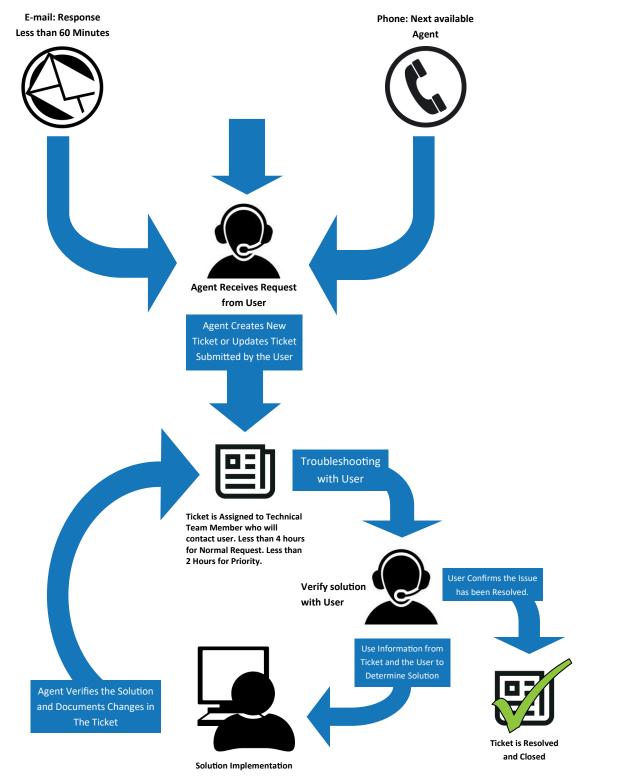
## HOW TICKETS REACH



## HOW TO

## CONTACT US

E-MAIL	PHONE
support@hts-tx.com	210-495-5520 Option 2

NORMAL PRIORITY REQUESTS*							
	Password Reset	New/Delete Account	Email/Internet Issues	Phone Changes	Printer/File/Application Access Issues	Install/Remove Software	
E-MAIL	$\checkmark$	$\checkmark$	Preferred	Preferred	Preferred	Preferred	
PHONE			$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	

\*These are examples of normal priority requests. If you do not see your issue listed here, please contact us.

HIGH PRIORITY REQUESTS					
	Outage	Security Breach	Business Impacting		
PHONE	$\checkmark$	$\checkmark$	$\checkmark$		

These Service Level Objectives are between HTS Voice & Data Systems (sometimes referred to as "we," "us," "our," or "Provider"), and the Client (sometimes referred to as "you," or "your,") found on the applicable Order or Service Description and, together with the Order, Master Services Agreement, and other relevant Service Attachments or Descriptions, forms the Agreement between the parties the terms to which the parties agree to be bound.

## SUPPORT SERVICE

Following receipt of any notification that a support-related problem within the scope of the Services has occurred Provider, shall use reasonable best efforts to begin problem management within the response time targets identified below. All incidents, with status or resolution, will be documented either via regular email updates to the Primary Client Contact (identified in the Agreement) or by posting updates to the ticket tracking system assigned to Client. The following table shows the targets of response times for each priority level: