

# **Pareto Platform Service Level Agreement (SLA)**

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**Version: 1.1**

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- **Hours of Operation.**

Client/Sales Support is available during regular business hours via telephone and e-mail contact from 6:00 AM until 5:00 PM PST, Monday through Friday, with the exception of statutory holidays. An emergency 24-hour response line is available for contact outside of regular business hours.

- **Incident Response Time.**

Any issues reported to Client/Sales Support will be responded to within 3 business days, unless informed otherwise. This includes requests for assistance via e-mail and/or voicemail outside of regular business hours.

- **Maintenance and Planned Downtime.**

Pareto Platform will provide advanced notice of any changes that may affect users at least 3 business days before they are scheduled to begin, if these changes will be conducted within regular business hours. All other maintenance processes including updates, backup, and processes requiring extensive downtime periods will be conducted beyond regular business hours.