



Service Level Agreement

Effective Date: [EFFECTIVE DATE] (Exhibit A to the MSA)

This SLA is entered into by and between **SecureLynx, LLC, a California limited liability company** (“**Service Provider**”), and **[CLIENT LEGAL NAME]** (“**Client**”). It supplements the Master Service Agreement (MSA), outlines specific service expectations, and sets out service pricing at Sections 10 through 13.

1. Purpose

This SLA outlines the operational service categories governed by the Master Service Agreement (MSA) and priced per Sections 10 through 13 of this SLA. It defines service levels and performance expectations for the following core areas:

- Network, server, and workstation support
- Remote help desk and on-site assistance
- Cybersecurity monitoring and system health
- IT advisory and proactive maintenance

2. Support Hours

- **Standard Business Hours:** Monday to Friday, 8:00 AM to 6:00 PM PT (excluding public holidays).
- **After-Hours Support:** provided on a best-effort basis at no additional charge. Availability is not guaranteed and depends on capacity.

3. Service Response Targets

- **First Response:** SecureLynx will provide a first response to all remote service requests within twenty (20) minutes during Standard Business Hours, regardless of priority. First response performance is measured for service credits under Section 9.
- **On-Site Response:** SecureLynx targets on-site response within sixty (60) minutes within the Santa Clarita Valley; on-site response elsewhere in Southern California varies with distance and conditions. On-site response times are targets only, are not guaranteed, and are excluded from service credits.
- **Resolution:** SecureLynx works every request toward the earliest possible resolution. Priority classification governs sequencing only when request volume requires triage, per the table below.

Priority Level	Target Resolution Time
High: critical system outage or security issue	Same business day
Medium: degraded performance or non-critical issues	Within 24 hours
Low: routine support or minor issues	Within 48 hours

Resolution times are good-faith targets rather than guarantees of individual outcomes; monthly resolution performance is measured for service credits under Section 9. Resolution may depend on factors outside



SecureLynx's control, including third-party vendors, ISPs, parts availability, and Client dependencies, and such requests are excluded from credit calculations. All times apply during Standard Business Hours.

- **Resolution Plan:** If a request is not resolved within its target resolution time, SecureLynx will put a documented resolution plan in place and communicate it to the Client no later than the end of the next business day after the target passes, including current status, next steps, any dependencies, and a revised estimate, escalated under Section 7 where needed. Resolution plan commitments are addressed through the escalation protocol in Section 7 and are not subject to service credits.

4. Monitoring & Help Desk

- **System Monitoring:** 24/7 for core infrastructure (servers, networks, security alerts) for all managed clients.
- **Managed Detection & Response:** where MDR is listed as a service component in Section 10 (Service Pricing), monitoring includes 24/7 managed detection and response.
- **Backup & Disaster Recovery:** backup and disaster-recovery commitments apply where listed as a service component in Section 10 (Service Pricing). Backup scope covers shared files, local and cloud; individual workstation contents and cloud-hosted applications backed up by their own vendors (for example, a cloud-hosted EHR) are outside backup scope unless expressly listed in Section 10.
- **Help Desk Access:** live remote support during business hours via phone, email, or ticketing system.

5. Deliverables

SecureLynx will provide the following on a recurring basis:

- Monthly summary of support activities
- Ticket resolution history and documentation
- Proactive recommendations for improvements
- Performance metrics (see Section 8)

6. Roles & Responsibilities

SecureLynx shall:

- Maintain service uptime and system health.
- Use industry best practices for reliability and security.
- Escalate unresolved issues per protocol.

Client shall:

- Provide timely access and accurate information.
- Maintain backups and adhere to recommended practices.



- Follow SecureLynx guidelines for supported environments.

7. Escalation Protocol

Issues are escalated by severity and the depth of handling required, not handed between separate teams:

Tier	Handling
Tier 1	Initial triage and remote resolution of routine issues.
Tier 2	In-depth technical investigation and remediation for complex or persistent issues.
Tier 3	Strategic review, root-cause analysis, and vendor or account-level escalation.

Escalations are tracked and prioritized to expedite resolution.

8. Key Performance Indicators (KPIs)

The following are the performance targets SecureLynx works to. They are service goals rather than guarantees carrying a financial remedy, except as expressly provided in Section 9 (Service Credits):

Metric	Target
First Response Time	95% or more within SLA threshold
First Contact Resolution Rate	75% or more
Ticket Closure Rate	90% or more within resolution window
Client Satisfaction Score	4.5 or more out of 5 (when surveyed)

9. Service Credits

SecureLynx measures two service rates each calendar month: the percentage of remote service requests receiving a first response within twenty (20) minutes during Standard Business Hours (the “First Response Compliance Rate”), and the percentage of remote service requests resolved within the target resolution times in Section 3 (the “Resolution Compliance Rate”). If either rate falls below the thresholds in the tables below, Client is entitled to a credit against future recurring service fees.

Monthly First Response Compliance Rate	Service Credit
95% or above	No credit
90% to below 95%	3% of that month’s recurring service fees
80% to below 90%	5% of that month’s recurring service fees
Below 80%	10% of that month’s recurring service fees



Monthly Resolution Compliance Rate	Service Credit
90% or above	No credit
80% to below 90%	3% of that month's recurring service fees
70% to below 80%	5% of that month's recurring service fees
Below 70%	10% of that month's recurring service fees

- **Measurement:** both rates are measured monthly from SecureLynx's ticketing system, which is the system of record for compliance measurement, and reported in the monthly summary under Section 5.
- **Automatic Application:** credits are calculated as part of monthly reporting and applied automatically to the next month's invoice; no request or written notice from Client is required. Credits apply only against invoices for recurring services, have no cash value, are not refundable or transferable, and are forfeited on termination of the MSA.
- **Caps:** credits under the two tables are combined, but total credits will not exceed twenty percent (20%) of recurring service fees for any month, and will not exceed one month's recurring service fees in any rolling twelve (12) month period.
- **Credit Exclusions:** no credit accrues for misses caused by Client or its personnel, third-party vendors or ISPs, force majeure, Planned or Emergency Maintenance, or requests concerning systems outside the supported environment, and such requests are excluded from the applicable compliance-rate calculation. No credits accrue while Client's account is more than thirty (30) days past due.
- **Sole Remedy:** service credits are Client's sole and exclusive remedy, and SecureLynx's entire liability, for any failure to meet the service levels in this SLA.

10. Service Pricing

The monthly fees below reflect the users and service levels under the MSA and this SLA. These values are subject to change via approved Work Orders or Change Orders. The following table represents estimated monthly costs based on the Client's environment and the services defined in the MSA and this SLA:

Service Component	Monthly Cost
Managed IT & security, per user ([#] users)	[\$AMOUNT]
Managed Detection & Response, 24/7 [Included / add-on / N/A]	[\$AMOUNT]
Backup & Disaster Recovery [Included / add-on / N/A]	[\$AMOUNT]
Onboarding (one-time; 1.5 × first month of service – see Section 12)	[\$AMOUNT]
Estimated Monthly Total	[\$MONTHLY TOTAL]



All costs are subject to adjustment based on user count, environment, or scope changes. Service commitments tied to a specific component (for example, 24/7 managed detection and response, or backup and disaster recovery) apply only where that component is listed above.

- **User Definition:** a “user” is a named individual with login credentials in the managed environment. Shared devices — such as front-desk workstations, exam-room terminals, or imaging stations — are counted as supported endpoints under Section 11, not as additional users.

11. Supported Inventory

- **Network Devices:** [#] Router/Firewall, [#] Managed Switches
- **Servers:** [describe: e.g., Hyper-V Host, Active Directory/DNS, File/Application Server]
- **Workstations:** [#] supported user endpoints

12. Billing Terms and Adjustments

- Invoices issued monthly; Net 30 payment terms.
- Monthly invoices are subject to a \$1,000 minimum unless otherwise stated in this SLA.
- A 1.5% late fee applies to balances overdue by 30 or more days.
- Changes in device count or service scope will be reflected in subsequent invoices.
- All changes must be pre-approved via signed Work Orders or Change Orders.
- **Onboarding:** a one-time fee equal to one and a half (1.5) times the first month of recurring service fees, due at the start of the engagement, and the only up-front cost. Onboarding includes discovery and documentation of the Client environment, deployment of the managed stack across supported endpoints, a remediation plan out of discovery, and remediation of the environment to SecureLynx’s security baseline; where backup and disaster recovery or a Security Risk Assessment applies under this SLA, initial setup is included. If discovery reveals an environment materially outside the range represented during scoping, SecureLynx will quote onboarding to fit the environment and obtain Client’s written approval before work begins.
- **Hardware and Third-Party Licensing:** SecureLynx recommends hardware and third-party licensing but does not sell, resell, purchase, or mark up either. Whether and what to purchase is at Client’s discretion; Client purchases directly, holds the vendor relationship, and owns what it buys outright.

13. Term Commitment

- The agreement is month-to-month from the Effective Date and continues until terminated by either party with 30 days’ written notice.
- Any scope changes outside Sections 10 through 13 of this SLA require a signed Change Order.
- **Termination Costs:** On termination, the Client remains responsible for service fees through the end of the then-current billing month, plus any reasonable transition or data-migration costs incurred after the termination date. SecureLynx may waive these amounts in writing.

14. Exclusions

This SLA does not apply to:



- Failures due to third-party vendors or ISPs.
- Force majeure events (natural disasters, civil unrest).
- Unauthorized changes made by Client personnel.

15. Amendments

Modifications to this SLA must be made in writing and signed by both parties.

16. Acknowledgment

This SLA, including the service pricing at Sections 10 through 13, is incorporated into the MSA as Exhibit A. This SLA is governed by the laws of the State of California in accordance with the MSA.

17. Approval and Signatures

By signing below, both parties acknowledge and accept the terms of this Agreement.

SecureLynx, LLC

Authorized Signature

Client

Authorized Signature

Printed Name

Printed Name

Date

Date