

## Service Level Agreements (SLAs)

Protect your business with long-term service for your website or mobile app. An SLA from Dialogs Professional Services (DPS) will give you peace of mind knowing that if an issue occurs, you have a team ready and waiting to help. Does your success depend on uptime? Choose an SLA with speedy response times, priority turnaround, or 24/7 support.

Call us today at **800-707-0106**. Protect your most valuable business asset – your website or mobile app – with an SLA.

	LevelD	LevelC	LevelB	LevelA
<b>Monthly Fee (in DPS units)</b>	0.2	0.4	1.2	3.2
<b>Number of Dialogs Installs Covered</b>	1	2	5	10
<b>EMERGENCY Issues</b>				
<b>Initial Situation Report</b>	8 hours	4 hours	2 hours	1 hour
<b>Priority Resolution</b>	no	yes	yes	yes
<b>Telephone Support</b>	no	no	yes	yes
<b>Support Hours</b>	8:00 a.m.-5:00 p.m. CT Monday-Friday excluding holidays		8-5 CT, 7 days/wk	24/7/365
<b>NON-EMERGENCY Issues</b>				
<b>Initial Situation Report</b>	8 hours	8 hours	4 hours	4 hours
<b>Support Hours</b>	8:00 a.m. - 5:00 p.m. CT, business days (M-F excluding holidays)			
<b>Ongoing Support</b>				
<b>Dialogs Warranty</b>	yes	yes	yes	yes
<b>Technical Alerts</b>	yes	yes	yes	yes
<b>Documentation and Knowledge Base</b>	yes	yes	yes	yes

## Notes on SLAs

**Dialogs Stability:** Dialogs is stable, secure, and reliable. However, environments change, and any application exposed to the internet should be diligently monitored and maintained.

**Hosting:** Rates shown above are for SLAs only and do not include hosting fees. SLAs may be purchased to support your Dialogs-powered website or mobile app if it is hosted by us or any other commercial hosting service.

**Point Person:** Each SLA will have one designated contact person and one alternate contact person. These are the only two people who are authorized to make SLA requests. Both contact persons must be employed by the SLA holder.

**Emergencies:** We will treat any issue as an emergency if you choose to define it as one.

**Priority Resolution:** LevelA, LevelB, and LevelC emergencies are resolved before emergency issues from other customers.

**Support Hours:** Emergency issue resolution and reporting will occur within the defined “Support Hours”. LevelA and LevelB customers will be charged after-hours fees if they report an emergency outside normal business hours or if issue resolution continues into after-hours. You may specify that you do not want to incur after-hours fees when you open a service ticket.

**Issue Resolution:** Resolution of issues vary. No timeframe is guaranteed. Simple issues may be resolved before the Initial Situation Report is due. SLA rates do not include the cost for our time to resolve issues. Our hourly rate for live project work is \$225 per hour. Pre-pay discounts can significantly reduce that rate.

**Warranty:** Bug fixes and security patches to the core Dialogs software are available for download for free to all Dialogs customers. Our warranty includes free installation of bug fixes and security patches for SLA holders.

**Term:** SLA commitment is for a term of one year (twelve months). For new SLAs, the term begins on the date payment is received. For SLA renewals, continuous SLA coverage requires receipt of payment prior to the end of the previous term.

**Payments:** SLA fees may be paid for as monthly recurring credit card transactions or deductions from Dialogs Professional Services Units on account.

**Termination Fee:** You may cancel your annual SLA commitment at any time. We will refund 50% of the remaining balance of the commitment.

**Pricing Currency:** Pricing shown is in US\$. Currency exchange rates are calculated at the moment of transaction.

