

## Service Level Agreement

| Priority | Description   | Response Time  |
|----------|---|--|
| Critical | The entire server is 'down' & inaccessible. All users affected.   | As soon as reasonably practical and in any event within 30 minutes during the Support Hours. |
| High     | Operation of the Services is severely degraded, or major components of the Service are not operational and work cannot reasonably continue owing to a hardware or software failure. More than 20 users are affected.  | Within 2 hours during the Support Hours.   |
| Medium   | Certain non-essential features of the Service are impaired or subject to periodic interruptions while most major components of the Service remain functional. More than 10 users but less than 20 users are affected. | Within 8 hours during the Support Hours.   |
| Low      | Errors that are non-disabling or cosmetic and clearly have little or no impact on the normal operation of the Services. Between 1 and 10 users affected.  | Within 24 hours during the Support Hours.  |