

COVID-19 Compliance Coach

Service Level Agreement

Acknowledgement of this document and agreement to its terms are provided by electronic signature on a Statement of Work or by checking the "Acceptance" box during the online purchase process.

Agreement between Alteris Group, LLC ("Alteris") and Customer Identified in Attached Statement of Work or Online Purchase Process ("Customer").* Alteris and Client are each referred to as a "Party." The **COVID-19 Compliance Coach App**, the **COVID-19 Compliance Coach Administration Portal** and their related services are referred to as "Services."

Document Owner:	Alteris Group
-----------------	---------------

Version History

Version Number	Date	Author	Description
2.1	July 6, 2020	Stephen Dawley	Final
2.0	May 20, 2020	Stephen Dawley	Final
1.0	Nov 7, 2017	Ryan Brook	Final

*For purposes of e-commerce, this agreement will be considered duly executed upon acceptance and subsequent payment by the authorizing party through the online payment and account setup process. Authorizing party contact information and acceptance date will be recorded electronically at that time. The effective date of this agreement will be the date of online payment. Unless otherwise noted in writing above, Alteris Group contact information is as follows: Alteris Group, LLC, techsupport@covidcomply.com, 26600 Telegraph Rd., Suite 101, Southfield, MI 48033

Document Overview

This document represents the Service Level Agreement (“SLA”) between Alteris Group (“Alteris”) and the aforementioned customer (“Customer”) for sustainment and ongoing support of the COVID-19 Compliance Coach mobile app and administration portal (the “Service”).

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This Agreement outlines the parameters of all IT services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

Goals & Objectives

The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the Customer by Alteris. The goal of this Agreement is to obtain mutual agreement for IT service provision between Alteris and the Customer.

The objectives of this Agreement are to:

- Provide clear reference to Service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of Service provision to the customer.
- Match perceptions of expected Service provision with actual service support and delivery.

Stakeholders

Alteris and the Customer either identified on the cover of this agreement or authorizing the agreement pursuant to an e-commerce transaction during the account setup process will be represented as the primary stakeholders associated with this Service Level Agreement.

Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

Support Levels

Severity of Issue	High	Medium	Low
Response Time	1-4 Business Hours	4-8 Business Hours	8-16 Business Hours
Estimated Turnaround Time*	Up to 1 Business Day	Up to 5 Business Days	Next Planned Release
Planned Maintenance Window	Emergency Rollout ASAP	Reviewed on a Case-by-Case Basis	Next Planned Patch/Update
Monitored Email Support	Yes	Yes	Yes
Off-Hours Support	Yes	No	No

*NOTE: Third-party app store approval processes and/or device operating system releases may have an impact on scheduling and turnaround time

Customer Requirements

Customer responsibilities and/or requirements in support of this Agreement include:

- Submit payment for all support costs at the agreed interval.
- Maintain reasonable availability and prompt communications related to service incidents or requests.

Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Evaluate service incidents received and assign an appropriate severity level.
- Meet response times associated with service related incidents.
- Notify Customer as appropriate for all scheduled maintenance.

Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services will be timely communicated and documented to all stakeholders.

Service Management

Consistent service levels help to regulate effective in-scope support services. The subsequent sections provide relevant details on service availability, monitoring of in-scope services and related components (as defined in the Support Level chart above).

Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Email support during business hours: Monitored 9:00 A.M. to 5:00 P.M. Monday - Friday EST/EDT
- Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day unless a High Severity incident
- Off-Hours Email Support hours: 5:01 P.M. to 8:59 A.M. EST/DST Monday - Friday, All Day Saturday and Sunday

Service Requests

- High severity incidents are estimated to be up to 1 business day turnaround not including external factors
- Medium severity incidents are estimated to be up to 5 business days turnaround not including external factors
- Low severity incidents are estimated to be scheduled to be bundled in the next software release not including external factors