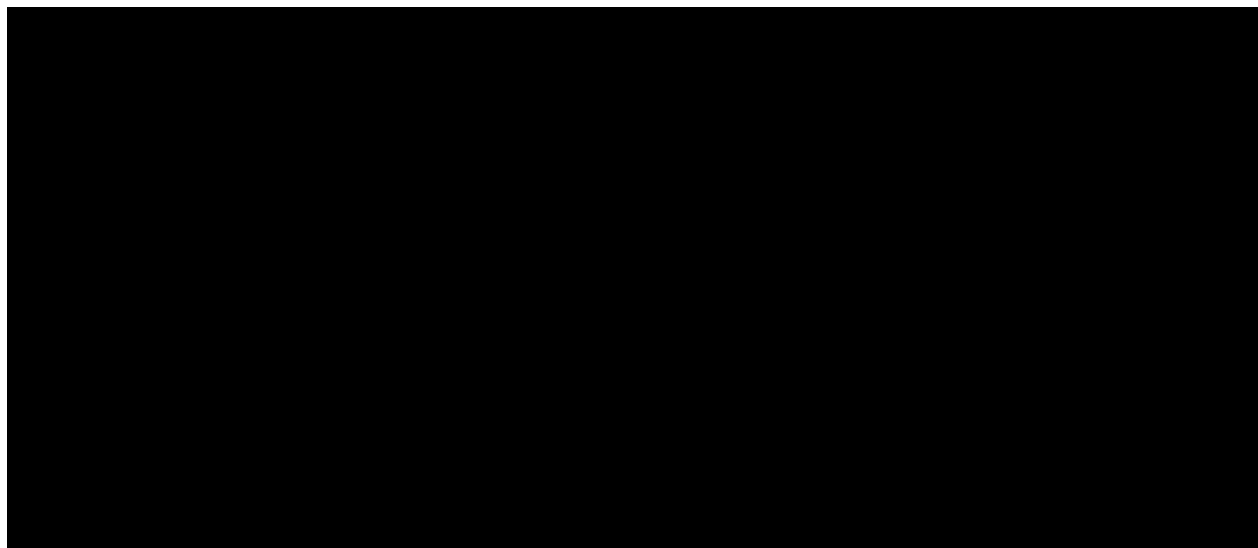


### 3.7 SLA Management [J.2.8]

#### 3.7.1 Common Operational Requirements [J.2.8.1]

We proactively measure each applicable SLA in accordance with its definition, capturing its performance relative to each KPI associated with the SLA as described in G.8.3.1. In the event of a missed SLA, the Government issues a credit request within 6 months of the SLAR containing the failure. We respond to requests as defined in G.8.4.1. We submit all deliverables in J.2.8.3 to GSA and, if requested, to the customer.

#### 3.7.2 SLA Management Process [J.2.8.2; F.2.1(126) through (129)]



#### Exhibit 3.0-15. SLA Management in the MetTel EIS Portal

Unless otherwise specified, we submit all to GSA and, if requested, the customer. MetTel measures each KPI associated with each applicable SLA as described in Section G.8 Service Level Management. The MetTel EIS Portal has automated the KPIs for SLAs. MetTel submits a SLAR, which captures the SLA performance on all applicable SLAs and associated KPIs monthly, no later than the 15th day of the month. MetTel submits reports quarterly: a) Trouble Management Performance Summary (G.8.5.2.3) and b) Trouble Management Incident Performance Report (G.8.5.2.4).

The MetTel EIS Portal automatically tracks SLAs and generates warnings when an SLA is approaching a limit, as shown in **Exhibit 3.0-15**. In accordance with Section G.8.4, we manage credits for failed SLAs with the process shown in **Exhibit 3.0-16**.

#### Exhibit 3.0-16. SLA Credits

#	Description
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#	Description
1.	The Government issues a SLACR within 6 months of the SLAR containing the SLA failure.
2.	MetTel submits a SLACR response within 30 days of the SLACR.
3.	If MetTel accepts the Government's finding, we reflect the credit on a BA within two billing cycles of the response.
4.	If MetTel disagrees with the finding, the Government may use the dispute process defined in G.4.4 and J.2.6 Disputes.

We provide the deliverables listed in **Exhibit 3.0-17** for SLAs in Section J.2.8.

### Exhibit 3.0-17. Deliverables

ID	Reference	Deliverable Name	Frequency	Deliver To
126	J.2.8.2 J.2.10.2.1.14	SLAR	Monthly, no later than 15 <sup>th</sup> day of the month	GSA Conexus, OCO and Agency COR
127	J.2.8.2 J.2.10.2.1.22	SLACR Response	Within 30 days of SLACR	OCO and Agency COR
128	J.2.8.2 J.2.10.2.1.25	Trouble Management Performance Summary Report	Quarterly, no later than 14 days after the end of the FY quarter	Agency COR
129	J.2.8.2 J.2.10.2.1.24	Trouble Management Incident Performance Report	Quarterly, no later than 14 days after the end of the FY quarter	Agency COR

### 3.7.3 Deliverables and Data Exchange [J.2.8.3]

The Government provides the data sets shown in **Exhibit 3.0-18** as part of this process. We provide detailed contents of each data set in J.2.10.2 Data Set Content and support all transfer mechanisms as defined in J.2.9 Data Transfer Mechanisms.

### Exhibit 3.0-18. Deliverable

Data Set	Frequency	Transfer Mechanism
SLACR	No later than 6 months after the SLA failure	Secure FTP, Email, or SLACR form (see description in <b>Error! Reference source not found.</b> ) Other means as agreed or required in the Task Order

### Contractor-Provided Data Sets

We provide the data sets in **Exhibit 3.0-19** and support all required transfer mechanisms for each data set as defined in Section J.2.9 Data Transfer Mechanisms.

### Exhibit 3.0-19. Data Sets

Data Set	Frequency	Transfer Mechanism
SLAR	Monthly, no later than 15 <sup>th</sup> day of month	<ul style="list-style-type: none"> <li>SFTP and Email (if requested)</li> <li>Other means as agreed or required in the Task Order</li> </ul>
SLACR Response	Within 30 days of SLACR	<ul style="list-style-type: none"> <li>Email or Other means as agreed or required in the TO</li> </ul>
Trouble Management Performance Summary Report	Quarterly, no later than 14 days after the end of quarter	<ul style="list-style-type: none"> <li>Email</li> <li>Other means as agreed or required in the Task Order</li> </ul>
Trouble Management Incident	Quarterly, no later than 14	<ul style="list-style-type: none"> <li>Email</li> </ul>

Data Set	Frequency	Transfer Mechanism
Performance Report	days after the end of quarter	<ul style="list-style-type: none"> <li>Other means as agreed or required in the Task Order</li> </ul>
Billing Adjustment	See Section <b>Error! Reference source not found.</b> Billing	<ul style="list-style-type: none"> <li>See Section <b>Error! Reference source not found.</b> Billing</li> </ul>