

On-Demand SLA

Updated 2023-12-02

DAG Tech, LLC (“we,” “us,” “our,” or “DAG Tech”) provides this In-Powered IT On-Demand Service Level Agreement (“SLA”) to ensure its CLIENTS are fully informed of the scope of Services of its In-Powered IT On-Demand Services. This In-Powered IT SLA is designed to specify the details of the In-Powered IT On-Demand Services to be provided to the CLIENT. This In-Powered IT On-Demand SLA applies to all DAG Tech In-Powered IT On-Demand Services, or similar Services, and is incorporated by reference into the Master T&Cs, Service Orders, the Agreement, and/or similar agreements.

By accessing or using the Service, the CLIENT consents to the terms and conditions described in this In-Powered IT On-Demand Services SLA. Please further note, that any capitalized terms not defined herein, shall have the meaning ascribed to it in the DAG Tech Master T&Cs available at the Locations.

In-Powered IT On-Demand Services:

1. Term: As shall be specified in the corresponding Service Order.
2. Resources, Scope, and Fee Base Rates:

Resource	Scope of Services Performed by Resource	Fee Base Rate
1. Technician Tier I/II	IT support, helpdesk, and maintenance	Hourly Fee Rate as specified in the Service Order
2. Technician Tier III	IT support and helpdesk escalation, security configuration and response, network troubleshooting, project management, services design	Hourly Fee Rate as specified in the Service Order
3. Tier IV/CxO/ Subject Matter Expert (SME)	Technology strategy and guidance, solution architecture, security and compliance design, policy development	Hourly Fee Rate as specified in the Service Order

* The Scope contains example Services that may be performed by DAG Tech for CLIENT. DAG Tech may perform additional unlisted Services, which shall be subject to additional Fees, and shall be specified in writing and/or in the corresponding Service Order.

3. Fee Rate Considerations
 - a. Fee Rate Increases
 - i. Standard business hours at Fee Base Rate.
 - ii. Business day after-hours at 1.25x Fee Base Rate.
 - iii. Weekend at 1.5x Fee Base Rate.
 - iv. Holiday at 2.0x Fee Base Rate.
 - b. Billing Minimums
 - i. Business hours 2-hours on-site minimum.
 - ii. Business hours 15-minute remote minimum.
 - iii. Non-business hours 4-hour on-site minimum.

- iv. Non-business hours 1-hour remote minimum.
- v. Support billed in ¼ hour increments.

4. Service Level

- a. Mean-Time-To-Acknowledgment (MTTA) of support requests is best effort.
- b. Mean-Time-To-Initiation (MTTI) of support requests is on best effort basis.
- c. Mean-Time-To-Resolution (MTTR) of support requests is on best effort basis.
- d. CLIENT must initiate support requests through DAG Tech Service Desk email at helpdesk@dagtech.com
- e. DAG Tech is not obligated to acknowledge, refuse, or initiate requested tasks.
- f. DAG Tech is not responsible for proactively monitoring or maintaining CLIENT systems.
- g. DAG Tech shall be provided remote connectivity methods by the CLIENT for remote resolutions. Upon request by the CLIENT, DAG Tech can provide remote connectivity solutions, such as DAG Tech TS4, for an additional fee.

5. Payment of Fees

- a. DAG Tech shall have the option to require pre-payment of support hours Fees, as shall be specified in the Service Order, or any other signed writing issued by DAG TECH.
- b. DAG Tech shall have the option, but is not required, to provide NET payment terms as shall be specified in the corresponding Service Order.
- c. DAG Tech is eligible to charge travel reimbursements, with CLIENT written approval.