

EADOC LLC SERVICE LEVEL AGREEMENT

This Service Level Agreement (the “SLA”) sets forth the standards that will apply to hosted Construction Management Software Services (the “Services”). This Agreement shall be incorporated in and governed by the terms of the **EADOC LLC MASTER SERVICES AGREEMENT** (the “Agreement”) by and between **CUSTOMER** (“Customer”) and **EADOC LLC** (“EADOC” or “Service Provider”). Unless expressly provided for in this SLA, in the event of a conflict between the provisions contained in the Agreement and those contained in this SLA, the provisions contained in the Agreement shall prevail.

1. **System Availability.** EADOC guarantees the Services will be available with 99.99% uptime, excluding scheduled maintenance. Customer will be notified seventy-two (72) hours in advance of scheduled maintenance. Unscheduled downtime shall not exceed 52.56 minutes per year.
2. **System Response Time.** EADOC will measure latency, packet loss, jitter and network availability with active monitoring systems that gather performance statistics on a regular basis using Internet Protocol (“IP”) based round trip measurements. This information is used to ensure the EADOC application is accessible and performs at the optimum performance for our clients. Due to the unknown performance of the clients Internet Service Provider (“ISP”), EADOC can not guarantee system response time for each individual client.
3. **Support Resolution Time.**

Level 1	System is impaired and users cannot access EADOC Services due to EADOC issue:
	A. Issue will be identified and resolved within one (1) hour.
Level 2	Users can access EADOC Services, but a piece of functionality is not performing:
	A. If issue relates to data integrity a resolution will be developed and released in two (2) hours.
	B. If issue relates to reports, navigation, or other general usability; a resolution will be developed and deployed within twenty-four (24) hours.
Level 3	Customization request: EADOC will make the Customer’s requested configuration changes within seventy-two (72) hours of receiving the request and all supporting documentation.
Level 4	Enhancement request: EADOC will review the requirements with the client within five (5) days. Upon completing the review, the enhancement will be assigned to a release within two (2) weeks that is scheduled for release within six (6) months.

4. **Customer Notification and Credits.** At the time Customer believes that a Service impacting condition has occurred, Customer must initiate a trouble ticket by contacting EADOC support in accordance with the method of contact set forth below (see Section 4.1 below). Once a ticket has been opened, EADOC will notify Customer of the situation and initiate diagnostic testing and fault isolation activities to determine the nature of the service condition. A Credit (see Section 4.2 below) will be applied to Customer’s first invoice subsequent to EADOC’s determination that a service impacting condition that lies within the scope of coverage has occurred.

4.1. Notification Procedure.

If Customer can access the EADOC application:	File a support request through the support module in the EADOC application
If Customer unable to access the application:	email: support@eadocsoftware.com
If Customer unable to access the application and email:	call: 877-305-3844

4.2. Credits.

Level 1	One (1) day credit for each one (1) hour the Service is down.
Level 2A	One (1) day credit for each one (1) hour past the two (2) hour response time
Level 2B	One (1) day credit for each one (1) day delay after the first twenty-four (24) hours
Level 3	No credit.
Level 4	No credit

5. EADOC Notifications.

5.1. Scheduled Maintenance. To maintain the performance of EADOC Services and be able to respond to changes in technology and security risks, EADOC must occasionally take the EADOC application off line to perform maintenance. These outages will only occur during the scheduled maintenance windows defined below:

Maintenance Windows:	Friday 11pm PST – Sunday 11:59pm PST
Notification:	Customers will be notified seventy-two (72) hours in advance of these scheduled shut downs.
Duration:	Outages will never exceed twelve (12) hours.

6. Customer Data. At anytime the Customer can schedule a download of all their Project Data (“Data”) from the EADOC servers. Customer Data will be converted into .pdf documents, customer files will be returned in their original format. This download will occur within seven (7) days of the Customer request. Customer must complete the File form specifying their File Transfer Protocol (FTP) site information located under the Integration tab in the EADOC application.

7. Service Level Updates. EADOC will periodically update these Service Levels. While EADOC may attempt to notify you when material changes are made, we suggest that Customers regularly review <http://eadocsoftware.com/sla.html> to stay current.

8. Contact. For questions about this agreement or any other feedback, comments, requests for technical support please contact EADOC customer support through support@eadocsoftware.com.