XBID-DSA Maintenance

Attachment 4B

Service Level Agreement - Maintenance

Version 3

Master Service Agreement XBID Solution – Exhibit 4 XBID-DSA Maintenance - Attachment 4B - Service Level Agreement – Maintenance – Version 3

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Section 6 Service Leve	el Agreement for Third Party Hosting
6.1 Service Level: Avai	lability of the XBID Solution
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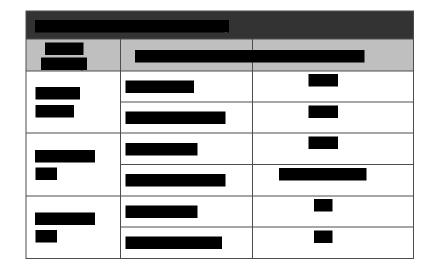
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6.2.1 Initial Report Time (IRT)



6.2.2 Service Resolution Time (SRT)



6.2.3 Problem Resolution Time (PRT)

