



## TRANSCARE 24/7 CORP

### SERVICE LEVEL AGREEMENT

#### PROVIDER OF SERVICE:

ELD Driver 24/7 phone support

#### TYPE OF SERVICE:

ELD Driver 24/7 primary first level support

#### PERFORMANCE

In order to provide optimal first level support service, all ELD-related problems must be received, via phone call, by the agents and the following service will be provided:

First level problem determination where:

1. At least 90% of the calls will be answered in less than 20 seconds. Calls abandoned will be handled (call returned) in less than 10 minutes.
2. All problems will be recorded.
3. Problems will be resolved by the agent or assigned to the appropriate specialist if further steps are required.
4. Problems will be monitored.
5. Users will be notified of commitment times and any problems that occur in meeting the established commitment.
6. Problem resolution will be documented and available in report status.

#### RELIABILITY

Services will be provided 24 hours a day, every day. During this time the answering service will be staffed with a minimum of 2 agents. Additional agents will be added during pick times.



The support telephone number will have two lines available to take calls. When both lines are busy, calls will be forwarded to voice mail, where a message can be left. TransCare guarantees a return call within ten minutes of an urgent voice mail message. All messages left on voice mail will be confirmed for receipt within four hours.

## RESPONSE TIME

First level problem determination will be assigned using the following criteria:

1. Number of drivers affected
2. Effect on business mission
3. Context of problem
4. Deadlines
5. Estimated solution time
6. Application involved
7. Frequency of problem
8. Driver's sense of priority
9. Driver's commitment level
10. Availability of workaround
11. Threat to data integrity or computer security

The following table will be used internally to prioritize calls and to give a response time commitment:

### Severity Level

#### Definition

#### Response Times

##### 1. System Down

Server, network, applications

Immediate

##### 2. Critical

ELD malfunction or significant customer impact that threatens immediate productivity (e.g. not able to login, not able to export ELD data file to inspecting agency)

Within 15 minutes after the call was answered



### 3. Urgent

High-impact problem where production is proceeding, but in a significantly impaired fashion; there is a time-sensitive issue important to long term productivity that is not causing an immediate work stoppage; or there is significant customer concern (e.g. driver does not want to edit a log and prefers to wait for the carrier to propose the change).

Within 2 hours (or more if third party involvement is required)

### 4. Important

Important issue that does not have significant current productivity impact

Within 12 hours

### 5. Monitor

Issue requiring no further action beyond monitoring for follow-up, if needed

Within 1 business day

### 6. Informational

Request for information only or suggestion about changes

Ongoing

## RESELLER RESPONSIBILITIES

Reseller is responsible for keeping and updating software and manuals used by drivers. ELD app version must be 147 or higher.

## REPORTING

Monthly reports to reseller containing information on actual performance achieved will be provided on a monthly basis. Information will be provided on both open and closed requests.

## MODIFICATIONS

This agreement may be amended at any time with mutual consent of both parties.

(RESELLER NAME)

\_\_\_\_\_  
Date:

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