

SLA TABLE

| Key Performance Measurements | SLA /Goal |
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| ICE requires Standard Service Priority Levels | |
| Priority 1: 50% or more of the service at a single facility or housing unit is out of service, any call processor or node failure, any failure in call restriction functions, or any other condition that renders the system incapable of performing all its normal functions: | |
| Service issues at all Primary location and summarized as follows: | |
| i. Resolved less than 12 business hours (20% or better) | |
| ii. Resolved less than 5 business days (50% or better) | |
| iii. Status of repairs greater than 5 business days, to include a confirmed repair date for resolution | |
| Probono ticket monitoring , for all ticketing on a monthly basis to include at a minimum: | |
| iv. Resolved less than 40 business hours (20% or better) | |
| v. Resolved less than 7 business days (50% or better) | |
| vi. Status of tickets greater than 7 business days pending, to include a confirmed repair date for resolution | |
| Priority 2: 25%-50% of the service at a single site of housing unit is out of service or any device that has an impact on that site's ability to conduct normal business. | |
| Service issues at all Primary location and summarized as follows: | |
| vii. Resolved less than 24 business hours (20% or better) | |
| viii. Resolved less than 7 business days (50% or better) | |
| ix. Status of repairs greater than 7 business days, to include a confirmed repair date for resolution | |
| Probono ticket monitoring , for all ticketing on a monthly basis to include at a minimum: | |
| x. Resolved less than 40 business hours (20% or better) | |
| xi. Resolved less than 7 business days (50% or better) | |
| xii. Status of tickets greater than 7 business days pending, to include a confirmed repair date for resolution | |
| Priority 3: 0%-25% of the service at a single site or housing unit is out of service, local exchange or area code issues, or PIN administrative issues that have a limited impact on the ability to conduct normal business. | |
| Service issues at all Primary location and summarized as follows: | |
| xiii. Resolved less than 72 business hours (20% or better) | |
| xiv. Resolved less than 10 business days (50% or better) | |
| xv. Status of repairs greater than 10 business days, to include a confirmed repair date for resolution | |
| Probono ticket monitoring , for all ticketing on a monthly basis to include at a minimum: | |

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| xvi. Resolved less than 72 business hours (20% or better) | |
| xvii. Resolved less than 10 business days (50% or better) | |
| xviii. Status of tickets greater than 10 business days pending, to include a confirmed repair date for resolution | |
| Priority 4: Items that are on a software fix list, administrative issues not directly related to noncitizens, non-service affecting conditions, or issue that are non-business critical. | |

Contractor will provide a written summary and include a time frame.
ICE will review and respond with acceptance or adjustments.
Contractor will agree to report status updates as requested by ICE.

Refunds and Rebates reports submitted on a monthly basis to include at a minimum:

- a: Total number of refunds and total monetary amount of refunds (100% accuracy)
- b. Method of refund
- c. Any refund requested by ICE on an individual noncitizen or by facility