360 Visibility Service Level Agreement (SLA) Schedule

(Applicable Only to Purchased Additional Support Services)
Last Updated: 02-02-26

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1. Applicability of SLA
This Service Level Agreement ("**SLA**") applies **only** to Customers who have subscribed to **additional support services** from 360 Visibility Inc., including but not limited to **Dynamics 365 Customer Care**, **Microsoft 365 Advanced Support**, or a **Managed Azure Support Agreement** (each, an "**Additional Support Service**").

This SLA **does not apply** to Customers receiving **Standard Support**, as described in Section 15 (Standard Support) of the 360 Visibility Cloud Solution Provider Customer Agreement.
Additional Support Services are subject to **separate terms, fees, service descriptions, and Order Forms**, which must be in effect for this SLA to apply.

2. Support Hours & After-Hours Coverage
Standard Support Hours are **9:00 AM to 5:00 PM Eastern Time**, Monday through Friday, excluding weekends and **statutory holidays**.
After-hours support is available **only for critical outages** and, where applicable, will be escalated to Microsoft on a **24x7 basis**, along with the Customer unless otherwise agreed in writing.

3. Submitting Service Requests
Service requests may be submitted by the Customer through any of the following channels:

- The **360 Visibility Support Portal**
- M365 and Managed Azure Support email to **itsupport@360visibility.com**
- Dynamics 365 Customer Care email to **bcsupport@360visibility.com**

All service requests must originate from authorized Customer contacts designated under the applicable Additional Support Service.

4. Incident Handling & Definitions
Each reported incident will be assigned a **unique support reference number**.
A "**Solution**" may consist of a fix, workaround, configuration change, or procedural guidance that eliminates the incident or materially reduces its severity. Resolution does not require permanent remediation unless expressly included in the applicable support scope.

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5. Incident Categories & Target Response Times
Incidents will be categorized by 360 Visibility based on impact and urgency:

Incident Category	Target Initial Response	Target Resolution
All Systems Down (Urgent)	Within 1 hour	Within 8 working hours
Business Critical	Within 2 hours	Within 16 working hours
Normal	Within 8 hours	Within 40 working hours
Low	Within 24 hours	Within 80 working hours

Response and resolution targets are measured **during Standard Business Day Hours** unless otherwise expressly stated.

6. Exclusions & Support Limits
Unless otherwise agreed in writing:

- Support is limited to **two (2) hours of effort per incident**
- Root cause analysis, post-incident reports, custom development, architectural changes, and optimization activities are **excluded**

- Non-critical after-hours support is excluded
- Requests outside the defined scope of the applicable Additional Support Service are excluded

Excluded or excess services may be provided on a **billable professional services basis** subject to Customer approval.

7. Customer Responsibilities
To receive SLA coverage, Customer is responsible for:
- Providing accurate, complete, and timely incident information
- Maintaining system access, credentials, and required security controls
- Designating authorized support contacts
- Remaining in **good financial standing** with 360 Visibility
- Cooperating with troubleshooting and escalation efforts

Failure to meet these responsibilities may suspend SLA timelines.

8. Additional SLA Terms
- **No service credits** apply under this SLA
- SLA timelines may be suspended due to Customer delays, third-party dependencies (including Microsoft), or force majeure events
- 360 Visibility reserves the right to **classify or re-classify incidents**
- Escalation follows defined internal operational levels
- Planned maintenance, Microsoft outages, or Microsoft-controlled remediation do **not** constitute an SLA breach

9. Governing Agreement
This SLA Schedule is governed by and incorporated into the **Master Services Agreement, Cloud Solution Provider Customer Agreement** and the applicable **Additional Support Services or Order Form**. In the event of any conflict, the **Cloud Solution Provider Customer Agreement shall prevail**, unless expressly stated otherwise in writing.