

## **Convert+ Service Level Agreement**

### **SUPPORT:**

A. Float Left's customer service will be available Monday through Friday, excluding Federal Holidays from 9:00 AM to 5:00 PM Eastern Standard Time for all Service issues.

B. The user will report all service, uptime, or availability issues to Float Left via email to [support@floatleft.tv](mailto:support@floatleft.tv). The support request should include contact information and a detailed description of the issue being experienced.

C. Upon receipt of the support request, Float Left will respond and complete such issue correction in a commercially reasonable manner and amount of time, as determined by the priorities of the issues listed below.

D. A valid response for issue correction includes sending customer documentation or other information to configure the Services correctly.

### **PRIORITIES:**

- **Priority 1** - Services are completely inaccessible.
- **Priority 2** - Operation of services is severely degraded, or major components of the Services are not operational.
- **Priority 3** - Certain non-essential features of the Services are impaired while most major components of the service remain functional.
- **Priority 4** - Errors that are non disabling or cosmetic and clearly have little or no impact on the normal operation of the Services.

### **RESPONSE TIMES:**

- Priority 1 and 2 requests will be responded to within 2-4 hrs and will be fixed within 24-48 hrs.
- Priority 3 requests will be responded to within 24 hrs and will be fixed within 30 days
- Priority 4 requests will be responded to within 24 hrs and will be fixed when reasonably possible