



# Technical Support Service Level Agreement (TSSLA)

**Effective Date:** 1 Feb 2026

**Document Owner:** Business Relationship Manager

## 1. Agreement Overview

This Technical Support Service Level Agreement ("TSSLA" or "Agreement") represents the complete agreement between MONNIT CORPORATION ("Service Provider" or "Provider") and the Customer ("Customer") for the provisioning of Support services. This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This Agreement outlines the parameters of all technical support services covered as they are mutually understood by the primary stakeholders. The definitions in this document outline the architecture for the Service Level Agreement between MONNIT CORPORATION and the Customer. This Agreement does not supersede current processes and procedures outlined in the Monnit Terms and Conditions unless explicitly stated herein.

### 1.1 Definitions

For purposes of this Agreement, the following terms shall have the meanings set forth below:

**“Business Day”** means any day other than Saturday, Sunday, or a federal U.S. holiday observed by Provider.

**“Business Hours”** means 8:00 A.M. to 5:00 P.M. Mountain Time on Business Days.

**“Response Time”** means the time elapsed from when Customer submits a support request to when Provider provides an initial substantive response acknowledging the issue and providing a preliminary assessment or requesting additional information needed to resolve the issue.

## 2. Goals & Objectives

The purpose of this TSSLA is to ensure that the proper elements and commitments are in place to provide consistent Technical Support service delivery to the Customer(s) by



the Service Provider(s). The goal of this Agreement is to obtain mutual agreement for Support service provision between the Service Provider(s) and Customer(s).

The objectives of this SLA are to:

1. **Clear Reference:** Provide a clear reference to service ownership, accountability, roles, and/or responsibilities.
2. **Measurable Description:** Present a clear, concise, and measurable description of service provision to the customer.
3. **Perception Matching:** Match perceptions of expected service provision with actual service support & delivery.

### 3. Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the primary stakeholders associated with this SLA:

- **Provider:** MONNIT CORPORATION
- **Customer:** [Customer Name] / End User / Reseller

### 4. Periodic Review

This Agreement is valid from the Effective Date outlined herein and is valid until further notice. This Agreement is eligible for review upon request of either stakeholder; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The Business Relationship Manager (“Document Owner”) is responsible for facilitating reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties.

- **Review Period:** Upon Request
- **Document Owner:** Business Relationship Manager, Monnit Corporation

### 5. Basic Service Management & Availability

Effective support of in-scope services is a result of maintaining consistent service levels. Monnit follows a standard business calendar with a 5-day work week.

## 5.1 Service Availability Coverage

- **Work Week:** Monday – Friday.
- **Holidays:** Observation of federal U.S. holidays and weekends off, with occasional closing of the office for internal meetings or events.
- **Telephone Support:** Available 8:00 A.M. to 5:00 P.M. Mountain Time, Monday – Friday. (801-561-5555 option 2).
- **Email Support:** Monitored 8:00 A.M. to 5:00 P.M. Mountain Time, Monday – Friday (support@monnit.com).
- **Support Portal:** Issues may be submitted via the Monnit Support Portal at <https://monnit.atlassian.net/servicedesk/customer/portal/1>.
  - *Note:* Emails sent to support@monnit.com are automatically transferred and tracked through the Monnit Support Portal (JIRA Service Desk).
- **Support Portal:** Chat support Monitored 8:00 A.M. to 5:00 P.M. Mountain Time, Monday – Friday found on Monnit.com.

• Channel	Availability	Notes
Email Support	Business Hours	Auto-logged in Support Portal
Phone Support	Business Hours	For urgent or complex issues
Support Portal	24/7 intake	Response times follow Section 6
Chat Support	Business Hours	For quick questions

## 5.2 Off-hours Support

Currently, Monnit Support is available during the times outlined above. Unless an agreement for off-hours support is specified in a separate addendum to this agreement, standard response times apply, and off-hours support is not offered.

## 5.3 Scope of Support

Support services under this TSSLA apply solely to Monnit-hosted software, firmware-related troubleshooting, and documented hardware behavior. Support does not include on-site services, customer network troubleshooting, or custom integration assistance unless covered by a separate agreement.

## 5.4 Out-of-Scope Support

Provider is not responsible for diagnosing or fixing issues originating from Customer's equipment, local networks, wireless interference, environmental conditions, or unsupported third-party software.

## 6. Service Level Targets (Response Times)

In support of services outlined in this Agreement, the Service Provider will respond to service-related incidents and/or requests submitted by the Customer within the following Response Times.

### 6.1 Priority Definitions

Support requests shall be classified according to the following priority levels:

**High Priority:** Complete service outage or critical system failure that prevents the Customer from accessing or using the iMonnit platform, affecting multiple users or critical business operations, with no workaround available.

**Medium Priority:** Significant degradation of service functionality affecting multiple users but not preventing basic operations, or issues affecting individual users with no workaround available.

**Low Priority:** Minor issues, general questions, feature requests, or cosmetic problems that do not significantly impact operations, or issues for which a workaround exists.

Provider reserves the right to reclassify priority levels if the actual impact differs from the Customer's initial assessment.

### 6.2 Response Time Targets

- **High Priority:** 0-4 Business Hours.
- **Medium Priority:** Within One Business Day.
- **Low Priority:** Within 3 Business Days.

**Remote Assistance:** Will be provided in line with the above timescales, dependent on the priority of the support request.

### 6.3 Engineering Escalations

Issues requiring escalation to Provider's engineering teams (hardware or software) for investigation, debugging, code changes, or firmware updates are not subject to the Response Time Targets in Section 6.2. For such escalations, Provider will: (a) notify Customer within the applicable Response Time that the issue requires engineering

escalation; (b) provide Customer with regular status updates at least once per week; and (c) use commercially reasonable efforts to resolve the issue as promptly as practicable. Engineering escalations do not constitute breaches of this Agreement for purposes of Service Credits under Section 8.2.

## 7. Customer & Provider Requirements

### 7.1 Customer Requirements

Customer responsibilities and/or requirements in support of this Agreement include:

1. **Payment:** If paid support services are contracted, payment for all applicable support costs at the agreed interval.
2. **Availability:** Reasonable availability of customer representative(s) when resolving a service-related incident or request.
3. **Partner Responsibility:** Partners are to handle support requests directly with their customers. Partners are strongly urged to purchase additional 1-5% stock to address hardware issues requiring RMA immediacy.
4. **Contact Information:** Changes in contact information for the individual responsible for monitoring this agreement must be communicated to Monnit.

### 7.2 Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

1. **Response Times:** Meeting response times associated with service-related incidents.
2. **Notification:** Appropriate notification to Customer for all scheduled maintenance.
3. **Documentation:** Documentation management, which provides for consistent service delivery.

### 7.3 Service Assumptions

Assumptions related to in-scope services and/or components include that changes to services will be communicated and documented to all stakeholders using contact information as provided by the Customer.

## 8. Remedies

In the event this Agreement is breached by Provider, remedies shall apply as set forth herein.

## 8.1 Error or Delay

- **Provider's Responsibility:** For errors or omissions in Services, Provider shall furnish correct information and adjustment in the Services at no additional cost or expense to Customer; provided, Customer must promptly advise Provider of any such error or omission of which it becomes aware. For failure to deliver any service because of impracticability, Provider shall use reasonable efforts to make the Services available and/or to resume performing the Services as promptly as reasonably practicable.
- **Customer's Responsibility:** The Customer's responsibility is to adhere to this Agreement in service requests and to allow for reasonable effort by Provider to make the Services available and/or to resume performing the Services as promptly as reasonably practicable.

## 8.2 No Warranty of Successful Resolution

Provider will use commercially reasonable efforts to resolve issues but does not guarantee resolution of all reported problems.