

Pharcyde IMS sees this SLA as indispensable to providing great service and a sound relationship between Pharcyde IMS and Client.

Pharcyde IMS Normal Service Hours:

- Normal business hours are 9:00 am to 5:00 pm Monday through Friday.
- After-hours and emergency service is included, at no extra charge, for Clients with Annual Service Agreements.
- After-hours and emergency service is available at an hourly rate premium for Clients not on an Annual Service Agreement. (Refer to the Pharcyde IMS Rate Card for specific details.)
- Pharcyde IMS will provide Client with a holiday schedule in late December of each year for the following year.

Pharcyde IMS Service Responsibilities to Clients with Annual Service Agreements

- Desktop PC Support -- Including end user training, software updates and upgrades, hardware upgrades, new workstation installations and new peripheral equipment installations.
- Server/LAN/WAN Support -- Including administrator/internal guru training, software updates and upgrades, hardware upgrades, new peripheral equipment installations and e-mail and user/group account setup.
- Dedicated Project Manager -- Client will be assigned one main contact person at Pharcyde IMS.
- Priority Response Time for Emergencies -- Emergency calls will be responded to within 2 hours during normal business hours. After-hours emergencies will be responded to within 4hours. For after-hours emergencies see contact information below.
- Access to Pharcyde IMS,s network of local IT partners and contractors -- Client will have access to Pharcyde IMS,s specialty contractors and vendors for project work.
- Quarterly Planning Session -- Pharcyde IMS and Client will meet on a quarterly basis to determine schedule and project work for the coming quarter/year. The first hour of this quarterly meeting will be at no charge to the Client (a £200 value per year).
- Annual IT Audit -- Pharcyde IMS will provide Client with an Annual IT Audit assessment and report (a £400 value per year).

Pharcyde IMS Scope of Services:

- Pharcyde IMS is Clients, main point of contact for all systems on the network.
- If Pharcyde IMS is unable to remedy a problem, then Pharcyde IMS will work with the appropriate outside vendor until a resolution is reached. Client understands that additional expenses may be incurred when an outside vendor is brought in to solve a particular problem and agrees to reimburse Pharcyde IMS for any such expenses plus a 15% management fee.

Standards of Professional Conduct:

- Pharcyde IMS agrees to treat Client and Client,s employees with respect at all times, especially during times of business crises. In return, Pharcyde IMS expects the same treatment from Client and Client,s employees for Pharcyde IMS,s employees, contractors and vendors.

Peak Demand Periods:

- Client recognizes that Pharcyde IMS,s employees and contractors are not full-time employees of Client and at no time should be treated as such.
- Pharcyde IMS will make its best efforts to respond to Client,s needs within the time frame stated above.
- Client understands that there may be occasional times of peak demand when Pharcyde IMS is forced to have to make extremely difficult decisions and triage Client,s needs according to the severity of business impact.

Loss of Service:

- Client recognizes that Pharcyde IMS makes every attempt to select the most reliable systems.
- Client understands that unless Client has an unlimited IT budget, it,s impossible for Pharcyde IMS to guarantee zero downtime.
- This SLA is based on Pharcyde IMS,s best efforts, within Client,s IT budget, to keep Client,s system up and running efficiently and cost-effectively.