



PSP Service Level Agreement

Effective March 1, 2009

Support is provided to manufacturers and suppliers which have adopted PSP components through the PSP Master Agreement and accompanying PSP Service Detail and Pricing Addendum for the period specified in the Master Agreement so long as the Master Agreement has not been terminated.

Support Parameters

Manufacturers and suppliers may implement PSP components using different methods and PSP components. The Service Level Agreement (SLA) covers the implementation method and components chosen by a particular Manufacturer/Supplier according to their Master Agreement.

The SLA is intended to define the support provided to ensure the Manufacturer/Supplier is able to communicate with participating Dealer Service Providers (DSPs) to conduct PSP-enabled transactions for the specific Business Object Documents (BODs) defined in their Master Agreement.

Technical Liaison(s)

The SLA commences once the Manufacturer/Supplier has achieved PSP Certification for one or more BODs and the PSP components have been deployed to the Manufacturer/Supplier's production environment. Once the SLA commences, one or more Technical Liaisons will be identified by the Manufacturer/Supplier. The Technical Liaison is someone with a detailed understanding of their company's technical environment and is capable of accessing the technology.

The Technical Liaison will be an employee of the Manufacturer/Supplier who has signed the Master Agreement. Any consultants used by the Manufacturer/Supplier will work through the Technical Liaison to resolve issues.

There is no limit to the number of Service Tickets which can be raised by the Technical Liaison during the term of the SLA.

Performance of PSP Components

All PSP components are designed to provide availability such that PSP-enabled transactions should be able to be communicated without interruption. If an interruption occurs the Support Process is defined:

Support Process

The support process for PSP is as follows:

1. When an issue arises requiring support, a Technical Liaison(s) originates a Service Desk Ticket and assigns a severity level. The Ticket will be assigned a status of "New."



Originating a Service Desk Ticket can occur by phone, email, or internet. See “Originating a Service Desk Ticket” below.

2. The PSP Team will analyze the issue and assign a priority level to the ticket and accompanying resource.
3. The PSP Team will work to resolve the issue and update the ticket as the issue progresses.
4. When complete, the PSP Team will assign a resolution and close the ticket.

Originating a Service Desk Ticket

Service Desk Tickets may be originated using one of three methods:

1. Via Email: the Technical Liaison submits an email to **pspsupport@mic.org**. Please include “Service Desk Ticket Request” in the subject line for proper assignment. Please also include the Severity Level, a description of the issue, and appropriate contact information in the email.
2. Via Phone: the Technical Liaison calls **(949) 727-4211 extension 3137**. Calls are answered M-F, 11:00am – 7:00pm Eastern time, except standard business holidays. A PSP Team member will originate a Service Desk Ticket and gather the appropriate information.
3. Via the Internet: PSP uses a service desk administration utility from Autotask called the Client Access Portal. The web address to originate a ticket is **http://www.mic.org/pspticket**. The Technical Liaison(s) will have an assigned user name and password for authentication. Once authenticated, there is a user-friendly dashboard for originating tickets and monitoring the progress.

Assigning Support Priority

When a Technical Liaison originates a Service Desk Ticket they are asked to assign a Support Priority according to the following guidelines:

1. **Critical** – Production use of the supported components is stopped or so severely impacted that you cannot receive PSP transactions. A critical support priority has one or more of the following characteristics: data corruption, a function is not available, and/or PSP-enabled business transactions have stopped. **Response Time: 2 business hours.**
2. **High** – Experiencing a severe loss of service. Important features are unavailable with no acceptable workaround. However, operations can continue in a restricted fashion. **Response Time: 1 business day.**



3. **Medium** – Experiencing a minor loss of service. The impact is an inconvenience, which may require modification to restore full functionality. **Response Time: 2 business days.**
4. **Low** – Requesting or recommending an enhancement or clarification regarding the PSP implementation but no material impact on operations. **Response Time: 5 business days.**

Service Ticket Resolution

Once a Service Ticket is completed it is closed with an assigned resolution. The resolution is indicated by the first line in the description of a closed Service Ticket. Resolutions receive one of the following indicators:

1. **Fixed** – The PSP Team has successfully resolved the issue.
2. **Invalid** – The issue described in the Service Ticket is not a problem and the issue has been successfully communicated to the originator of the ticket.
3. **Will Not Fix** – The PSP is not able to successfully resolve the issue.
4. **Not Reproducible** – All attempts at reproducing the problem were futile and examining the issue produces no insight as to why the described issue would occur.
5. **Cancelled** – The originator cancelled the request.

Escalation Process

In the event that a Service Ticket is not resolved to the satisfaction of the Manufacturer/Supplier, the PSP National Managing Director will collaborate with the Manufacturer/Supplier Project Manager to reach a mutually acceptable conclusion to the matter.

Client Access Portal

The PSP Team uses a third-party application from Autotask to track issues called the Client Access Portal. The application is deployed to a PSP server and no information extends beyond the PSP Team and its authenticated users.

Updates to PSP Components

During the term of this SLA the PSP Team may perform updates to the PSP components. A Technical Liaison will be notified of the intended updates to ensure minimal interruption to the availability of processing PSP-enabled transactions. A mechanism will be provided for the Manufacturer/Supplier to obtain the updates. Adequate testing will be performed to ensure that the updates allow for successful processing of PSP-enabled transactions. There will be no charge for the time associated with updating PSP components and the related testing.

Issues with Components Modified by Manufacturer/Supplier



Depending on the implementation model selected by the Manufacturer/Supplier as part of their Master Agreement, one or more PSP components may be modified by the Manufacturer/Supplier. If, after the PSP Team analyzes the issue and finds that the issue is the result of the modifications performed, the Manufacturer/Supplier can elect to resolve the issue internally or enlist support from the PSP Team. There is no charge for the analysis performed by the PSP Team, outside of the normal accumulation of time against the allocated service hours. If the PSP Team is enlisted to help resolve the problem after the initial diagnosis, the time will be charged according to the rates defined in the Master Agreement.

Support Pricing

Support provided through the SLA is part of the hours allocated in the Master Agreement. If support is required which exceeds the hours allocated, the payment terms defined in the Master Agreement will be effective until resolution of the Service Ticket.

This Service Level Agreement is effective March 1, 2009.