

---

## Tigunia Co-Managed Services Combined KPI Commitments (KPIC)

### Introduction

This Services Key Performance Indicator (“KPI”) Commitment (“the Commitment or our Commitment”) is made and entered into by and between Tigunia, LLC (“Tigunia”) and the Client (“Client”). This Commitment outlines Tigunia's best reasonable efforts and commitment to working with the Client to use data to measure and improve service deliveries in all areas of the applicable services. This document is not a Service Level Agreement (“SLA”). It is offered in addition to our SLA to set reasonable targets for service performance deliverables beyond the SLA's scope.

### Objective

Tigunia aims to drive continuous improvement by leveraging data and fostering a cooperative relationship with the client.

This document describes the targets established for Co-Managed Services delivered by Tigunia, LLC under our Master Services Agreements (“MSA”), the relevant Statement of Work (“SOW”), and the applicable Definition of Services and Components (“DSC”). Collectively, these documents are referred to as “the Agreement” or “the Service(s).” See <https://tigunia.com/legal-notices/>.

### Applicable Services

Each of the Services in this Commitment is defined with an applicable Definition of Services and Components document. These definitions outline the capabilities and engagement of each Service. They include, but are not limited to:

- Network Operations Center (NOC) – Definition of Services and Components (DSC)
- Tigunia Security Services – Definition of Services and Components (DSC)
- BTA – Definition of Services and Components (DSC)
- Service Desk – Definition of Services and Components (DSC)

All Services are defined by their DSC, delivered per their SLA, amended by this Commitment, and scoped by an applicable SOW.

### Scope of Service

The scope of this Service is expressly limited to the locations, endpoints, systems, and infrastructure defined in the corresponding Statement of Work (“SOW”). Any services, support, or activities outside these designated areas are considered out of scope and will not be included

in the particular or selected service offering. Modifications or extensions to the scope must be formally agreed upon and documented in an updated SOW.

### SLAs for Each Service Tier

All Services referenced herein are provided with the commitments contained in the corresponding “Network Operations Center (“NOC”) - Service Level Agreement (SLA).”

### Definitions

- **Business Hours:** The hours during which Tigunia operates, typically 8 a.m. Eastern Time to 5 p.m. Pacific Time, Monday to Friday, excluding applicable U.S. and Canadian Holidays. Some Services are offered 24/7. Details to that extent are included in their applicable SLA.
- **Co-Managed Services:** Services provided collaboratively by Tigunia and the Client, with shared responsibilities defined in the applicable Statement of Work (“SOW”) and the shared responsibility model.
- **Key Performance Indicator (KPI):** A measurable value demonstrating how effectively Tigunia achieves critical business objectives. KPIs are used to evaluate success at reaching targets.

### Roles and Responsibilities

- **Client Responsibilities:** The Client will provide timely information and access to systems, report incidents promptly, and collaborate with Tigunia to resolve issues.
- **Tigunia Responsibilities:** Tigunia will maintain service levels, provide regular updates, and work with the Client to improve service delivery.

### Key Performance Indicators (KPIs)

Tigunia and the Client will establish KPIs collaboratively, as all managed Services are co-managed. The KPIs listed in this Commitment are defined and established within the co-managed relationship for the mutual benefit of both parties. Each Service will maintain its own internally measured KPIs specific to its scope or monitoring element.

### Network Operations Center (NOC)

KPI Category	Target	Target Objective
Resolution Targets	Ensure critical issues are resolved promptly	Priority One Incidents: Resolution within 4 business hours

KPI Category	Target	Target Objective
	Address significant issues in a timely manner	Priority Two Incidents: Resolution within 8 business hours
	Resolve minor issues efficiently	Priority Three Incidents: Resolution within 24 business hours
Volume of Alert Cases/Incidents	Maintain a balance between handled and escalated cases	Alert cases/Incidents are resolved quickly, with minimal escalations.

### Tigunia Security Services

KPI Category	Target	Target Objective
Incident Resolution Targets	Ensure rapid response to security incidents	Containment, investigation, or escalation within 30 minutes
Incident Reporting and Disclosure	Maintain transparency and accountability	Timely reporting and disclosure of incidents

### BTA

KPI Category	Target	Target Objective
Communication	Prompt communication to provide timely responses to client requests.	within 1 business day of receiving a request
Meeting Communication and Recap	Meeting communication and recap to keep clients informed and provide clear summaries.	within 4 business hours of the meeting
Project Planning	Ensure thorough and timely project planning	Deliver project planning documents within 5 business days of project initiation

### Service Desk

KPI Category	Target	Target Objective
Resolution Targets	Ensure critical issues are resolved promptly	Priority One Incidents: Resolution within 4 business hours
	Address significant issues in a timely manner	Priority Two Incidents: Resolution within 8 business hours
	Resolve minor issues efficiently	Priority Three Incidents: Resolution within 24 business hours
First Call/First Escalation	Improve efficiency and client satisfaction	Objective to resolve incidents on the first call or first escalation

## Additional Terms

### Measurement and Review

- Metrics will be measured in terms of business hours for the Service.
- The target objective timers do not include cases scheduled at the client's request or delays due to the client's lack of response.
- Target objective timers do not include cases that must be scheduled due to vendor delays, such as waiting on parts.
- Failure to maintain or improve KPIs shall result in a mutual review by the client and Tigunia to identify areas for improvement.

### Case Management System

- Tigunia will log and track various KPI metrics in our Case Management system.
- Reporting on these metrics will be provided to the Client.

### Continuous Improvement

- Tigunia will use the data collected to identify areas for improvement.
- Regular reviews will be conducted to implement changes and enhance service delivery.

### Review and Revision

- The Services KPI Commitment will be reviewed annually.
- Based on the Client's feedback and Tigunia's performance data, changes will be made.
- Both Tigunia and the Client will agree on any reasonable revisions.

---

## Dispute Resolution

- Any disputes related to KPI performance will be escalated to senior management.
- A timeline for resolving disputes will be established, typically within 30 days.

## Confidentiality

- All data shared between Tigunia and the client will be treated as confidential and used solely to measure and improve service delivery.

## Exclusions

- This Commitment does not cover incidents caused by factors outside of Tigunia's control, such as natural disasters, third-party service failures, or the Client's actions.
- *Service credits are only available as part of the relevant SLA and not under this Commitment.*
- Architecture, design, engineering, development, or other high-level consulting services are excluded from this Commitment and are offered on a Time and Materials ("T&M") basis without SLAs or resolution commitments.
- The only measurable metric for Hosting Services is related to uptime, which the related SLA addresses, and therefore, is not included in this Commitment.
- Root Cause Analysis ("RCA") efforts can be performed upon the Client's request. If an RCA is requested for an incident or event that is not covered by the scope of an existing Statement of Work and is not the direct cause of human error by Tigunia staff, such investigations will be billed to the client at the agreed-upon T&M rate in the MSA.

## No Diminution of Obligations

- The commitments outlined in this document do not diminish or reduce Tigunia's obligation to provide the stated SLAs for any given Service.