

Rapid Response - Schedule ITS-4

Effective Date: October 14, 2025 | Supersedes prior versions.

Service Summary

Service Provider shall provide Rapid Response services (“Rapid Response”) to enhance Client’s Service Level Objectives as defined in Schedule A of the Master Service Agreement. Rapid Response prioritizes incidents affecting Client’s business operations by providing accelerated response and resolution targets, as well as streamlined escalation pathways beyond the standard service commitment. This Schedule modifies the timing of Service Provider’s obligations but does not expand the scope of services provided under other Schedules.

Scope of Services

- Prioritization of Client incidents above standard support queues.
- Accelerated response and resolution targets for incidents, as defined in Schedule A of the Master Service Agreement.
- Immediate escalation to senior engineering resources when required to stabilize critical business functions.
- Continuous coordination until the incident is triaged and under control.
- Documentation of Rapid Response activities in Service Provider’s ticketing platform for visibility and reporting.

Service Limitations

- Rapid Response enhances both response and resolution times by applying the accelerated Service Level Objectives defined in Schedule A of the Master Service Agreement.
- Service Level Objectives represent commercially reasonable targets, not warranties or absolute guarantees of resolution within a stated timeframe. While Rapid Response accelerates triage and prioritization, the actual time to resolve an incident may vary depending on its complexity, dependencies, and vendor involvement.
- Rapid Response does not expand the types of services covered; all scope definitions remain governed by the applicable Schedule (e.g., Unlimited Support, Helpdesk, Vendor Liaison).
- Projects, migrations, or major changes remain excluded unless separately contracted.

Exclusions

- Incidents originating from unsupported or unmanaged systems.
- Issues attributable to third-party vendors outside Service Provider’s control (though Vendor Liaison services may assist with coordination).
- Situations requiring project-level effort (e.g., hardware replacement, redesigns, migrations).
- Any services not expressly described in this Schedule.

On-Site Dispatch

On-site support may be provided at Service Provider’s sole discretion where necessary to address a Rapid Response incident. Such dispatch, if outside the scope of this Schedule, will be addressed under other applicable Schedules or as a separately scoped project.

Client Responsibilities

- Report incidents promptly through designated channels and provide sufficient detail for triage.
- Maintain current and accurate system access for Service Provider to respond effectively.
- Follow Service Provider’s security and escalation procedures during Rapid Response events.



Rapid Response - Schedule ITS-4

General Terms

- Rapid Response modifies Client's applicable Service Level Objectives as defined in Schedule A of the Master Service Agreement. Schedule A sets forth both standard objectives and accelerated objectives for Clients with Rapid Response coverage. Client's selected coverage shall apply.
- Service Level Objectives represent commercially reasonable performance targets, not warranties or absolute guarantees of resolution within a stated timeframe. Actual resolution times may vary based on issue complexity, vendor involvement, or other factors outside Service Provider's control.
- Rapid Response prioritizes Client incidents above standard support queues and accelerates triage, escalation, and assignment of resources, but it does not expand the scope of services provided under other Schedules.
- Fees for this Schedule are billed in accordance with the Payment Terms of the Master Service Agreement. Vendor pass-through costs may apply.