NovaCore Systems Service Level Agreement

Provider: NovaCore Systems LLC

This agreement describes the NovaCore Connect services selected by the customer, how support requests are handled, the responsibilities of each party, and the response targets that apply to those services.

01 Service Scope and Optional Management

NovaCore Connect provides access to virtual desktops and applications through its configured access, delivery, compute, directory, and storage services.

Support applies to the NovaCore Connect environment identified above. The specific systems, workloads, and services covered for a customer should be recorded in that customer’s service order or service schedule.

The customer may select ongoing management, monitoring, and support. Depending on the services selected, this may include:

- Monitoring agreed systems and services.
- Reviewing backup status.
- Planning or coordinating system updates.
- Making configuration changes authorized by the customer.
- Responding to support tickets about the selected services.

Only the services listed for the customer are included. The customer’s service schedule should identify the systems in scope, the selected management tasks, and any customer approvals required before changes are made.

02 Support Hours and Ticket Submission

Standard support hours are Monday through Friday, 9:00 AM to 6:00 PM Pacific Time.

Customers submit support requests through the support ticket system and select a priority for each ticket. The ticket system is the reporting channel for routine, high-impact, urgent, and security-related issues.

After-hours support is reserved for urgent issues: major outages and security incidents. Customers should mark these tickets as Urgent.

The customer should include enough information in a ticket to help assess the issue, such as the affected service or users, when the issue began, the impact, and any error message or relevant details.

03 Ticket Priorities and Initial Response Targets

The following priorities and initial response targets apply to tickets submitted through the support system.

Priority	Issue description	Initial response target
Urgent	Major outage or security incident.	Within 1 hour, including after hours.
High impact	Significant service problem affecting multiple users.	Within 4 business hours.
Routine	Individual issue or request that does not block critical work.	Within 1 business day.

For this agreement, business hours are Monday through Friday, 9:00 AM to 6:00 PM Pacific Time. The treatment of public holidays should be specified in the customer's service schedule.

An initial response means we've acknowledged the ticket and begun an initial assessment. It does not mean the issue has been resolved or service restored. For high-impact and routine tickets submitted outside support hours, the response period begins during the next support period. The urgent response target applies after hours.

For an issue that is not resolved during the initial response, work will begin within 24 business hours of receiving the ticket. This is a work-start target. The time required to resolve an issue depends on its cause, complexity, customer access and approvals, and any outside services involved. This agreement does not promise a fixed resolution time.

04 Ticket Updates and Escalation

The support ticket system records the issue, its selected priority, status, and customer communications.

- Active urgent tickets receive an update at least once per hour.
- Other open tickets receive an update each business day.
- If progress depends on customer information, access, or approval, that dependency should be recorded in the ticket.
- If progress depends on AWS, Parallels, or another provider, NovaCore Systems will coordinate with that provider and share status through the ticket.
- A third-party provider's response or resolution time is outside NovaCore Systems' direct control.

NovaCore Systems is currently the primary support and escalation contact. The customer's designated contact information should be kept current so that questions, approvals, and incident updates reach the right person.

05 Security Incidents

Customers report security incidents involving the NovaCore Connect environment through the ticket system and mark the ticket Urgent. The urgent response target and hourly update frequency apply.

A security incident may require coordination with AWS, Parallels, or another provider. NovaCore Systems will record relevant actions and updates in the ticket and coordinate with the provider when needed.

The process for notifying customers about a security incident first detected through monitoring, including the alert route and notification timing, must be documented for the customer’s selected service.

06 Service Availability

NovaCore Connect is intended to support access to virtual desktops and applications around the clock. This agreement does not state a numeric uptime commitment.

For operational availability tracking, the service is considered available when a customer can sign in and access the assigned desktop or application. Availability is assessed only for problems within the NovaCore Connect environment. Problems with a customer’s own device or internet connection are outside that environment.

Updates that do not interrupt access are not downtime. If an update causes an actual interruption to access, that interruption is recorded as downtime for internal availability tracking.

The 99% figure discussed during planning remains an internal target while end-to-end monitoring and measurement are established. It is not a customer-facing uptime commitment in this agreement.

07 Planned Maintenance and Updates

Maintenance is planned according to the updates and work required for each customer environment. It is not restricted to weekends; timing may vary depending on the work and the systems affected.

NovaCore Systems will plan maintenance to minimize disruption and notify the customer well in advance. The notice method and customer contacts should be recorded in the customer’s service schedule.

Updates will be planned individually. An update that does not interrupt service does not create downtime. An update that interrupts customer access is treated as an actual service interruption for internal availability tracking.

08 NovaCore Systems Responsibilities

For the services selected by the customer, NovaCore Systems will:

- Accept and manage support tickets through the ticket system.
- Apply the ticket priority and response targets described in this agreement.
- Provide ticket updates at the stated frequency.
- Begin work on unresolved tickets within 24 business hours of receipt.
- Perform monitoring, backup checks, updates, and configuration changes only when those tasks are included in the customer’s selected services.
- Obtain customer authorization for configuration changes when required by the customer’s service schedule.
- Coordinate with AWS, Parallels, or another provider when their involvement is needed.
- Provide maintenance notice well in advance.
- Keep the customer’s designated contact information and selected service scope associated with the customer’s service record.

09 Customer Responsibilities

The customer will:

- Provide and maintain an authorized contact for support and service communications.
- Submit issues through the ticket system and select the appropriate priority.
- Provide accurate details about the issue and its impact.
- Provide necessary access, information, and approvals so the issue can be investigated or authorized work can proceed.
- Maintain the customer’s own devices and internet connection.
- Review maintenance notices and respond to requests for approval or coordination.
- Identify the systems and workloads to be included in optional management services.

Delays caused by missing information, access, or approvals may affect investigation and resolution progress. Any such dependency should be documented in the support ticket.

10 Customer Contacts and Service Changes

The customer’s service schedule should identify its authorized support contact or contacts, the services selected, the environment in scope, and any approvals required for changes.

Changes to this agreement or to the customer’s selected services must be documented in writing and agreed to by both parties before they take effect. Updated contact details should also be provided in writing.

11 Customer-Specific Service Schedule

The following details should be completed for each customer:

- Customer legal name and service address.
- NovaCore Connect environment and systems covered.
- Optional management and monitoring tasks selected.
- Customer support and approval contacts.
- Any environment-specific maintenance or access requirements.
- Public holiday treatment for business-hour response targets.
- Start date and fees for selected services.