

WidePoint SLA, Reporting and Frequency

WidePoint will adopt the following Service Level Agreements for each of the categories listed in the table below. Each SLA is defined and includes the method of calculation. The reporting frequency is defined in calendar Months, Quarters or Years. In cases where an event beyond WidePoint's control adversely effects the service level WidePoint will notify the client and may be considered exempt from the SLA for that reporting period.

SLA	Definition	Calculation	Target	Reporting Frequency
Help Desk Call Answer Rate	The percentage of calls answered within 60 seconds after the call routing announcement plays.	Calls answered within target divided by total number of calls taken	80%	Monthly
Help Desk Call Abandonment rate	The percentage of calls that abandoned while holding to speak with an agent.	Total calls abandoned after the ASA or SLA goal divided by the total number of calls offered.	3%	Monthly
Help Desk Ticket Resolution	The percentage of Help Desk tickets resolved within 4 business hours . Any ticket status time spent assigned to a manufacturer, carrier or other 3rd party is not included. Tickets may be resolved by entering an order that is then tied to order processing SLAs.	Total tickets resolved within target divided by the total number of tickets logged.	95%	Monthly
Customer Satisfaction Survey	Surveys can be sent to any % of callers with valid e-mail addresses. The survey can be customized and include up to 5 survey questions and collect comments. Surveys can also offer a callback.	Average score ranging from 1-5. 1 being very dissatisfied and 5 being very satisfied.	4	Monthly
Order Processing (Submitted to vendor)	The percentage of orders submitted to the carriers or completed within 3 hours . During normal business hours M-F between 8am-6pm EST.	Total time between Pending Processing and next status (Awaiting Vendor Confirmation, Ordered, Drop Shipped, Shipped, Complete)	95%	Monthly
Order Processing (Delivered to User)	The percentage of orders placed, fulfilled by the carrier and delivered to shipping address within 5 business days or within the carrier provided SLA. (dependent upon agreed upon procedures)	Total time between Pending Processing and completion status including delivery.	95%	Monthly
Monthly Reports	100% All monthly reports are to be delivered by the 15th of the following month.	Total number of reports due divided by the total number of reports delivered by the 15th day of the following month.	100%	Monthly
Portal Availability	TEM System availability is the time that the system is operational and generally accessible or at least not prohibited by WidePoint infrastructure unless pre-scheduled and communicated (24 hrs advanced notice).	The total number of minutes the system was available for throughout the reporting period divided by the total number of minutes in the reporting period.	99.5%	Monthly