



The MealsPlus Service Level Agreement is as follows:

MealsPlus has the following general responsibilities under this agreement:

- MealsPlus Support will conduct business in a courteous and professional manner with every customer.
- MealsPlus Support will log all information from the customer required to establish contact information and to document the nature of the problem and any pertinent information about the customer's hardware/network environment.
- MealsPlus Support will make a good faith effort to resolve 90% of all problems over the phone on the first call.
- MealsPlus Support will escalate support request to next level of internal support when appropriate.
- MealsPlus Support will obtain the customer's approval before closing an issue.
- MealsPlus Support will be the interface on behalf of the client to development and other organizations as appropriate.
- MealsPlus support will monitor, monthly, its rate of compliance with the SLA metrics listed below. These monthly results will be posted on the MealsPlus website.

MealsPlus Customers have the following general responsibilities under this agreement:

- Reasonable advanced notice of all on-site service-related requests and other special services requested of MealsPlus.
- Creation and maintenance of all required MealsPlus data within the MealsPlus database.
- Appropriate use the MealsPlus product(s) (as designed).
- Payment for all service-related setup, training, installation and/or configuration costs in a timely manner.
- Reasonable availability of customer representative(s) when resolving a support issue including technology department representatives if necessary.



Support Call Metrics

Measurement	Definition	Performance Target
Support Availability	Days and times the support team is available to answer customer support calls	Monday-Friday 7:30AM to 5:00 PM U.S. Eastern Time. Not available during normal holiday periods
Average Speed to Answer (ASA)	Average time a call takes to reach an available agent	95% of calls will reach a "Live" agent within 40 seconds. 99% in less than a minute
System up time	Time that the network and/or phones are available to customers	99.93%
Internet application up time	Lunchprepay.com and other future internet application availability	99.93%

Issue Resolution Metrics

Measurement	Definition	Performance Target
First call resolution	Support team provides a solution that resolves the customer's issue on the first call	90% or higher
Second level problem resolution	2 nd level assistance is needed. Problem was not resolved on first call	99% or higher
	If research is necessary or for any other reason it is necessary to call the customer back	Within two (2) business hours <u>or</u> on the day and time agreed upon with the customer