

---

# RangeForce Service Level Agreement

*For Texas Department of Information Resources DIR-5687*

## 1. Service Level Agreement Overview

This Service Level Agreement (“SLA”) covers the included service levels in relation to RangeForce Software. All capitalized terms used but not defined in this SLA shall have the respective meanings given to them in the RangeForce Terms and Conditions. This SLA only applies to you if agreed to in a separate legal agreement between you and RangeForce.

## 2. Service Level Agreement

### 2.1. Uptime Commitment and Service Outage Definition

RangeForce provides access for customers to the platform twenty-four hours a day, seven days a week (24x7) with a **Monthly Uptime Percentage** of at least **99.9%**.

“**Monthly Uptime Percentage**” will be calculated as follows: the number of minutes the Services are accessible and not suffering from a Service Outage as reported to RangeForce by you during each calendar month, divided by the total number of minutes in the calendar month.

“**Service Outage**” means any event that renders the Services unavailable to you, other than Scheduled Downtime or Excluded Downtime. If you fail to report a Service Outage within five (5) days of its occurrence, you shall not be entitled to any Service Credit for such Service Outage.

### 2.2. Scope

The scope of this SLA is restricted to the primary interface of the Software

available at <https://portal.rangeforce.com>, as well as equivalent localized and customer specific instances. Other components of the Software or other RangeForce products or tools are not covered by this SLA.

### **2.3. Measurement Method**

In order to avoid intermittent and transient fluctuations, a downtime period may begin after observing five consecutive minutes of downtime and end when services are restored. Furthermore, downtime must affect a significant number of requests or core functionality to qualify as a Service Outage.

### **2.4. Communication Protocol**

You must provide contact names, email addresses, and phone numbers (“Representatives”) for RangeForce to use for communications. RangeForce will communicate via email or text message, unless otherwise agreed upon in writing.

This Communication Protocol will be used for:

- Notification of additional Scheduled Downtimes.
- Communication regarding resolution efforts for service-related incidents.
- All other formal notifications from RangeForce to you.

### **2.5. Maintenance and Excluded Downtime**

RangeForce reserves the right to perform regularly scheduled maintenance of the platform during non-core business hours.

**“Scheduled Downtime”**: Non-core business hours are defined as 12:00 AM to 4:00 AM (Pacific Time Zone). RangeForce maintains a standing scheduled maintenance window of 12:00 AM - 2:00 AM (Pacific Time Zone) every weekday morning. RangeForce may schedule additional Scheduled Downtimes by providing you notification at least two business days in advance via the agreed-upon Communication Protocol.

**“Excluded Downtime”**: Any downtime caused by factors outside of RangeForce’s reasonable control does not factor into the Monthly Uptime Percentage calculation. This includes any force majeure event, Internet services availability outside of RangeForce’s platform, any downtime

resulting from outages of third-party connections or utilities, application of critical security patches, and your actions or inactions.

**2.6. Service Request Handling and Response Times**

In support of the services covered by this SLA, RangeForce will respond to service-related incidents and requests you submit. You shall submit requests with the priority level specified; however, RangeForce reserves the right to reasonably adjust the priority level.

RangeForce will use commercially reasonable efforts to resolve all requests promptly but cannot guarantee a time to resolution. RangeForce will communicate resolution efforts with your Representatives in a timely manner consistent with the Communication Protocol.

**2.7. Support Availability:**

**Platform Monitoring:** 24x7x365 for Severe and High priority incidents.

**Email Support:** Monitored 2:00 AM to 5:00 PM (US Central Time) on standard business days (Monday through Friday, except holidays) for Medium and Low priority requests.

**Response Time Commitments:**

Request Priority Level	Description	Time to Response
<b>Severe</b>	Service is unavailable or a substantial subset of functionality is unavailable without a workaround, security issues, or data integrity issues.	<b>2 hours, 24x7x365</b>
<b>High</b>	Intermittent issues, issues with system performance, and issues with available workarounds.	<b>4 hours, 24x7x365</b>
<b>Medium</b>	Any other bugs and	<b>2 business days</b> (during

---

	issues that are not classified as Severe or High.	email support hours)
<b>Low</b>	Enhancements, technical questions.	<b>4 business days</b> (during email support hours)

## 2.8. Service Credits

If the Monthly Uptime Percentage fails to meet RangeForce's service commitment outlined in Section 2.1, you will be eligible to receive a Service Credit, to be negotiated on an individual basis.

## 2.9. Customer Requirements

Your responsibilities and/or requirements in support of this SLA include:

- Reporting outages.
- Reasonable availability of customer representative(s) when resolving a service-related incident or request.
- Providing and maintaining accurate contact information for the Communication Protocol.

## 2.10. Disaster Recovery & Data Resilience

**Recovery Time Objective (RTO):** RangeForce is committed to restoring full functionality of the SaaS platform within a maximum of **4 hours** following any critical service disruption or outage that impacts customer access or core features. This RTO applies to both planned and unplanned outages, excluding Scheduled or Excluded Downtime.