



Pure Innovations LLC

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*Effective April 24, 2024. These Residential Service Level Objectives
supersede and replace all prior versions.*

Residential Service Level Objectives

These Service Level Objectives are between Provider (sometimes referred to as “we,” “us,” or “our,”), and the Client (sometimes referred to as “you,” or “your,”) found on the applicable Order and, together with the Order, Master Services Agreement, Schedule of Services, and other relevant Service Attachments, forms the Agreement between the parties the terms to which the parties agree to be bound.

SUPPORT SERVICES

Residential Services are not entitled to response time guarantees. The residential contract does not include this Service Level Objectives document.