

SPARTA SERVICES

Managed Intelligence Provider

Service Level Objectives

Effective Date

July 24, 2026

Document Version

Version 1.0.0

These Service Level Objectives supersede and replace all prior versions.

These Service Level Objectives are between Provider (sometimes referred to as “we,” “us,” or “our,”), and the Client (sometimes referred to as “you,” or “your,”) found on the applicable Order and, together with the Order, Master Services Agreement, Schedule of Services, and other relevant Service Attachments, form part of the Agreement between the parties, to which the parties agree to be bound.

Support Services

Following receipt of any notification that a support-related problem within the scope of the Services has occurred, Provider shall use commercially reasonable efforts to begin problem management within the response time targets identified below.

All incidents, with status or resolution, will be documented either via regular email updates to the Primary Client Contact (identified in the Agreement) or by posting updates to the ticket tracking system assigned to Client.

Service Level Objectives			
Response & Resolution Objectives			
Priority Level	Description	Response Time	Resolution and/or Mitigation Plan
Incident – Critical (P0)	Critical Business Impact – Complete System Outage or Security Breach	15 Minutes	4 Business Hours
Incident – High (P1)	High Business Impact – Significant Impairment of Business Operations	15 Minutes	8 Business Hours
Incident – Medium (P2)	Medium Impact – Limited Impairment of Business Operations	15 Minutes	24 Business Hours
Incident – Low (P3)	Low Impact – Minimal Impairment of Business Operations	15 Minutes	36 Business Hours
Service Request	Request for new services	8 Business Hours	36 Business Hours
Availability Objectives			
Monitoring & Ticketing Platform Availability	99.9% monthly availability objective for Provider’s monitoring and ticketing platforms, measured per calendar month and excluding scheduled maintenance windows and any unavailability caused by factors outside Provider’s reasonable control (including internet service provider or other third-party outages)		

Business Hours: Provider’s office hours are 5:00 a.m. to 5:00 p.m. Pacific Time, Monday through Friday, excluding Provider-observed holidays. Support and monitoring are available 24x7; the incident response targets above apply 24x7, while resolution targets and any targets stated in Business Hours are measured against the office hours defined here unless an Order states otherwise.

Stated Response and Target Resolution Times represent a service goal and not a guarantee. Provider's ability to implement a solution to a reported problem may depend on input or information from Client or from third parties beyond its control, including Client's IT vendors.

Revisions. Provider may revise these Service Level Objectives from time to time by posting an updated, dated version to Provider's Legal Center. A revision takes effect as provided in Section 1 (Contract Hierarchy) of the MSA and does not apply retroactively during a then-current Order term.