

Service Level Agreement

Tier 1 - County/CMA

SLA - Tier 1-County/CMA

| Priority Level | County/CMA Resolution Requirements (Must attempt to resolve each ticket received by Tier 1 users) | Priority Level Definition & Examples | Owner | Effective Date |
|----------------|---|--------------------------------------|---------------------|----------------|
| Urgent | Within 2 business days | • | Tier 1-County/... ▾ | Aug 29, 2025 |
| High | Within 4 business days | • | Tier 1-County/... ▾ | Aug 29, 2025 |
| Medium | Within 7 business days | • | Tier 1-County/... ▾ | Aug 29, 2025 |
| Low | Within 14 business days | • | Tier 1-County/... ▾ | Aug 29, 2025 |