

Performance Standard	Measurement	Measurement period	% Level	Remedy
Answer Time	All Calls answered within 30 seconds	Monthly	95%	Management Escalation - Review of Phone System and Communication - Additional Team Members will be added if needed to meet the SLA
Response Time	All Emails and Voicemails within 2-4 Business Hours	Monthly	100%	Management Escalation - Review of Email System/Team Box - Additional Team Members will be added if needed to meet the SLA
Order Entry Time	Within 24 hours for valid orders received before 3:00PM ET	Monthly	100%	Management Escalation - Review of AX System/Web/Email Order System - Additional Team Members or Efficiencies in the System if needed to meet the SLA
License Confirmation	Sent within 24 hours of Order Processing	N/A	100%	Management Escalation - Review of AX System/Web/Email Order System - Additional Team Members or Efficiencies in the System if needed to meet the SLA
Returns	Returns due to SHI error <1%	Monthly	<1%	Management Escalation - Review our Training Program and address with Inside Account Managers. - Move any IAM's who are under performing - Add Team members if needed
Staffing	Minimum of 4 Inside Account managers available and in the office on each day along with a Team Manager. Escalation path in place for effective team	Monthly	100%	Management Escalation – Review staffing for additional team members or changes process to allow for efficiencies in the system to ensure we can meet SLA.

Price List updates	Within the first 5 business day of each month price list is distributed to named contacts	Monthly	100%	Management Escalation – Review staffing for additional team members or changes process to allow for efficiencies in the system to ensure we can meet SLA
Reporting of IFA fees	Reporting of IFA fees within the first 7 business days of the month	Monthly	100%	Management Escalation – Review staffing for additional team members or changes process to allow for efficiencies in the system to ensure we can meet SLA
Payment of IFA fees	Mail the IFA payment within 10 business days from the report submission date	Monthly	90%	Management Escalation – Review staffing for additional team members or changes process to allow for efficiencies in the system to ensure we can meet SLA
Payment of eVA fees	Mail eVa payment within 15 business days of receipt valid eVA Invoice	Bi-monthly	90%	Management Escalation – Review staffing for additional team members or changes process to allow for efficiencies in the system to ensure we can meet SLA

\* SHI would consider remedies for service level failures with a corresponding incentive for maintaining service levels over the long term. For example:

- Month missed service levels—SHI provides a response plan for increasing performance to meet service level commitments
- Consecutive month of missed service levels—perform a joint root cause analysis to determine cause and implement a corrective action plan
- Consecutive month of missed service levels—consider monetary penalties, provided there were not outside influences affecting SHI's performance—i.e. force majeure event, manufacturer delays, etc.

Long Term achievement of service levels—result in a reduction in penalties SHI is willing to negotiate specific terms at the time of contract negotiations.