

Service Level Agreements (SLAs)

Metric	Definition	Reporting Period	Compliance Requirement
Scheduled Maintenance	Scheduled Maintenance cannot exceed 1 downtime per month, with a maximum of 2 hours for each downtime.	Monthly	> 0 Hours but < 8 hours > 8 Hours but < 16 hours >16 hours
Telecommunications Services Availability	99.90% total system uptime of Intelligence Platform, phone system and e-messaging platform during any single (1) month per facility	Monthly	99.90% to 100% > 99.80% but < 99.90% > 99.70% but < 99.80% > 99.60% but < 99.70% < 99.60%
Mean Time To <u>Respond</u> to Service Requests	Time in which customers first create a service request and Vendor responds to such request by providing known options to solve common problems (automated responses don't count)	Monthly	>24 hours
Mean Time To <u>Resolve</u> Service Requests	Time in which customers first create a service request and Vendor successfully resolves the issue. Issues cannot be closed before they are resolved.	Monthly	>2 business days
Aged requests	Total count of service requests that have not been closed in over 30 calendar days	Monthly	>1% of total tickets
Intelligence Platform Issue resolution	Time in which technical issues are resolved.	Monthly	> 4 hours
Hardware outage	Restore or replace kiosk, phone, wifi router and other hardware	Monthly	>2 business days
Download times	Media downloads through kiosk onto a portable device	Monthly	1 minute
# of successful video visits	Number of video visits that had good voice and video quality	Monthly	97%
Suspected data breach	Notification to WADOC of suspected data breach	Monthly	within 12 hours

Key Performance Indicators (KPIs)

Metric	Definition	Compliance Requirement
Hardware/infrastructure update	System hardware refresh to new, current models.	every 5 years
CSAT (customer satisfaction)	Customer satisfaction score based on survey question response	95%
Vulnerabilities discovered by other customers	Time in which Vendor notifies DOC of any vulnerabilities found by other customers	within 72 hours
Release of DOC files & recordings	Time in which Vendor will release DOC files and recordings to DOC for public disclosure purposes	within 24 hours

SLA Exclusions:

Vendor will be excused from Service Level Agreements and Key Performance Indicators during:

- Failure of third parties (within or outside DOC) to perform timely steps or provide timely resolution of actions
- Force majeure events
- Outages during scheduled maintenance windows