

Service Level Agreement

BETWEEN

[Bloom Tech Support] and [Crown Game Center]

PARTIES

This Service Level Agreement, dated Nov 7, 2022, is made by and between [Alia Cruise] of [Bloom Tech Support] at 37/B Midpoint Road, Park Street, Las Vegas 134567 and [Gary Moore] of [Crown Game Center] at 9865 Rose Avenue, Barry Street, Nebraska, Nebraska 34759, collectively referred to as "Parties"

Services and Support Covered

Whereas, the Client depends on IT equipment, software, and services ("IT Systems") that are provided, updated, and maintained by the Service Provider. Some of these items are required to ensure the success of various business transactions and operations.

Whereas, the Service Provider and the Client agree to enter into this Agreement with the understanding that each party has obligations and roles. Henceforth, the Parties with confidence and consideration, accept the terms and conditions stipulated in this Agreement.

The Service Provider agrees to perform and complete the following services ("Services") for the IT Systems in a timely, efficient, and professional manner.

- Record and closely monitor the problems, queries, and concerns of the Client;
- Provide or discuss the resolution and answers to the issues mentioned by the Client in less than ten minutes; and
- Send technical and management reports to the designated representatives to inform them about ongoing issues and their resolution.

Terms and Conditions

- **Term and Termination**

This Agreement shall be effective for five (5) years, starting on 07 Nov, 2022, and terminate on Nov 5, 2027. The Client may renew this Agreement for another Term.

- **Service Level and Credit**

The Service Provider shall be accountable for providing and rendering services to the Client during the Term of this Agreement. The Service Provider shall meet the service level performance criteria as stated below:

- Resolution Rate: 94% to 100%
- Call Handling Time: 5 minutes to 8 minutes

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