

PUBLIC COMMUNICATIONS SERVICES INMATE PHONE SERVICES AGREEMENT

This Inmate Phone Services Agreement ("Agreement") is entered into by and between PUBLIC COMMUNICATIONS SERVICES, INC. ¹ ("PCS"), a California corporation, and EL DORADO COUNTY SHERIFF'S OFFICE ("Client") and is effective on the date of the last signature found on page 10, as follows:

RECITALS

WHEREAS, the Client has the mandated responsibility to provide to the County's inmates in its custody reasonable access to phones at its correctional facilities in Placerville and South Lake Tahoe ("Facilities") supervised by the El Dorado County Sheriff's Office, and:

WHEREAS, the Client is designated the sole authority over an "Inmate Welfare Fund" wherein funds from the use of the Inmate Phones are deposited, and:

WHEREAS, the Client may enter into legal contracts for the provision of such Inmate Phone service, and:

WHEREAS, PCS provides, among other services, Inmate Phone Service;

NOW, THEREFORE, in consideration of the mutual covenants made herein the parties hereto agree as follows:

1. SERVICES

A. PCS will provide Client with monthly traffic detail, Call Detail Records and billing files.

B. PCS will service and maintain all existing Inmate and Visitation Phones at the Facilities (the "Inmate Phones") on condition that both PCS and any subcontractor agree to comply with all terms and conditions of the Agreement. PCS also agrees to retain liability for services performed by subcontractors. PCS may remove any existing Inmate and Visitation Phones and as agreed by Client, may install new Inmate Phones as is reasonably required. PCS will be responsible for collecting all revenues generated from the operations of Inmate Phones, including but not limited to, coin revenue, collect calls and all other types of calls which are placed from Inmate Phones. Calls placed will include all local, Intralata, Interlata, Interstate and International calls generated and completed by and through the Inmate Phones.

C. PCS may use a subcontractor to provide Inmate Phone services and support upon express consent and approval of Client. PCS will provide Client with any subcontractors repair procedures and guidelines. If the subcontractor is in breach of its duties, PCS may terminate the subcontractor's agreement. At PCS and Client's discretion, if subcontractor is working in good faith to cure the breach, PCS may retain the subcontractor. If subcontractor is unable or unwilling to cure the breach, PCS and client may agree to 1) waive the breach or 2) terminate the subcontractor's agreement and hire another subcontractor under similar terms and conditions. The respective Local Exchange Carrier ("LEC") or other providers of service will be required to provide Inmate Phone service and support under the guidelines of PCS' escalation procedures to Client that are attached and incorporated here in as EXHIBIT 2".

D. PCS shall provide Client monthly traffic detail reports and access to its web-based reporting system, ICMv, so that Client can view (for each Inmate Phone), the total gross revenue by source and amount. PCS will provide the calculation of commission paid to Client.

E. All subcontractors must undergo a security check with Client, to have clearance to access the Facilities.

2. POWERS OF PCS

A. The powers and authorities herein granted to PCS shall be specifically granted by Client.

B. Notwithstanding any provision to the contrary, PCS shall be an independent contractor. It shall not make any commitment or incur any charge or expense in the name of the Client.

C. In accordance with the provisions of 2b and at the Client's direction, PCS shall replace, install and maintain an improved or more technologically advanced system (including the Inmate Phones) than that currently in place. PCS shall install such a system upon mutual agreement with Client. In such case PCS shall assume full responsibility for uninterrupted services to Client, transition of systems and installation of new systems. These services specified herein and shall be at no additional cost to the Client.

3. COMPENSATION

PCS shall pay Client a commission rate of **forty-five percent (45%)** calculated on all Gross Revenue generated by and through the ITS including but not limited to all collect, debit, pre-paid inmate telephone calls, and coin operated telephones located at the Facilities. Gross Revenue consists of all compensation, earnings, gain, income, generated revenue, payment, proceeds or receipts paid to or received by PCS and in any way connected to the provision of service pursuant to the Agreement. Gross Revenue includes, by way of example and not limitation, the following: all surcharges, per minute fees and any additional fees and/or charges generated by the completion of all calls (including any combination of collect, debit, and pre-paid local, Intralata/Intrastate, Intralata/Interstate, Interlata/Intrastate, Interlata/Interstate and International calls), additional fees and/or charges added to the total cost of a call or any other compensation received by PCS. PCS shall pay commission on total Gross Revenue (as defined above) before any deductions are made for unbillable calls, bad debt, uncollectible calls, fraudulent calls, LEC adjustments, or any other PCS expense.

Effective with the June 2015 traffic period (defined as May 26, 2015 through June 25, 2015) and for the remainder of the Agreement, PCS shall pay Client a commission rate of **forty-nine percent (49%)** on all Gross Revenue (as defined above). In the event the Agreement is not executed by May 26, 2015, PCS shall pay Client a commission of **forty-nine percent (49%)** effective with the traffic period immediately following the date of the last signature found on page 9 of the Agreement.

The current fees approved by Client are detailed below. Any additional fees to be added to the called party's bill, paid by the called party (including those associated with establishing/funding pre-paid collect accounts) or paid by the inmate for inmate telephone calls from the Facilities must be approved by the Client prior to implementation. The Client and PCS shall mutually agree upon the method for compensation associated with the additional charges/fees due to the Client.

Any charges/fees added without the express written consent of the Client shall carry a fine of three-hundred fifty dollars (\$350.00) per day from the date the additional charges/fees

were first added through the date the charges/fees were discontinued. The Client shall provide PCS with an invoice for the total fine due, and PCS shall remit payment to the Client within thirty (30) days. The Client and PCS shall mutually agree whether the charges/fees are to remain.

Payments, reports, monthly raw call detail records ("CDRs") and billing files are due to Client hereunder shall be made by Contractor no later than the twenty-fifth (25th) day of the month following the month of traffic. Commission payments shall be sent via wire transfer and traffic detail reports shall be sent via electronic format to Client.

Notwithstanding the foregoing, Gross Revenue does not include:

Pre-Paid Collect Fees. Pre-paid collect fees are defined as fees imposed on called parties who set up and/or fund a pre-paid collect account with PCS to accept calls. The amount of the pre-paid collect fees approved by Client are specified below.

Pre-paid collect funding fee (IVR) - \$6.25

Pre-paid collect funding fee (live customer service representative) - \$8.75

Monthly Collect Billing Fee. The billing statement fee is defined as a fee charged by PSC to called parties for processing collect calls on a LEC telephone bill. The amount of the billing fee approved by Client is specified below.

Monthly billing statement fee - \$2.49

Regulatory charges and taxes that are intended to be paid by the called party and then remitted one-hundred percent (100%) by the billing party to the appropriate governmental agency.

A "Free" call shall be defined as a call not generating any revenue for PCS. Calls to telephone numbers that appear on the free call list supplied or updated by Client shall not generate revenue for PCS and shall not be commissionable to Client. Only those numbers designated or added by Client on the free call list shall be marked as "Free" in the ITS and designated as such in the Call Detail Records. This includes free calls from telephone stations designated and approved by Client. In the event PCS receives revenue, notwithstanding the source, from any third party related to a completed free call, such revenue shall be included in Gross Revenue and commissionable to Client. Unauthorized free calls, based on the average free calls completed over a 12 month period prior to the unapproved change, completed by PCS and unapproved by Client shall be deemed part of Gross Revenue and commissioned to Client.

Effective February 5, 2014, the monthly commission rate on Gross Revenue for Interlata/Interstate traffic was changed to zero percent (0%). The commission rate of Gross Revenue (as defined above) for all other call types shall remain unchanged. In addition, Client shall recoup from PCS a portion of certain administrative and operational expenses ("Cost Reimbursement Payment") incurred in maintaining the Inmate Phones and system. Reimbursement Payment shall be due and payable upon receipt of the invoice by PCS, which invoice shall be accompanied by supporting reports. Should a federal, state or local regulatory agency issue a ruling which significantly lowers the calling rates or compensation in this Agreement, PCS and Client will negotiate in good faith to adjust the calling rates and compensation in this Agreement and make them in compliance with the rates implemented by the regulatory agency or either party may terminate the Agreement without penalty so that

Client may select another inmate telephone service provider. The telephone rate structure and surcharge rates shall not exceed the maximum rates as authorized the Federal Communications Commission (FCC).

PCS shall pay Client a renewal bonus of **eighty-five thousand dollars (\$85,000.00)** within ten (10) days of the date this Agreement is executed by Client.

4. TERM AND TERMINATION

A. The term of this Agreement shall be for a period of three (3) years and shall remain in effect from May 16, 2013 through May 15, 2016. Client, at its sole discretion, may renew the Agreement in six (6) month increments upon thirty (30) days written notice to PCS.

B. **Default:** Upon the occurrence of any default of the provisions of this Agreement, Client shall give written notice of said default to PCS ("Notice"). If PCS does not cure the default within ten (10) days of the date of Notice ("Time to Cure"), then PCS shall be in default. The Time to Cure may be extended at the discretion of Client. Any extension of Time to Cure must be in writing, prepared by PCS for signature by Client and must specify the reason(s) for the extension request and the date on which the extension of Time to Cure expires. Notice given under this section shall specify the alleged default and the applicable Agreement provision and shall demand that the PCS perform the provisions of this Agreement within the applicable period of time. No such Notice shall be deemed a termination of this Agreement unless Client so elects in this Notice, or Client so elects in a subsequent written notice after the Time to Cure has expired. In the event of termination for default, Client reserves the right to take over and complete the work by Agreement or by any other means.

C. **Bankruptcy:** This Agreement, at the option of the Client, shall be terminable in the case of bankruptcy, voluntary or involuntary, or insolvency of PCS.

D. **Ceasing Performance:** Client may terminate this Agreement in the event PCS ceases to operate as a business, or otherwise becomes unable to substantially perform any term or condition of this Agreement.

5. INDEMNITY

A. PCS shall defend, indemnify, and hold the Client harmless against and from any and all claims, suits, losses, damages and liability for damages of every name, kind, and description, including attorney's fees and costs incurred, brought for, or on account of, injuries to or death of any person, including but not limited to workers, Client employees, and the public, or damage to property, or any economic or consequential losses, which are claimed to or in any way arise out of or are connect with the PCS' services, operations, or performance hereunder, regardless of the existence or degree of fault or negligence on the part of the Client, PCS, subcontractor(s) of PCS and employee(s) of any of these except for the sole, or active negligence of the Client, its officers and employees, or as expressly prescribed by statute. This duty of PCS to indemnify and save the Client harmless includes the duties to defend set forth in California Civil Code Section 2778.

6. INSURANCE REQUIREMENTS

PCS and subcontractors of PCS shall provide proof of a policy of insurance satisfactory to the El Dorado County Risk Manager and documentation evidencing that PCS and subcontractors of PCS maintain insurance that meets the following requirements:

A. Full Worker's compensation and Employer's Liability Insurance covering all employees of PCS as required by law in the State of California.

B. Commercial General Liability Insurance of not less \$1,000,000.00 combined single limit per occurrence for bodily injury and property damage.

C. PCS and subcontractors of PCS shall furnish a certificate of insurance satisfactory to the El Dorado County Risk Manager as evidence that the insurance required above is being maintained.

D. The insurance will be issued by an insurance company acceptable to Risk Management, or be provided through partial or total self-insurance likewise acceptable to Risk Management.

E. PCS and subcontractors of PCS agree that the insurance required above shall be in effect at all times during the term of this Agreement. In the event said insurance coverage expires at any time or times during the term of this Agreement, PCS and subcontractors of PCS agree, to the extent possible, to provide at least thirty (30) days prior to said expiration date, a new certificate of insurance evidencing insurance coverage as provided for herein for not less than the remainder of term of the Agreement, or for a period of not less than one (1) year. New certificates of insurance are subject to the approval of Risk Management and PCS agrees that no work or services shall be performed prior to the giving of such approval. In the event PCS and subcontractors of PCS fail to keep in effect at all times insurance coverage as herein provided, County may, in addition to any other remedies it may have, terminate this Agreement upon the occurrence of such event.

F. The certificate of insurance must include the following provisions stating that:

1. The insurer will not cancel the insured's coverage without thirty (30) days prior written notice to County, and;
2. The County of El Dorado, its officers, officials, employees and volunteers are included as additional insured, but only insofar as the operations under this Agreement are concerned. This provision shall apply to all liability policies except worker's compensation and professional liability insurance policies.

G. PCS' and subcontractors of PCS' insurance coverage shall be primary insurance as respects the County, its officers, officials, employees and volunteers. Any insurance or self-insurance maintained by the County, its officers, officials, employees or volunteers shall be in excess of PCS' and subcontractors of PCS' insurance and shall not contribute with it.

H. Any deductibles or self-insured retentions must be declared to and approved by the County, either; the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects the County, its officers, officials, employees and volunteers; or the Consultant shall procure a bond guaranteeing payment of losses and related investigations, claim administration and defense expenses.

I. Any failure to comply with the reporting provisions of the policies shall not affect coverage provided to the County, its officers, officials, employees or volunteers.

J. The insurance companies shall have no recourse against the County of El Dorado, its officers and employees or any of them for payment of any premiums or assessments under any policy issued by any insurance company.

K. The foregoing insurance requirements shall not limit PCS' and subcontractors of PCS' obligation arising under this Agreement.

L. In the event PCS and subcontractors of PCS cannot provide an occurrence policy, PCS and subcontractors of PCS shall provide insurance covering claims made as a result of performance of this Agreement for not less than three (3) years following completion of performance of this Agreement.

M. Certificate of insurance shall meet such additional standards as may be determined by Client either independently or in consultation with Risk Management, as essential for protection of the County. PCS' and subcontractors of PCS' insurance obligations shall survive termination or expiration of this Agreement as respects any occurrence during the contract period.

7. MAINTENANCE OF RECORDS, RIGHT TO AUDIT

PCS shall keep and maintain records (electronically where available) reflecting its operations for Client, and shall permit Client to inspect during business hours, upon at least forty-eight (48) hours prior notice, PCS' books, accounts and records pertaining to its operations for Client which original records shall not be removed from PCS' office. All such records, books and accounts shall be available for audit by Client for a period of four (4) years after PCS' performance of this Agreement for Client and for so long thereafter as any question with respect thereto remains unresolved. If an audit reveals an error or discrepancy, such error shall be corrected by prompt payment of money shown to be due and owing within one (1) billing cycle.

8. NOTICES

Notices required by this Agreement may be personally delivered to PCS or Client or may be delivered by facsimile and first class mail postage prepaid, addressed to the appropriate address hereinafter set forth or to such other address as PCS and Client may hereafter designate by written notice. If delivered by facsimile and first class mail, delivery will be considered complete on the date of the facsimile transmission.

PCS: PUBLIC COMMUNICATIONS SERVICES, INC.

Attn: Legal Department
12021 Sunset Hills Road Ste. 100
Reston, VA 20190

CLIENT: EL DORADO COUNTY SHERIFF'S OFFICE

Attn: Jon DeVille, CFO
300 Fair Lane
Placerville, CA 95667
Fax: (530) 642-9473

9. REPRESENTATIONS AND WARRANTIES OF PCS

A. The parties intend that PCS and its subcontractors, in performing the services specified herein, shall act as an independent contractor and shall control the work and the manner in which it is performed. PCS and its subcontractors are not to be considered an agent or employee of Client and is not entitled to participate in any pension plan, insurance, bonus, or similar benefits Client provides its employees.

B. Each party agrees to file, as applicable, federal and state tax returns and pay all applicable taxes including sales tax on debit card sales on amounts paid pursuant to this Agreement and shall be solely liable and responsible to pay such taxes and other obligations, including, but not limited to, state and federal income and FICA taxes. Each party agrees to indemnify and hold the other harmless from any liability which it may incur to the United States or to the State of California as a consequence of its failure to pay, when due, all such taxes and obligations. In case a party is audited for compliance regarding any withholding or other applicable taxes, the other party agrees to furnish the other party proof of payment of taxes.

C. PCS and its subcontractors shall comply with all applicable federal, state, and local laws, rules, and regulations in regards to nondiscrimination in employment because of race, color, ancestry, national origin, religion, sex, marital status, age, medical condition, pregnancy, disability, or other prohibited basis. All nondiscrimination rules or regulations required by law to be included in this Agreement are incorporated by this reference.

10. NO WAIVER OF BREACH

The waiver of any breach of any term or promise contained in this Agreement shall not be deemed to be a waiver of such term or provision or any subsequent breach of the same or any other term or promise contained in this Agreement.

11. NO THIRD PARTY BENEFICIARIES

Nothing contained in this Agreement shall be construed to create and the parties do not intend to create any rights in third parties.

12. MISCELLANEOUS

A. Dispute Resolution - Any controversy, claim or dispute between the Parties regarding any aspect of this Agreement or any act that allegedly has or would violate any provisions of this Agreement ("Arbitrable Dispute") will be submitted to arbitration in Client's County before an experienced arbitrator licensed to practice law in the State of California and selected from the American Arbitration Association or its successors panel of neutrals, as the exclusive and binding remedy for any such Arbitrable Dispute. Arbitration of Arbitrable Dispute shall be in accordance with the provisions of the rules and procedures of the American Arbitration Association in effect at the time of filing of the demand for arbitration, as amended and as augmented by this Agreement. Any party may bring an action in court to compel arbitration of this Agreement and to enforce an arbitration award. Otherwise, no party shall initiate or prosecute any lawsuit, appeal or administrative action in any way related to an Arbitrable Dispute. Each party shall be responsible for fifty percent (50%) of the arbitration fees until the provisions of Section C. below are made. Notice of the demand for arbitration shall be served in writing by certified mail, return receipt requested upon the other parties to the arbitration demand and with the San Francisco Office of the American Arbitration Association. Should

any party to this Agreement hereafter institute any institute any legal action against the other with respect to any claim raised by this Agreement and/or pursue any Arbitrable Dispute by any method other than said arbitration, the responding party shall be entitled to recover from the initiating party all damages, costs, expenses, and attorney's fees incurred as a result of such action.

B. Successors, Subsidiaries and Assigns - This Agreement shall bind and inure to the benefit of the principals, agents, representatives, subsidiaries, successors, heirs and assigns of the parties hereto.

C. Attorney's Fees to Enforce this Agreement - If any arbitration be instituted to enforce this Agreement, the party not prevailing shall pay to the prevailing party all costs and expenses, including reasonable attorney's fees, incurred by such prevailing party in connection with such arbitration.

D. Governing Law - This Agreement is made and entered into in this State of California, and in El Dorado County and shall in all respects be interpreted, enforced and governed by and under the laws of the State of California and El Dorado County.

E. Severability- If any provision of this Agreement is declared by any proceeding to be illegal or invalid, the validity of the remaining parts, terms, or provisions shall not be affected thereby and said illegal or invalid part, terms, or provisions shall be deemed not to be a part of this Agreement.

F. Entire Agreement - The parties acknowledge that no other person or any agent or attorney of any other individual or entity has made any promise, representation or warranty whatsoever, express, implied or statutory, not contained herein, concerning the subject matter hereof, to induce the execution of this instrument, and each signatory hereby acknowledges that it has not executed this instrument in reliance upon any such promise, representation or warranty. This Agreement represents the entire Agreement between the parties and supersedes all prior negotiations, representations or Agreements between the parties, either written or oral on the subject hereof. This Agreement may be amended only by a written instrument designated as an amendment to this Agreement and executed by the parties hereto.

G. Assignment - This Agreement shall be binding upon the parties and their respective successors, assigns and heirs.

13. Further Assurances. During the term of this Agreement, including any renewal period(s), Client agrees to:

(a) Provide, at its expense, necessary power and power source, and provide suitable space, accessible to the users.

(b) Client represents and warrants that it has legal authority to enter into this Agreement and to make all decisions concerning the providing of space and the installation and use of the Equipment at the Facility; and agrees that during the term of this Agreement, including any renewal period(s), the PCS shall have the exclusive right to provide inmate and/or payphone

service at the Facility provided, however, that the PCS may choose not to exercise this exclusive right.

(c) During the term of this agreement, Client agrees it will not allow other pay telephones or inmate telephones to either remain or be installed at the facility's property. This is to include any additional inmate telephones required to facilitate Client expansion at its present or future location(s) during the term of this Agreement and any extensions of this Agreement.

(d) Stipulate that PCS has no responsibility to advise Client with respect to any law, regulation, or guideline that may govern or control telephone call recordation or monitoring by Client or compliance therewith. Client has its own legal counsel to advise it concerning any and all such law, regulation, or guideline, and compliance therewith, and makes its own determination on when and how to use the inmate call monitoring and recording capabilities supplied through this Agreement. PCS disclaims any responsibility to provide, and in fact has not provided, Client any legal advice concerning such applicable law, regulation, or guideline, or compliance therewith.

(e) Acknowledge that all call detail records (CDRs) and call recordings contained in the inmate telephone system equipment provided by PCS to Client are the exclusive property of the Client for the term of this Agreement and any resulting extensions of this Agreement; provided, however, that PCS shall have the right to use the CDRs and recordings to respond to legal requests, to provide the services under this Agreement, and for other lawful business purposes.

(f) The County Officer or employee with responsibility for administering this Agreement is Jackie Noren, Captain, Sheriff's Office, or successor.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement on the dates indicated below.

== COUNTY OF EL DORADO ==

By: _____

Dated: _____

Chair
Board of Supervisors
"County"

ATTEST:
James S. Mitrisin
Clerk of the Board of Supervisors

By: _____
Deputy Clerk

Dated: _____

PUBLIC COMMUNICATIONS SERVICES, INC.

Date 5/21/15



Name/Title

1. Effective August 2010, Public Communication Services Inc. ("PCS") is a wholly owned subsidiary of Global Tel* Link ("GTL").

EXHIBIT 1

Client Calling Rates

The interstate calling rate below was implemented on February 5, 2014 in accordance with the Federal Communications Commission ("FCC") order, WC Docket No. 12-375. Should further regulatory-required changes be required, the parties agreed to mutually renegotiate this Agreement.

Local Call Surcharge: \$2.95; Rates Apply to Collect and Pre-Paid Collect Calls

LOCAL						
	DAY		EVENING		NIGHT/WEEKEND	
MILES	INITIAL MINUTE	ADD'TL MINUTE	INITIAL MINUTE	ADDIT'L MINUTE	INITIAL MINUTE	ADD'TL MINUTE
ALL	0.153	0.0759	0.1151	0.0569	0.0677	0.0569

Intralata Call Surcharge: \$2.95; Rates Apply to Collect and Pre-Paid Collect Calls

INTRALATA						
	DAY		EVENING		NIGHT/WEEKEND	
MILES	INITIAL MINUTE	ADD'TL MINUTE	INITIAL MINUTE	ADDIT'L MINUTE	INITIAL MINUTE	ADD'TL MINUTE
0-20	0.1530	0.0759	0.1151	0.0569	0.0677	0.0569
21-40	0.1910	0.1327	0.1625	0.1138	0.1056	0.0853
41-70	0.2194	0.1517	0.1720	0.1233	0.1341	0.0948
71-Over	0.2479	0.1991	0.1815	0.1422	0.1625	0.1422

Interlata Call Surcharge: \$3.00; Rates Apply to Collect and Pre-Paid Collect Calls

INTERLATA						
	DAY		EVENING		NIGHT/WEEKEND	
MILES	INITIAL MINUTE	ADD'TL MINUTE	INITIAL MINUTE	ADDIT'L MINUTE	INITIAL MINUTE	ADD'TL MINUTE
ALL	0.69	0.69	0.69	0.69	0.69	0.69

Interstate Call Surcharge: \$0.00

INTERSTATE				
	COLLECT		PRE-PAID COLLECT	
MILES	INITIAL MINUTE	ADD'TL MINUTE	INITIAL MINUTE	ADDIT'L MINUTE
ALL	0.25	0.25	0.21	0.21

EXHIBIT 2

Service Priority Levels and Response Times

Priority 1	<p>50% or more of the service at a single site 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.</p> <p>Response time is less than one (1) hour. Resolution time is less than three (3) hours without site visit. Resolution time is less than six (6) hours with a site visit.</p>
Priority 2	<p>25% or-50% of the service at a single site or housing unit is out of service or any device that has an impact on the sites ability to conduct normal business</p> <p>Response time is less than two (2) hours. Resolution time is less than six (6) hours without site visit. Resolution time is less than ten (10) hours with a site visit.</p>
Priority 3	<p>0% or- 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 ability to conduct normal business</p> <p>Response time is less than two (2) hours. Resolution time is less than six (6) hours without a site visit. Resolution time is less than fourteen (14) hours with a site visit.</p>
Priority 4	<p>Items that are on a software fix list or related to administrative issues that are informational or non-service affecting conditions or not business critical.</p> <p>Response time is less than four (4) business hours. Resolution time is less than twenty-four (24) business hours w/o site visit. Resolution time is less than twenty-four (24) business hours with site visit.</p>

Trouble Escalation Path

