



Information & Technology Services (ITS)

Service Level Agreement (SLA)

ACCOUNT SERVICE

1. CB Programs (CBP) will provide a primary account representative to customer. CBP requests one primary contact from customer as well.
2. CBP has established customer service contact points that include an 800#, website on-line request form, email address, fax number, and U.S. Mail, in addition to the primary account representative. Customer Service flow chart attached:

Phone: 800-807-0200
Website: www.cbprogams.com/customerservice
eMail: customerservice@cbprograms.com
Fax: 630-226-2160
U.S. Mail: Use address located at top right of this page in the letter head.

3. Customer will always have an option to reach a live person, in addition to leaving a voice message, when calling us via telephone during stated business hours.
4. Customer can obtain emergency support, during the business day or after hours, by calling our 800# and following the menu prompts to speak to a live person or to specifically leave a voice message in our Emergency box that pages the on-call staff member.
5. Customer will receive confirmation all received requests, via phone or email, within one business day.
6. CBP will strive to complete all requests promptly. Our target to complete smaller requests (those estimated to take less than 8 hours of effort) is to start and complete them the same day or by the end of the next business day. CBP will provide a written Statement of Work (SOW), for all requests estimated to be eight hours and above, to be approved and accepted by customer prior to start of work. The SOW will contain the estimated project schedule.
7. Customer will be notified of any possible foreseen delays on any project request.
8. Customer will be notified if a request is anticipated to take more hours than originally estimated before the original estimated hours total is reached. The reason for the overage will be reviewed with customer so that a final decision may be made on the remaining work necessary to complete the request.
9. CBP will make a good faith effort to contact you every month specifically to obtain your feedback on our services, how we can improve, and how we can better assist you. Feedback is also accepted at www.cbprograms.com/feedback 24x7. All comments and suggestions are welcomed!

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SYSTEMS

1. CBP strives for 99.999% up-time and availability of systems not including planned outages. CBP addresses all reasonable risks but cannot guarantee up-time, especially due to forces or actions beyond our control.
2. CBP strives to keep planned system/server outages to a minimum. Should a planned outage become necessary, customers will be notified at least seven days in advance of the outage via an email broadcast.
3. CBP patches all server operating systems, at least, quarterly. Emergency hot fixes as we are notified of them.
4. CBP provides for nightly server backups. In the event a server needs to be fully recovered, restored data can be up to 24 hours old.
5. CBP provides warm backup servers to recover any failed server within eight hours.
6. CBP is included in Christian Brothers Services' Business Continuity Plan which includes a 3rd party agreement for off-site Disaster Recovery, if necessary.

CONTACT INFORMATION

The following contact information is provided in addition to the customer service contact points provided above. You may contact any of us at any time for any reason.

Tom Drez, ITS Managing Director
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