PLANSOURCE®

One Source. Many Benefits.

ID	SLA Category	Applicable Services	Standard Performance Guarantee	Measurement	Reporting Period	Responsible to Report (PlanSource, Reseller/Broker/End User)	Service Fees at Risk (negotiated during contracting)
1	System Uptime	Core Ben Admin	99.7% system uptime starting on group effective date	PlanSource reported system uptime	Quarterly	PlanSource	Up to 15% Fees at Risk
2	Escalation Process for System Downtime	Core Ben Admin	PlanSource provides two week advance notice for non-emergency IT infrastructure outages as well as for major releases. We reserve the right to do emergency outages with less notifications, but these are usually done late nights or weekends and only occur have 1 or 2 per year.	Reported as part of system uptime	Quarterly	PlanSource	Up to 15% Fees at Risk
3	Implementation Timeliness	All	Complete system configuration of benefit administration platform within five (5) business days following the planned "go live" date, as may be extended hereunder.	Missed planned date by more than 5 days	Within 1 month of go-live	Broker/Client	Up to 15% Fees at Risk
4	Case Management	All	For cases initiated via contact center for employees - 90% of cases will be resolved in 5 business days - 95% of cases will be resolved in 10 business days - Exceptions will be reviewed with the client -Q4 - 85% of cases will be resolved in 5 business days -Q4 - 90% of cases will be resolved in 10 business days	Calculated by the open vs close date (business days)	Quarterly	PlanSource	Up to 15% Fees at Risk
5	Consumer Contact Center Availability	Benefit Outsourcing/ Employee Contact Center	98% uptime outside of scheduled maintenance	Total number of minutes in the quarter minus the number of unscheduled down time minutes divided by the total number of minutes in the quarter	Quarterly	PlanSource (CTO)	Up to 15% Fees at Risk
6	Consumer Contact Center Service Level	Benefit Outsourcing/ Employee Contact Center	80% of calls will be answered in 30 seconds or less During the fourth quarter of each year, the Call Center Service Level will be 80% of calls answered in 210 seconds or less. During this time hold messages will be played every 90 seconds	Measured by the number of calls offered by the average speed of answer	Quarterly	PlanSource (System Specialist)	Up to 15% Fees at Risk
7	Consumer Contact Center Abandonment Rate	Benefit Outsourcing/ Employee Contact Center	Less than or equal to 5% During the fourth quarter of each year, the Call Center Abandonment Rate will be less than or equal to 10% Abandon call is defined as a call that goes into the queue and is disconnected before the caller is connected with an agent	Measured by the number of calls terminating prior to being answered	Quarterly	PlanSource (System Specialist)	Up to 15% Fees at Risk
8	Electronic Data Integration	Core Ben Admin	90 day completion of new EDI templated 834 standardized format files within PlanSource approved template format. All non-templated and non-standard format files, PlanSource is required to scope for timeline.	Measured from the date information is delivered to PlanSource as requested by PlanSource from Reseller and Carrier, to the date the file is production complete.	Quarterly	PlanSource (System Specialist)	Up to 15% Fees at Risk
9	Electronic Data Integration	Core Ben Admin	60 day completion of New Plan Year EDI file changes in templated 834 standardized format within PlanSource approved template format. All non-templated and non-standard format files, PlanSource is required to scope for timeline.	Measured from the date information is delivered to PlanSource as requested by PlanSource from Reseller and Carrier, to the date the file is production complete.	Quarterly	PlanSource (System Specialist)	Up to 15% Fees at Risk

Client will not receive any consideration under this SLA to the extent PlanSource's failure to meet the applicable performance guarantee is: (i) caused by or contributed to by Client or any of its employees, agents or contractors; (ii) based on the act, omission or negligence of Client or any of its employees, agents or contractors; or (iii) a result of the occurrence of a force majeure event or other excusable delay, as defined in the service agreement between PlanSource and Client. Notwithstanding any set forth herein or in any agreement between the parties, the total percentage of fees at risk will not exceed 10% in any given reporting period. This Service Level Agreement (including any Service Credits provided for herein) will not apply in the event of any performance issues or failures caused by the following:

* Circumstances beyond PlanSource's reasonable control, including, without limitation, acts of any governmental body, war, insurrection, sabotage, armed conflict, embargo, fire, flood, strike or other labor disturbance, interruption of or delay in transportation, unavailability of or interruption or delay in telecommunications or third-party services, virus attacks or hackers, failure of third-party software (including, without limitation, e-commerce software, payment gateways, chat, statistics or free scripts) or inability to obtain raw materials, supplies, or power used in or equipment needed for performance under this SLA;
* Failure of access circuits to the PlanSource network or its upstream providers, unless such failure is caused solely by PlanSource;
* Scheduled maintenance, to the extent provided herein, and emergency maintenance and upgrades;
* For accelerated kick off documents for implementation that are provided by PlanSource prior to contract signing are completed by the employer within 7 days of contract signing to meet 14 day kick off SLA.
* For standard kick off documents for implementation that are provided by PlanSource prior to contract signing are completed by the employer within 14 days of contract signing to meet 21 day kick off SLA.
* Failure to meet milestone requirements contingent on customer providing documentation within agreed upon deadlines as stated within the project plan.
* Requirements provided at milestones are considered to be final and completed at time of PlanSource receipt for milestone deadlines agreed upon and stated within the project plan. A customer change in agreed upon requirements or deadlines would result in exclusion.
* False failures reported as a result of outages or errors of any PlanSource measurement system;
* Client's acts or omissions (or acts or omissions of others engaged or authorized by Client) that interfere with or disrupt the integrity or performance of the Software, including, without limitation, customization or coding (e.g., CGI, Perl, HTML, ASP, SQL, etc.), any negligence, willful misconduct, or misuse of the Cloud Software;
* Outages, delays, or latency elsewhere on the Internet that hinder access to the Cloud Software.
* PlanSource is not responsible for browser or DNS caching that may make the Cloud Software appear inaccessible when others can still access it.
* PlanSource will guarantee only those areas considered under the reasonable control of PlanSource.
* PlanSource may change, discontinue or add to this Service Level Agreement from time to time, but will provide sixty (60) days advance notice to Client before materially reducing the benefits offered to Client under this Service Level Agreement.
* Contact Center SLA's for communication applicable only during contact center standard hours of M-F 8 a.m. to 11 p.m. ET (excluding PlanSource holidays)
* Customer responsiveness issues identified by Client are reported to PlanSource team within 5 business days.
* If Client believes that data is not being delivered to external parties, they must notify PlanSource.
* Delay in system configuration for any reason attributable solely to PlanSource, and in no way caused by or contributed to by Client or Carrier. PlanSource will create an implementation project plan setting forth an anticipated 'go live" date for the specific Client. The implementation project plan will contain milestones that Client must meet prior to the anticipated "go live" date. In the event that the Client does not meet such milestones prior to the anticipated "go live" date, PlanSource may extend the "go live" date for the amount of time needed to meet this requirement. Excludes HCM products.