**Optimum Software-as-a-Service (SaaS)**
**Service Level Agreements (SLAs)**

The following guidelines are the starting point for all Optimum Software-as-a-Service (SaaS) Service Level Agreements (SLAs).

1. **Service availability:**

Services shall be delivered between business hours of 8am-5pm US Central Time, excluding weekends, federal, and Optimum's holidays.

2. **Recovery Time Objectives (RTO)**

For critical issues, Optimum commits to an initial response and engagement within two (2) business days. A "critical issue" is defined as a situation where the Client's production environment is rendered inoperable due to a direct failure of Optimum's services or provided solutions. This SLA pertains solely to the initiation of support efforts and does not guarantee full resolution within the two-day period, as resolution timelines may vary depending on the issue's complexity and scope.

For non-critical issues or other requests, the SLA will be established through mutual agreement between Optimum and the Client on a case-by-case basis.

3. **Data loss tolerance levels (also known as recovery point objectives)**

Optimum is an IT consulting company providing implementation, support, training, and resell services to DIR Customers. The acceptable amount of data loss measured in time with each SaaS product that we resell, will be agreed upon between the Customer and the SaaS manufacturer, according to the user terms and conditions provided by each SaaS manufacturer.