

IoT America Standard End User SLA

For Informational Purposes, below are the planned End User Service SLA's pertinent to the End User Services Provided by IoT America by and between the End User and Internet of Things America LLC

The Service Level Agreement (SLA) sets forth the terms for how IoT America provides support for End Users.

Service Agreement	Meet
First call resolution	$\geq 80\%$ ¹
Calls answered within 45 seconds	$\geq 80\%$ ²
Voice messages returned ≤ 2 hours	$\geq 80\%$
Email response time ≤ 4 hours	$\geq 80\%$
Calls abandoned above 45 seconds	$\leq 10\%$ ³

¹ Eighty (80) percent first call resolution does not apply to calls regarding the following:

- End User drops off call
- End User ends call due to time constraints
- Service request originates as an email

² Eighty (80) percent calls answered within forty-five (45) seconds does not apply to calls regarding the following:

- End User voluntarily abandons call within forty-five (45) seconds
- End User voluntarily selects voicemail option within forty-five (45) seconds

³ This metric is calculated by dividing the total number of calls abandoned above 45 seconds by the total number of End User calls to IoT America's Operations and Support Center. Calls resulting in a voicemail message are not considered abandoned.