



## 700 CREDIT SERVICE LEVEL AGREEMENT (SLA) FOR PRODUCTION

### Exhibit A

#### 1. Methods of Communication

Phone: (866) 273-3848

Email: [support@700credit.com](mailto:support@700credit.com)

#### 2. Hours of Production Service

Users and Location: USA and Canada 700Dealer Users

Hours of Production Service (System is available to all users):	
Monday – Sunday	07:00 Eastern Time through 02:00 (+ 1 day) Eastern Time
Hours of System Maintenance (System may not be available to users)	
Monday – Sunday	02:00 Eastern Time through 07:00 Eastern Time

#### 3. Hours of Production Support

Hours of Support Availability (Monday – Sunday, 24 Hours per day)	
Standard Production Support	Monday – Friday: 09:00 to 21:00 Eastern Time
After Hours Production Support (Maintenance period)	Monday – Friday: 21:00 to 09:00 (+ 1 day) Eastern Time Saturday – Sunday: 24 hours

#### 4. Availability of Support

Support is provided based on the criticality of the issue:

- Critical Issues:
  - 24 hours/day – 7 days per week, excluding maintenance hours defined above.
- Non-Critical Issues:
  - Standard Production Support hours, as defined above, excluding the following holidays:
    - New Year Day
    - Memorial Day
    - Independence Day
    - Labor Day
    - Thanksgiving Day
    - Christmas Day
  - When a recognized holiday falls on a Saturday, it will be observed on the preceding Friday.  
When a recognized holiday falls on a Sunday, it will be observed on the following Monday.

#### 5. Critical v. Non-Critical Production Issues

Critical Issues are defined as:

- Issues where production use of the system is not possible for multiple users.
- Production use of the system is possible, but a critical function is disabled.
- Significant degradation to the performance of the system is impacting multiple users.

Critical Issues will be worked on immediately until a resolution or an agreed-upon work around is found.

All other issues or problems are categorized as Non-Critical Issues and will be addressed on a prioritized basis depending on severity.

Failure to report issues according to the appropriate classification may result in delayed resolution.