



SERVICE LEVELS



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1. Performance Metrics.

1.1. **Uptime Target:** 99.5 percent average uptime during service hours, excluding scheduled maintenance, over twelve months ("Uptime Target"). Note: Scheduled maintenance occurs Friday 10 p.m. to Saturday 2 a.m. CST. Customers may experience intermittent connectivity or restricted access during these periods.

1.2. Latency:

(a) Main menu pages: Three (3) second response time 80 percent of the time, measured inside the Artemetrx firewall

(b) Drill-down pages (non-aggregated, detail level reports): Five (5) second response time 80 percent of the time, measured inside the Artemetrx firewall

1.3. **Service Hours:** Monday through Friday 8 a.m. to 8 p.m. CST